

Ref: FOI/GS/ID 7603

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

11 October 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 Maternity unit complaints - 2020/21 and 2021/22.

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) 2020/21 financial year, and (ii) 2021/22?

2. How many of these complaints in relation to the period 2021/22 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:

The Trust does not have a department on our reporting system that is called maternity unit. We have however been able to pull information which relates to midwifery services.

1.
 - a) 10
 - b) 43
2.
 - i) 1
 - ii) 0
 - iii) 45
- 3.

Year	Unit	Location (exact)	Specialty	Description	Notes
2020/2021	Tunbridge Wells Hospital	Outpatient department - Women's Outpatients	Midwifery	Concerns raised that gestational diabetes was not diagnosed during pregnancy results in c-section and severe pre-eclampsia. Concern that not advised of ragged membranes and went on to suffer postpartum haemorrhage.	not upheld
	Maidstone Hospital	Outpatient department - Women's Outpatients	Midwifery	Concern raised that blood results were not acted upon therefore incorrect advice was given to patient. Concern that advice given when contacting maternity triage was not appropriate given the circumstances.	upheld
	Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Concerns raised with treatment received on postnatal ward, delays in receiving medications and attitude of some staff members.	partially upheld
	Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concern that coccyx was fractured during delivery of baby. Concern that repair after ventouse delivery caused some tightness which required surgical repair.	not upheld
	Tunbridge Wells Hospital	Ward / Unit - (TWH) Emergency Gynae Assessment Unit	Midwifery	Concerns raised that scan findings were not shared with patient, namely that no fetal heartbeat was found. No follow up scan was arranged and despite numerous attempts to be reviewed on EGAU kept being advised to wait for 12-week scan. Attitude of doctor who reviewed patient who disputed the dates provided and changed these on the scan report.	partially upheld
	Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concerns raised that pain management during labour and delivery was not adequate. Concern raised with standard of support and care on post-natal ward.	not upheld
2021/2022	Maidstone Hospital	Ward / Unit - (MGH) Birth Centre / Delivery Suite	Midwifery	Concerns raised with standard of care received from Maidstone Birth Centre, including incorrect advice, informed consent not given for episiotomy, lack of support with breastfeeding.	not upheld
	Tunbridge Wells Hospital	Anaesthetics / Endoscopy / Theatres / Recovery - Obstetric Theatre	Midwifery	Concerns that baby sustained laceration to head and cephalohematoma during delivery. Concerns with comment made by surgeon.	not upheld
	Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concerns raised with management of pregnancy and labour, that labour was not diagnosed soon enough despite calls to the birth centre, that midwife washed hands with gloves on between tasks, the mother not fully informed of events during c-section and that polymorphic eruption of pregnancy was not diagnosed soon enough.	not upheld
	Maidstone Hospital	Outpatient department - Women's Outpatients	Midwifery	Concerns raised with communication during antenatal appointment was inappropriate, that opinions were not considered or listened to by the doctor and that self discharge form was signed under duress.	not upheld
	Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concerns raised with the care provided from one midwife, 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.	not upheld
	Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Concerns raised that management of urinary retention was not appropriate.	not upheld
	Maidstone Hospital	Outpatient department - Ultrasound clinic	Midwifery	Complaint in relation to plotting fetal growth during an ultrasound.	partially upheld

Maidstone Hospital	Ward / Unit - (MGH) Birth Centre / Delivery Suite	Midwifery	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.	upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Concerns raised with regards to post-natal care received.	partially upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concerns raised that appointments for cervical length scans and appointment for stitch to be placed were delayed and cancelled. Concern that anaesthetist was rude and that labour went on too long before intervention.	not upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Ante Natal Unit	Midwifery	Concern that patient was acting out of character during her antenatal phase and this was not addressed. Concern that patient developed an infection that was not appropriately managed and concern with the manner of the neurologist who reviewed.	on-going
Tunbridge Wells Hospital	Ward / Unit - (TWH) Emergency Gynae Assessment Unit	Midwifery	Pt had an awful experience, following attendance, initially for bleeding, but then delivery of her baby. She suffered a lot of pain and lack of understanding that she was further along in her labour than staff expected. Pt had wanted an epidural, due to the level of pain she was encountering, but when she was finally examined, she was fully dilated and could not have any further pain relief, other than gas and air.	upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concerns raised that there was a delay in maternity triage in reviewing this patient. Pain relief was not adequate. Delivery felt rushed and patient felt unsupported.	not upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concern raised that discharge was too soon and without correct checks being done. Patient bleeding heavily after birth. Patient advises placenta was not fully removed following delivery which resulted in the severe bleeding and surgery to remove.	not upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concerns with management of labour and number of examinations and sweeps undertaking. Concern that the decisions made put the baby at risk.	partially upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concerns raised with decisions made during labour, staff not listening, and lack of checks to see if waters broken and dilatation.	not upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Maternity Triage Unit	Midwifery	Concerns raised with several aspect of care received, namely not being given time for her body to response to induction of labour, manner of staff, lack of support and decisions needed to be made quickly not allowing time for reflection and to ask questions.	not upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concern raised that labour was too long, that baby delivered by forceps when c-section had been indicated by doctor, that baby suffered damage due to the forceps delivery, and that wound was not checked prior to discharge.	not upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concerns raised in respect of care and treatment during birth. Patient states the experience was very traumatic resulting in her requiring therapy. Explains the debriefing provided generated more questions and is of the view that the care provided was not in line with NICE guidelines.	not upheld

Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Concerns raised with care provided on postnatal unit. Patient went several days without regular blood pressure medication and did not received regular pain medication following c-section. Poor communication about condition of baby and blood sugars not checked regularly. Incorrect information given regarding iron tablets.	partially upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Number of concerns raised about birth experience including difficulties being experienced following epidural and spinal, patient not being advised what pain medications she was being given which impacted on her health and caused her baby to be very sleepy, concern that baby's blood sugars were not adequately monitored and that when concerns were raised she was not listened to.	partially upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concerns raised with specific midwife. Concern raised with suturing after tearing during delivery. Concern raised with manner of consultant when vising gynae clinic post-delivery.	on-going
Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Concerns raised with attitude of staff during delivery, lack of equipment on post-natal. Delay in being seen in maternity triage when passing blood clots which resulted in retained placenta which required surgery. Concern with perineal wound not healing.	partially upheld
Community	Community	Midwifery	Concern raised with care being provided by community midwife. scan not being booked, appointments not as scheduled, information not recorded accurately, lack of extra growth scans as recommended with IVF.	partially upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Maternity Triage Unit	Midwifery	Concerns raised that during an internal examination a sweep was undertaken without patient consent. Concern raised that woman felt pressurized into agreeing to internal examination. Compliments to both delivery suite and postnatal unit staff.	upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Concerns raised with postnatal care received including long waits for medications, blood pressure monitoring not taking place as indicated and having to chase anticoagulation treatment and rationale for iron tablets. On return for blood pressure monitoring, patient had to transfer to TWH and was separated from their newborn baby for a period of time which she advises has caused her psychological damage.	partially upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Concerns raised with care post-delivery. Lack of attention following birth including not changing pad, being left for long period, cot not available until sometime later, baby checks not done and told to go to Maidstone Birth Centre for tests, however, when arrived, nobody was expecting them. Another patients notes found in this patients notes.	partially upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Maternity Triage Unit	Midwifery	Concerns raised that indication for induction of labour and instrumental delivery was not correct. Concern with standard of nursing care following surgery and delay in receiving a blood transfusion.	on-going
Tunbridge Wells Hospital	Clinic - Ante Natal clinic	Midwifery	Concerns that management of pregnancy has not met expectations, with blood tests going missing, and no consideration being given to hyperthyroidism and how this is impacting on the baby's development.	not upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Concerns raised with delay in epidural, delay in induction being commenced and monitoring of blood pressure. Concern that blood pressure medications were delayed/incorrect and that discharged was delayed due to medications not being available. Following discharge, scan showed retained products, delay with surgery.	not upheld

Tunbridge Wells Hospital	Ward / Unit - (TWH) Ante Natal Unit	Midwifery	Concerns with the long delays in delivery suite, poor communication and lack of diabetes monitoring.	not upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Delivery Suite	Midwifery	Concern that this lady was left too long during labour and not monitored appropriately. Concern that the baby was back to back was not identified until the birth was imminent which resulted in instrumental delivery, which cause damage to the baby.	partially upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Concerns raised regarding the care offered on the post-natal ward.	partially upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Post Natal Unit	Midwifery	Concern raised that this lady was discharged too soon following c-section as she was 'out of area' and that this early discharged caused an infection to her c-section wound.	not upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Ante Natal Unit	Midwifery	Concern raised with continuity of care during pregnancy, left too long in labour resulting in a c-section. Advised would be for emergency c-section and then waiting 2 hours. Concern that maternity and postnatal are understaffed.	Upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Ante Natal Unit	Midwifery	Concerns raised that patient pre-eclampsia was dismissed when she presented at Emergency Discharge triage.	not upheld
Maidstone Hospital	Ward / Unit - (MGH) Birth Centre / Delivery Suite	Midwifery	Concerns raised with information and advice provided when contacting birth centre in early labour.	not upheld
Tunbridge Wells Hospital	Ward / Unit - (TWH) Ante Natal Unit	Midwifery	Concern that gestational diabetes was not identified in antenatal phase which has caused the baby to be born with immature lungs. Concern that newborn paperwork and discharge paperwork have been completed in correctly.	not upheld
Community	Community	Midwifery	Concern that swab results were not shared in a timely way with the GP in order for treatment to be commenced. Concern with the management of how results are shared with the GP.	not upheld