

Our ref: FOI\_4703

Monday, 07 June 2021

Royal Papworth Hospital NHS Foundation Trust

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Cambridge Biomedical Campus  
Cambridge  
CB2 0AY

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[www.royalpapworth.nhs.uk](http://www.royalpapworth.nhs.uk)

Dear Matt,

Thank you for your request for information made under provision of the Freedom of Information Act 2000.

**Please find the Trust's response to your query below (Reference FOI\_4703)**

1/ do you employ your own security staff or are they supplied by an external provider?

**External provider**

2/ over the past three years, year on year, how many incidents of alleged physical and verbal abuse against patients by security staff have been logged by your Trust? **1**

3/ over the past three years, year on year, how many of these incidents were alleged to have taken place in Accident and Emergency?

**Royal Papworth Hospital NHS Foundation Trust is a specialist cardiothoracic hospital; therefore these questions are not applicable.**

4/ are all these incidents logged and, if so, what system does your Trust use - **DATIX**

5/ how were these incidents described; eg: physical, verbal, restraint etc

**Inappropriate verbal behaviour by a member of staff to a Patient**

6/ year on year, and for the past three years, how many of these incidents were investigated? **1**

7/ year on year, and for the past three years, what were the outcomes of these investigations? **Apology to patient and security staff made aware of expectations when assisting patients.**

Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector Information Regulations 2005. This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

The Trust hopes this information is of help to you but if you are not satisfied with the Trust's response, or want to complain about the way in which your request has been handled, you are entitled to request an internal review. This request should be received by the Trust within two months of your receipt of the Trust's original response.



To request an internal review, please contact the Information Governance Manager at [papworth.foidept@nhs.net](mailto:papworth.foidept@nhs.net) or write to: the Information Governance Manager, Royal Papworth Hospital NHS Foundation Trust, Papworth Road, Cambridge Biomedical Campus Cambridge, CB2 0AY. Should your complaint not be upheld, you can appeal against this decision by contacting the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF (telephone number: 08456 30 60 60).

Yours sincerely

Angela Morrison

**Senior Subject Access Request and Digital Administrator**

