**FOI Enquiries regarding Hospital Violence ( Responses shown in red)**

**ENQUIRY 1**

How many staff members have been assaulted while on duty between January 2009 to December 2013.

Please state the role of the staff member e.g doctor / nurse, whether they required time off work, whether they required medical treatment, and where the incident took place, such as the name of the hospital and the department.

Please break it down by calendar year.

Please find attached the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

Under Section 1 due to the way information is collected and held we are only able to respond to some of this request.

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

If you remain dissatisfied with the decision of the Trust following your complaint, you may write to the Information Commissioner, whose address is:

Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Abuse incidents to Staff by location and date 2009 to 2013 Weston area health Trust** | | | | | | |
| **These incidents include:** |  |  |  |  |  |  |
| **Patient to Staff Abuse, Staff to Staff abuse, Relative Third Party to Staff** | | | | |  |  |
|  | **2009** | **2010** | **2011** | **2012** | **2013** | **Total** |
| **Emergency Department** | 11 | 15 | 37 | 19 | 26 | 108 |
| **Access Team Office** | 0 | 2 | 0 | 0 | 3 | 5 |
| **Additional Capacity (ATC)** | 0 | 0 | 0 | 1 | 0 | 1 |
| **Ambulatory Centre (OVERFLOW)** | 0 | 0 | 0 | 0 | 3 | 3 |
| **Appointment Centre** | 0 | 0 | 0 | 1 | 0 | 1 |
| **Ashcombe Clinic** | 1 | 0 | 0 | 1 | 1 | 3 |
| **Ashcombe Ward** | 0 | 0 | 0 | 0 | 1 | 1 |
| **ATC** | 0 | 0 | 1 | 0 | 0 | 1 |
| **The Barn - Clevedon** | 0 | 0 | 0 | 0 | 1 | 1 |
| **Berrow Ward** | 7 | 10 | 15 | 11 | 27 | 70 |
| **Birnbeck Ward** | 5 | 7 | 0 | 0 | 0 | 12 |
| **Burrington Ward** | 3 | 7 | 0 | 0 | 0 | 10 |
| **Coronary Care unit** | 2 | 2 | 0 | 0 | 0 | 4 |
| **Clinical Decision Unit** | 0 | 0 | 0 | 0 | 1 | 1 |
| **Chapel** | 0 | 0 | 1 | 0 | 0 | 1 |
| **Cheddar/Planned Care Unit** | 0 | 3 | 10 | 0 | 0 | 13 |
| **Cheddar Ward** | 0 | 0 | 0 | 8 | 5 | 13 |
| **Cheddar - (Steepholm)** | 0 | 0 | 0 | 2 | 0 | 2 |
| **Churchill Unit OPD** | 1 | 0 | 1 | 0 | 0 | 2 |
| **Community (Patient's Home)** | 0 | 0 | 2 | 1 | 2 | 5 |
| **Clinical Site Team** | 0 | 0 | 0 | 0 | 1 | 1 |
| **Clinical Support Unit** | 1 | 0 | 0 | 0 | 0 | 1 |
| **CT SCAN** | 0 | 0 | 1 | 0 | 0 | 1 |
| **Day Case Unit** | 0 | 0 | 1 | 0 | 1 | 2 |
| **Discharge Lounge** | 0 | 0 | 2 | 0 | 0 | 2 |
| **Divisional Managers Office** | 0 | 0 | 0 | 0 | 1 | 1 |
| **Draycott Ward** | 2 | 8 | 7 | 0 | 0 | 17 |
| **Drove Road (Childrens Services)** | 1 | 0 | 7 | 0 | 0 | 8 |
| **East Brent** | 0 | 1 | 0 | 1 | 1 | 3 |
| **Emergency Assessment Unit** | 1 | 4 | 0 | 0 | 0 | 5 |
| **ECG** | 0 | 0 | 2 | 0 | 1 | 3 |
| **Endoscopy** | 0 | 0 | 1 | 1 | 0 | 2 |
| **GP Clinic** | 1 | 0 | 0 | 1 | 0 | 2 |
| **Harptree Ward** | 0 | 12 | 32 | 2 | 0 | 46 |
| **Harptree East** | 0 | 0 | 0 | 9 | 36 | 45 |
| **Harptree Highcare** | 0 | 0 | 0 | 8 | 2 | 10 |
| **Harptree West** | 0 | 0 | 0 | 8 | 10 | 18 |
| **HOS** | 0 | 1 | 0 | 0 | 0 | 1 |
| **Hospital (outside)** | 0 | 0 | 0 | 2 | 3 | 5 |
| **Housekeeping** | 1 | 0 | 0 | 0 | 0 | 1 |
| **Hutton Ward (Emergency)** | 12 | 24 | 0 | 0 | 0 | 36 |
| **Hutton Ward** | 0 | 0 | 0 | 3 | 9 | 12 |
| **Hutton Ward (Surgical)** | 0 | 3 | 9 | 5 | 0 | 17 |
| **ITU** | 2 | 3 | 5 | 1 | 3 | 14 |
| **ITU/CC** | 1 | 0 | 0 | 0 | 0 | 1 |
| **Kewstoke** | 12 | 18 | 23 | 13 | 27 | 93 |
| **Lympsham** | 0 | 1 | 0 | 0 | 0 | 1 |
| **Mendip Down Unit** | 1 | 0 | 0 | 4 | 0 | 5 |
| **Medical Assessment Unit** | 0 | 0 | 0 | 0 | 9 | 9 |
| **Mendip Ward** | 0 | 0 | 0 | 6 | 0 | 6 |
