

Ref: FOI/GS/ID 6366

**Please reply to:**  
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Trust Management  
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24 December 2020

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Maternity unit complaints.

*You asked:*

- 1. If you have a maternity unit within your trust how many patients or members of the public made a complaint relating to the maternity unit in the*
  - (i) 2018/19 financial year,*
  - (ii) 2019/20 financial year*
  - (iii) The period from 1.4.20 to 30.9.20.*
- 2. How many of these complaints in relation to the period 1.4.20 to 30.9.20 made reference to (i) equipment shortage or failure, (ii) a lack of adequate staff and (iii) staff attitude or performance.*

*Please note that a complaint identified in Q.1 may give rise to being a complaint about one, two or all three items in Q.2 and should be recorded separately in each category.*
- 3. For each complaint identified in Q.2 please provide a summary of the circumstances. Please use the attached spreadsheet as the level of detail I would like.*

Trust response:

1.
  - (i) 18
  - (ii) 12
  - (iii) 7
  
2.
  - (i) 0
  - (ii) 0
  - (iii) 3

3.

Staff attitude	Concerns raised in respect of being eligible to give birth at the birthing centre. Patient has been waiting for confirmation of this and despite chasing repeatedly the service was advised there was no consultation booked and no record of assessment. Patient feels the birthing centre is disorganised and not friendly or good at communicating.	16A
Staff attitude	Concerns raised with the care provided from one midwife, and that mother's wishes were not respected in terms of cutting cord and breastfeeding. Conflicting information provided on postnatal unit and visit times on neonatal not adhered to.	16A
Staff attitude	Concerns raised with the manner of the anaesthetist in theatre, and that mother's wishes were not respected in terms of cutting cord and breastfeeding. Conflicting information provided on postnatal unit and visit times on neonatal not adhered to.	16B