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25 April 2018

## Freedom of Information Request – Ref: FOI 003-1819

Thank you for your recent Freedom of Information request about harassment and stalking of staff by patients. Please find the Trust's response below.

- 1) Does your Trust have a policy regarding harassment by patients? If so, please could you provide a copy or link to it?
  - **There is no actual policy for this but the Local Security Management Specialist (LSMS) has produced a guidance document on harassment and Stalking (attached); this has been shared with a number of agencies for their consideration including the Police and the Hollie Gazzard Trust.**
  - **The Trust also uses NHS Protect guidance for any online problem with relation to the use of social media (attached)**
- 2) Does your Trust have a policy regarding stalking by patients? If so, please could you provide a copy or link to it?
  - **See above.**
- 3) What is the process for dealing with harassment or stalking of staff by patients when a staff member reports it?
  - **These are reported and recorded via the DATIX system.**
  - **If the harassment or stalking of staff by patients is taking place within the confines a hospital it is initially dealt with by the LSMS, however if the problem emanates from any former patient then this is always referred to the Police as they have primacy.**
- 4) Are staff given training on harassment and/or intrusions on privacy by patients? If so, what form does this take?
  - **The Trust has used external speakers who have attended the Trust to speak to staff members and managers about Harassment, Stalking and Coercive control such as Dr Jane Monckton Smith. Staff have also attended training conferences presented jointly by Gloucestershire Police and the Hollie Gazzard Trust.**

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

Anna Hilditch  
Assistant Trust Secretary,  
2gether NHS Foundation Trust  
Rikenel  
Montpellier  
GLOUCESTER GL1 1LY  
Tel: 01452 894165

E-mail: [anna.hilditch@nhs.net](mailto:anna.hilditch@nhs.net)

If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

*Lisa Evans*

**LISA EVANS**  
**Information Governance Officer**  
**2gether NHS Foundation Trust**

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or write to: OPSI, 102 Petty France, London SW1H 9AJ.