

Freedom of Information Request: 0749

May you please supply me with the following information:

- 1. May you please confirm that all 744 complaints were received by maternity wards within trust hospitals**

No, A small number relate to community midwifery services.

- 2. Of the 744 complaints, may you please provide a clear breakdown of how many complaints were received per year between 2008 - 2018**

	Complaint
2008	72
2009	75
2010	83
2011	97
2012	61
2013	64
2014	65
2015	63
2016	57
2017	49
2018	58
Total	744

- 3. Of the 744 complaints, may you please provide a further breakdown of the nature of each complaint i.e 250 complaints related to treatment that pregnant mothers received by nurses on the wards, 140 complaints related to the manner of the ward receptionist etc.**

The table below shows the themes of complaint. The total number is higher as often more than one theme is evident in each complaint.

Please note that a new database was introduced c2008/09 and it is not possible to extract data about this from the previous database. Numbers in the below around this time are low as inputting of themes and subjects was not as consistent as it is now.

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Total
Clinical care	1	4	46	68	106	117	93	57	32	58	582
Communication problem / information problem	1	1	17	17	44	48	54	26	12	12	232
Staff attitude	0	3	18	25	38	26	29	21	9	4	173
Nursing Care	0	4	6	19	17	29	19	9	21	11	135
Further Local Resolution	0	3	10	3	6	10	3	0	0	0	35
Appointments, delay or cancellation (OPD)	0	0	2	2	5	2	10	1	0	5	27
Hotel services including food	0	0	2	3	1	6	4	4	0	0	20
Appointments, delay or cancellation (In Patient)	0	0	1	2	5	2	2	1	0	1	14
Admission, discharge and transfer arrangements	0	0	0	0	3	2	2	1	2	2	12
Privacy and dignity	0	0	1	2	4	0	0	0	0	1	8
Patient property and expenses	0	0	1	1	1	2	0	0	0	0	5

Personal record including medical or complaint	0	0	0	0	0	0	0	1	1	0	1	3
Trust policy or decision	0	0	0	1	1	0	1	0	0	0	0	3
Aids, appliances, equipment and premises	0	0	0	0	0	0	0	0	0	0	2	2
Patient status or discrimination	0	0	0	0	0	0	2	0	0	0	0	2
Prescribing	0	0	0	0	0	0	0	1	1	0	0	2
Referrals	0	0	0	0	0	0	1	0	1	0	0	2
Complaints handling	0	0	0	0	0	0	0	1	0	0	0	1
Info Governance	0	0	0	0	0	0	0	0	0	0	1	1
Safeguarding	0	0	0	0	0	0	1	0	0	0	0	1
Trust service	0	0	0	0	0	0	0	0	1	0	0	1
Total	2	15	104	143	231	245	221	124	78	98	1261	

4. Of the 744 complaints, may you please clarify how the complaints were received - i.e electronic, a formal letter etc.

Please note that a new database was introduced c2008/09 and it is not possible to extract data about this from the previous database.

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Total
E-mail	0	1	8	9	18	23	21	16	15	33	144
PALS Referral	0	0	0	0	0	0	0	3	0	7	10
In Person	0	0	0	2	4	0	2	2	0	0	10

Telephone	0	0	1	2	2	10	13	11	12	7	58
In Writing	1	2	26	38	38	31	26	23	22	9	216
Fax	0	0	0	0	1	0	0	0	0	0	1
Speak Out Form	0	0	0	0	1	0	0	0	0	0	1
Total	1	3	35	51	64	64	62	55	49	56	440

5. Did the Trust put forward any comprehensive changes to its maternity care in response to complaints within the 10 year period

Below is a selection of actions advised as a result of maternity complaints. This is not an exhaustive list and are examples of some.

Team steps training was commissioned for all grades of staff working in challenging environments i.e. delivery suites. The training was developed as a direct result of concerns raised by patients around communication between staff groups during their clinical care.

Women complained that they were not listened to and they felt they did not have choice. 2 consultant midwife posts were developed to work with women who felt they had no voice to facilitate their birth choices sometimes outside of medical guidance.

Maternity services work with users to improve services, through maternity service liaison committees and more recently through maternity voices partnerships who are women who have used our services and want to work with us to improve.

We have developed a birth reflection service to support women who feel traumatised by the birth experience.

All women are offered face to face resolution of their complaint and the opportunity to meet with senior staff and work through their issues.

Equipment is checked daily and we use the national stickers to indicate when equipment has been cleaned.

We talk about complaints at our audit and directorate days and hear patient stories as part of our LMS work.