

Ref. No: FOI0097  
Date: 03/08/23  
Subject: Maternity complaints by ethnicity

## REQUEST

### This request is for **STHK & S&O**

The annual number of complaints made to the trust about the maternity care for the calendar years 2018, 2019, 2020, 2021, 2022.

Please state the number of complaints fully upheld, partly upheld, and not upheld.

Please provide the data broken down by the complainants' ethnicity.

In the simplest terms, please indicate what the nature of each complaint was.

## RESPONSE

In response to points 1 and 2 above see below. Please note this information is split between St Helens and Knowsley Teaching Hospitals NHS Trust (STHK) and Southport and Ormskirk Hospital NHS Trust (S&O) prior to the transition into Mersey and West Lancashire Teaching Hospitals NHS Trust on 1 July 2023:-

### **STHK Maternity Care Complaints**

Calendar Year	Number of complaints regarding Maternity Care	Upheld	Partly Upheld	Not Upheld
2018	18	2	9	7
2019	21	3	7	11
2020	17	1	10	6

<b>2021</b>	<b>13</b>	<b>3</b>	<b>6</b>	<b>4</b>
<b>2022</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>1</b>

**S&O Maternity Care Complaints**

<b>Outcome</b>	2018	2019	2020	2021	2022	<b>Total</b>
Not Upheld	1	0	0	0	1	<b>1</b>
Partly Upheld	4	1	3	7	4	<b>19</b>
Upheld	7	3	2	2	7	<b>21</b>
<b>Total</b>	<b>12</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>12</b>	<b>42</b>

Question 3 we don't collect this information.

Question 4 is too detailed. However, if you are happy with KO41a cause codes then this information can be supplied.