| **Mortuary** | 0 | 0 | 1 | 0 | 0 | 1 |
| **Office** | 0 | 1 | 0 | 1 | 1 | 3 |
| **Oncology Day Unit** | 1 | 0 | 0 | 0 | 2 | 3 |
| **Outpatient Main** | 0 | 2 | 1 | 1 | 4 | 8 |
| **Outpatients Orthopaedic** | 0 | 2 | 1 | 0 | 2 | 5 |
| **Operating Theatre** | 0 | 1 | 0 | 0 | 0 | 1 |
| **Other** | 1 | 1 | 2 | 0 | 0 | 4 |
| **Pathology** | 0 | 1 | 0 | 0 | 0 | 1 |
| **Pharmacy** | 0 | 0 | 0 | 0 | 1 | 1 |
| **Physiotherapy** | 0 | 0 | 1 | 2 | 0 | 3 |
| **Portering** | 0 | 0 | 0 | 0 | 1 | 1 |
| **Puxton Ward** | 0 | 2 | 2 | 0 | 0 | 4 |
| **Quantock (Rehab)** | 2 | 0 | 1 | 2 | 0 | 5 |
| **Radiology** | 0 | 2 | 3 | 2 | 1 | 8 |
| **Recovery (Main Theatre)** | 0 | 0 | 0 | 0 | 1 | 1 |
| **Rowan** | 1 | 3 | 0 | 0 | 3 | 7 |
| **Seashore Centre** | 0 | 0 | 1 | 1 | 0 | 2 |
| **Secretaries Office** | 0 | 0 | 1 | 0 | 0 | 1 |
| **Steepholm Ward** | 2 | 8 | 9 | 6 | 2 | 27 |
| **The Stroke Unit** | 0 | 0 | 6 | 11 | 3 | 20 |
| **Theatre** | 0 | 0 | 4 | 1 | 2 | 7 |
| **Occ Therapy** | 1 | 0 | 0 | 0 | 0 | 1 |
| **Uphill (Extra Capacity Ward)** | 0 | 1 | 16 | 1 | 0 | 18 |
| **Uphill Ward** | 4 | 8 | 0 | 0 | 2 | 14 |
| **Uphill (Rehab)** | 0 | 0 | 0 | 2 | 0 | 2 |
| **Ultra Sound Scan** | 0 | 1 | 1 | 0 | 0 | 2 |
| **Waterside** | 0 | 4 | 3 | 0 | 4 | 11 |
| **WISH Sexual Health Clinic** | 2 | 1 | 0 | 0 | 1 | 4 |
| **X-ray** | 4 | 3 | 2 | 4 | 0 | 13 |
| **Totals:** | 83 | 162 | 212 | 142 | 204 | 803 |
|  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Physical Abuse incidents to staff by Location and date 2009 to 2013** | | | | |  |  |
|  |  |  |  |  |  |  |
|  | **2009** | **2010** | **2011** | **2012** | **2013** | **Total** |
| **Emergency Department** | 3 | 6 | 16 | 3 | 6 | 34 |
| **Ambulatory Centre (OVERFLOW)** | 0 | 0 | 0 | 0 | 3 | 3 |
| **Berrow Ward** | 2 | 4 | 8 | 4 | 14 | 32 |
| **Birnbeck Ward** | 1 | 3 | 0 | 0 | 0 | 4 |
| **Burrington Ward** | 2 | 2 | 0 | 0 | 0 | 4 |
| **Coronary Care unit** | 1 | 2 | 0 | 0 | 0 | 3 |
| **Cheddar/Planned Care Unit** | 0 | 2 | 5 | 0 | 0 | 7 |
| **Cheddar Ward** | 0 | 0 | 0 | 8 | 4 | 12 |
| **Cheddar - (Steepholm)** | 0 | 0 | 0 | 2 | 0 | 2 |
| **Clinical Support Unit** | 1 | 0 | 0 | 0 | 0 | 1 |
| **Draycott Ward** | 1 | 5 | 3 | 0 | 0 | 9 |
| **Emergency Assessment Unit** | 0 | 4 | 0 | 0 | 0 | 4 |
| **Endoscopy** | 0 | 0 | 0 | 1 | 0 | 1 |
| **Harptree Ward** | 0 | 4 | 23 | 0 | 0 | 27 |
| **Harptree East** | 0 | 0 | 0 | 3 | 21 | 24 |
| **Harptree Highcare** | 0 | 0 | 0 | 6 | 2 | 8 |
| **Harptree West** | 0 | 0 | 0 | 6 | 8 | 14 |
| **Hospital (outside)** | 0 | 0 | 0 | 1 | 0 | 1 |
| **Hutton Ward (Emergency)** | 4 | 13 | 0 | 0 | 0 | 17 |
| **Hutton Ward** | 0 | 0 | 0 | 3 | 7 | 10 |
| **Hutton Ward (Surgical)** | 0 | 2 | 6 | 1 | 0 | 9 |
| **ITU** | 1 | 0 | 3 | 0 | 0 | 4 |
| **Kewstoke** | 4 | 8 | 11 | 11 | 23 | 57 |
| **Mendip Down Unit** | 0 | 0 | 0 | 2 | 0 | 2 |
| **Medical Assessment Unit** | 0 | 0 | 0 | 0 | 7 | 7 |
| **Mendip Ward** | 0 | 0 | 0 | 6 | 0 | 6 |
| **Pathology** | 0 | 1 | 0 | 0 | 0 | 1 |
| **Physiotherapy** | 0 | 0 | 0 | 1 | 0 | 1 |
| **Puxton Ward** | 0 | 0 | 1 | 0 | 0 | 1 |
| **Quantock (Rehab)** | 0 | 0 | 0 | 1 | 0 | 1 |
| **Radiology** | 0 | 0 | 0 | 2 | 0 | 2 |
| **Recovery (Main Theatre)** | 0 | 0 | 0 | 0 | 1 | 1 |
| **Rowan** | 1 | 0 | 0 | 0 | 1 | 2 |
| **Seashore Centre** | 0 | 0 | 0 | 1 | 0 | 1 |
| **Steepholm Ward** | 0 | 1 | 7 | 5 | 2 | 15 |
| **The Stroke Unit** | 0 | 0 | 5 | 8 | 3 | 16 |
| **Theatre** | 0 | 0 | 1 | 1 | 0 | 2 |
| **Uphill (Extra Capacity Ward)** | 0 | 0 | 14 | 1 | 0 | 15 |
| **Uphill Ward** | 0 | 3 | 0 | 0 | 0 | 3 |
| **X-ray** | 1 | 0 | 0 | 0 | 0 | 1 |
| **Totals:** | 22 | 60 | 103 | 77 | 102 | 364 |
|  |  |  |  |  |  |  |

