

Ref: FOI/GS/ID 6811

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

22 September 2021

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 Healthcare Safety Investigation Branch (HSIB).

You asked:

I understand the HSIB have written a "letter of concern" to MTW about maternity services (particularly about Crowborough Birthing Centre).

Under the FOI, could I see a copy of their correspondence please and the Trust's response.

Trust response:

In relation to your FOI request Maidstone and Tunbridge Wells NHS Trust can confirm that we have a strong working relationship with HSIB and are in very regular communication with them regarding our services and risk management processes.

We utilise any information received to enhance our services further.

We can confirm that on the 4th of May some anonymous feedback was received from an individual staff member. These concerns related to our current risk processes and staff attitude.

Please see below the relevant extract of the letter from HSIB.

Whilst we are anxious to maintain the anonymity of this individual, we are also mindful of our organisational responsibility to ensure that concerns such as this are openly reported to allow any required action to be taken.

The concerns outlined include:

- Reports of an undercurrent of ignoring serious problems
- Unprofessional and abrupt behavior of senior clinicians
- An attitude and culture of “protecting staff” rather than a focus on service improvement
- Reluctance to acknowledge areas of improvement where required
- The lack of an independent review system in cases where a serious incident is suspected
- A tendency to under report serious incidents
- A lack of transparency during the risk review process
- Obstructive attitude of senior midwifery management

Please note: The requester has two rights under Section 1(1) of the Act:

The right to recorded information and requests for documents

- to be informed in writing whether the information they have requested is held, and;
- where it is held, to have the information provided to them.

These rights only apply to the information held by the public authority. This means that there is no explicit right to copies of original documents.

We can further confirm that we have worked closely with HSIB to ensure that these concerns were addressed.

The feedback received was not about Crowborough Birthing Centre.