

Ref: FOI/GS/ID 7264

**Please reply to:**  
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01 April 2022

## **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 complaints regarding the clinical treatment areas of obstetrics and gynaecology.

*You asked:*

*According to NHS Data, in the year 2020/21 you have received complaints regarding the clinical treatment areas of obstetrics and gynaecology.*

*For each of the complaints from the clinical treatment areas of obstetrics and gynaecology from the year 2020/21, I would like to know what the complaint was about. Please include the following information:*

- 1. Age and Status of complainant*
- 2. The procedure performed on the patient referred to in the complaint e.g. cervical screening, caesarean delivery etc.*
- 3. The subject area of the complaint e.g. Values and Behaviours, Privacy, Dignity and Wellbeing etc.*
- 4. The specific cause of the complaint e.g. unnecessary pain was caused during the procedure, doctor/nurse performing the procedure were rude, patient was not allowed to see a female gynaecologist instead of a male one etc.*
- 5. If the complaint was brought forward, resolved, upheld partially upheld, not upheld, carried forward or new*

Trust response:

Please note: This data reflects clinical treatment complaints recorded under Gynaecology and Obstetrics, received 1 April 2020 – 31 March 2021 inclusive, based on the KO41a data. Under point 5 of the request, you have asked for confirmation of:

'If the complaint was brought forward, resolved, upheld partially upheld, not upheld, carried forward or new'

The categories 'brought forward, resolved and new' refer directly to KO41a submissions reported on by NHS Digital. This is based on a 'snapshot' of the status of complaints at the time the KO41a data is extracted from the database and submitted through the portal. It is not recorded anywhere and therefore cannot be reported on retrospectively. The data is submitted at Trust site level (not by individual specialties) so cannot be retrieved from the KO41a data submissions covering this period.

We have provided the outcome of the complaint (upheld, partially upheld or not upheld).

Sub Spec	Age of complainant	Status of complainant	Procedure undertaken	KO41a subject area of complaint	Description	Outcome
GYNAE	29	Patient	D&C	Clinical treatment	Concerns raised in respect of misdiagnosing pregnancy very soon after miscarriage. Additionally, patient states she was not told to refrain from sexual intercourse and to use contraception to avoid another pregnancy.	Partially upheld
OBSTET	Unknown	Other	Screening	Clinical treatment	At 12-week scan patient was advised that as she had had the Harmony test she would not be allowed to have the combined screening. Scan report states patient refused the combined screening test, this is inaccurate. Response provided through PALS is unacceptable as combined screening test measuring PAPP-A were not carried. Concerned low PAPP- A is associated with low birth weight, early birth and miscarriage. Concerned something may have been missed by sonographer that may impact on fetus growth as test not undertaken. Seeking explanation as to why combined screening test was refused.	Partially upheld
OBSTET	35	Patient	Episiotomy	Clinical treatment	Concerns raised regarding suturing of episiotomy which has left a flap of skin outside body, lack of information on common side effects with this procedure and poor experience with after care support provided after leaving delivery suite. Concerns also raised over the delay to have corrective procedure for flap of skin as it is not considered an emergency and the possible long-term impact this may have on patient.	Not upheld

GYNAE	39	Patient	Silver nitrate treatment of cervical ectropion	Clinical treatment	Concerns that procedure undertaken in 2019 was not conducted correctly and was not successful. On contacting the department and asking not to be discharged, she was discharged from our care.	Not upheld
OBSTET	30	Patient	N/A	Clinical treatment	Concern raised that following delivery, first degree tear was sutured, however secondary laceration was not, which is causing difficulties.	Not upheld
GYNAE	40	Patient	N/A	Clinical treatment	Concerns raised in respect of care and treatment received in emergency gynaecology assessment unit	Not upheld
OBSTET	27	Patient	D&C	Clinical treatment	Concerns raised with management of miscarriage and the retention of products of conception following procedure to remove them.	Not upheld
OBSTET	21	Patient	Caesarean section	Clinical treatment	Concern that delay in baby being born following waters breaking caused baby to be born with pneumonia. Concern that baby sustained damage to nerves in arm/shoulder when on SCBU when gaining cannula access.	Not upheld
OBSTET	25	Patient	N/A	Clinical treatment	Complaint regarding the standard of care received during antenatal period	Not upheld
OBSTET	32	Patient	Caesarean section	Clinical treatment	Concern raised that despite being advised consideration would be given to caesarean section due to large size of baby, this was delayed. Concerns that investigations not undertaken into significant weight gain during labour and discharged with swollen legs.	Partially upheld
GYNAE	31	Patient	D&C	Clinical treatment	Concerns raised with care received during three attendance to hospital for miscarriage. Patient advised miscarriage complete, however, products remained which became infected and required surgery.	Not upheld
OBSTET	23	Patient	Caesarean section	Clinical treatment	Concerns raised regarding maternity care. Patient seeking compensation.	Not upheld
GYNAE	39	Patient	Screening	Clinical treatment	Concerns raised over screening investigation delays due to Trust error that impacted on start of fertility treatment. Would like confirmation that necessary referrals have been made and would like to delays investigated.	Not upheld
OBSTET	33	Patient	Induction of labour	Clinical treatment	Concerns raised that care during labour was not adequate. Concern that patient reacted to epidural and spinal block resulting in CPR. Concern that post-natal care was below expectations. Clarity sought around diagnosis of baby.	Not upheld

OBSTET	27	Patient	Caesarean section	Clinical treatment	Concern raised with emergency c-section resulting in in situ catheter. TWOC unsuccessful and now under urology team. Concerns raised with process of TWOC which caused significant pain, that prescription for antibiotics was delayed, manner of staff members of maternity triage.	Partially upheld
OBSTET	24	Patient	Caesarean section	Clinical treatment	Concern raised that patient discharged without anticoagulants following c-section. Patient suffered a clot.	Not upheld