

Ref no: 186221020
From: Public
Date: 22/10/20
Subject: Maternity unit complaints

REQUEST

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, and (ii) 2019/20 financial year and (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.

RESPONSE

1. Complaints received relating to the maternity unit in the following financial years:

2018/19	15 complaints
2019/20	21 complaints
Q1 20/21	*>5
Q2 20/21	6 complaints

2. None of the complaints in relation to the period of 1.4.20 to 30.9.20 made reference to equipment shortage or failure or lack of adequate staffing. Please note the following regarding complaints that made reference to staff attitude or performance:

Q1 * >5complaint
Q2 * >5complaints

3. Summary of the circumstances relating to complaints which has reference to staff attitude or staff performance in Q2

A	Staff communication
B	Care & staff attitude
C	Care & staff attitude
D	Staff attitude
E	Communication

*** Please note:** We are unable to provide precise figures when those figures refer to individuals in volumes of 5 or less due to the risk that individuals will be re-identified, as we are required to protect their identity under the General Data Protection Regulations & Data Protection Act 2018. In such circumstances sections 40(2) and (3) of the Freedom of Information Act apply. In this case, our view is that disclosure would breach the first data protection principle. This states that personal data should be processed “lawfully, fairly and in a transparent manner”. It is the lawful aspect of this principle which, in our view, would be breached by disclosure. In such circumstances section 40 confers an absolute exemption on disclosure.