

Dear Sir/Madam

Thank you for your Freedom of Information request concerning patient-facing staff that have been physically and/or verbally abused.

The Trust can provide the following information:

Please provide me with the following information.

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

**** Note we are not able to provide type of staff affected as this field is not always completed on our reporting system so this information isn't kept****

Incidents reported as happening in the Emergency Department by Sub Category and Incident date

	11/12	12/13	13/14	Total
Verbal abuse / disruption (by a patient or visitor)	27	9	14	50
Threat of physical harm (by a patient or visitor)	10	8	10	28
Racial abuse (by a patient or visitor)	2	0	1	3
Physical abuse / assault / violence (by a patient or visitor)	14	6	11	31
Verbal Abuse (by staff)	2	0	0	2
Disruptive aggressive behaviour	20	7	4	31
OTHER Violence / Harassment / Aggression / Assault incident	10	8	3	21
Totals:	85	38	43	166

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk , in the first instance. If, following that, you still have
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any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

James Cook
Information Governance Administrator

James Woollam
Interim -Information Governance Manager