

Ref: FOI/GS/ID 8916

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

21 March 2024

### **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 complaints.

*You asked: All questions are shown as received by the Trust.  
I would like to request data on the number of written complaints at Pembury maternity services between January 2020 and December 2023 with a breakdown of the complaints for each month and the nature of the complaint.*

Trust response:

Please find below the number of formal complaints raised between January 2020 and December 2023. The Trust has not provided the breakdown into months as this may provide sufficient information to enable the individual to be identified.

<b>Year</b>	<b>Formal Complaints Raised</b>
<b>2020</b>	<b>27</b>
<b>2021</b>	<b>40</b>
<b>2022</b>	<b>32</b>
<b>2023</b>	<b>30</b>
<b>Grand Total</b>	<b>129</b>

Please find below a table showing the nature of complaints. Please note the reason for the difference in totals from "complaints raised" and "Nature of Complaints" is that multiple subjects (the thematic data) can be raised against a single complaint.

<b>Nature of Complaints</b>	<b>Count</b>
Clinical treatment	94
Communications	38

Staff values and behaviours	18
Patient care	17
Trust administration/policies/procedures	12
Consent	9
Privacy, dignity, wellbeing	9
Admissions and discharges	8
Staff numbers	2
Waiting times	2
Facilities	2
Appointments	2
Prescribing	1
<b>Grand Total</b>	<b>214</b>