

Ref. No: 569030322  
From: Public  
Date: 03/03/22  
Subject: Clinical treatments areas of obstetrics and gynaecology.

## REQUEST

According to [NHS Data](#), in the year 2020/21 you have received complaints regarding the clinical treatments areas of obstetrics and gynaecology.

For each of the complaints from the clinical treatments 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. The procedure performed on the patient referred to in the complaint e.g. cervical screening, cesarean delivery etc.
2. 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.
3. If the complaint was brought forward, resolved, upheld partially upheld, not upheld, carried forward or new

I would like to know broad causes and procedures, to quantify how many complaints belong to the same category.

**Just to clarify, as far as the specific cause of the complaint is concerned, a brief description would be enough, such as e.g. Patient complaining about lack of compassion OR patient claims to have wrongly diagnosed. Please let me know if you require more detail.**

## RESPONSE

Under section 12 of the Freedom of Information Act St Helens & Knowsley Teaching Hospitals Trust does not have to comply with a request if we estimate that the cost of complying with your request would exceed the appropriate limit of £450. The appropriate limit has been specified in regulations. This represents the estimated cost of one person spending 2½ working days in answering the remainder of your questions. Under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request and we will not be processing your request further.

