

Freedom of Information Request

Ref: UHB 17-191

Date 11 April 2017

[REDACTED]  
[REDACTED]

Dear [REDACTED]

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

**I've used the word 'blacklisted' as an umbrella term to also refer to those who have been refused care, or referred to another NHS service provider because of issues with their relationship with the trust – ie violent towards staff, abusive towards staff, nuisance, persistent complainer, irrevocable breakdown in relationship, etc.**

**For each of the last 10 years please tell me:**

- 1) How many patients were 'blacklisted' from the trust? For each patient please tell me:**
  - a. **Their sex**
  - b. **Their age**
  - c. **Where they were 'blacklisted' from (eg department name, several departments, whole trust)**
  - d. **Reason why (eg violent towards staff, abusive towards staff, nuisance, persistent complainer, irrevocable breakdown in relationship)**
  - e. **Detail behind the reason (eg staff member punched, breakdown in relationship due to unresolved complaints etc)**
  - f. **Whether they are still 'blacklisted'**

**If a patient was 'blacklisted' for more than one year, please make clear in the figures**

We do not refuse care or 'blacklist' patients at this Trust. We do however ask patients who have had an 'issue with their relationship with their the Trust i.e. violence towards staff, abusive towards staff, nuisance, persistent complainer, irrevocable breakdown in relationship, etc. to sign up to a behavioural contract.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

[Redacted signature block]