Jo Ward

on behalf of Gillian Hoskins

Associate Director of Governance and Patient Experience

Weston Area Health NHS Trust

**ENQUIRY 2**

Here is the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

For the answers to questions 1, 2 and 4 please see attached spreadsheet.

1. How many incidents of violence, aggression, or intimidation have been recorded at your organisation in each of the last five financial years, (2009/10, 2010/11, 2011/12, 2012/13, 2013/14)? If possible, can you break these figures down into incidents against:

a) Staff

b) Patients

c) Visitors

2. How many times have police been called by your organisation in relation to violence, aggression or intimidation, in each of the last five financial years? If possible, can you break these figure down into incidents against:

a) Staff

b) Patients

c) Visitors

3. How many prosecutions have there been as a result of violence, aggression or intimidation, in each of the last five financial years? If possible can you break these figures down into incidents against:

a) Staff       This information is not recorded within the Trust

b) Patients  This information is not recorded within the Trust

c) Visitors   This information is not recorded within the Trust

4. How many of the perpetrators of violence, or intimidation, over each of the last five financial years, were:

a) Staff

b) Patients

c) Visitors

5. How many patients have been

a) refused treatment or care, or     This information is not recorded within the Trust

b) warned they may be refused treatment or care  This information is not recorded within the Trust

by your organisation because of their behaviour, in each of the last five financial years?  This information is not recorded within the Trust

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

If you remain dissatisfied with the decision of the Trust following your complaint, you may write to the Information Commissioner, whose address is:

Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Jo Ward

on behalf of Gillian Hoskins

Associate Director of Governance and Patient Experience

Weston Area Health NHS Trust

**ENQUIRY 3**

Please provide me with the following information as soon as possible.

1. How many patient-facing staff within your Trust have been physically and/or verbally abused by the public - specifically in A&E units and Urgent Care Centres - in the last 3 complete years?
2. Please provide me with either a breakdown or a list of the type of patient-facing staff affected? E.g. Doctors, nurses, receptionists, security staff, cleaners etc.
3. Please provide me with a breakdown of incident type or the top 5 most common occurrences

Please find attached the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

If you remain dissatisfied with the decision of the Trust following your complaint, you may write to the Information Commissioner, whose address is:

Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Jo Ward

on behalf of Gillian Hoskins

Associate Director of Governance and Patient Experience

Weston Area Health NHS Trust

