

Freedom of Information request 015688

27/5/21

This is a request for information under the Freedom of Information Act 2000. My request relates to your maternity services. I would like the information to be broken down according to year, hospital (s) and type of birth (labour ward, birth centre, home birth etc).

I would like to request the following information:

1. How many complaints you have received from mothers who used your maternity services between 1 January 2018 and 24 April 2021. - Unable to run a report by who made the complaint so the figure provided will include anybody who made a complaint about maternity ie mother, partner, spouse, friend
2. A breakdown of the allegations made in each complaint.
3. What the outcome was of each complaint

Complaints received for the whole of maternity services (including antenatal, peri-natal and post-natal) are as follows:

2018 - 26
2019 - 25
2020 - 34
2021 - 15

The complaints database has subcategories and reports are run by these subcategories, please see attached spreadsheet which includes location. A report cannot be run for type of labour.

Unable to attach spreadsheet to the disclosure log, please contact dgft.foi@nhs.net quoting the FOI reference number to arrange for a copy to be sent out.

Complaint investigation outcomes are listed as not upheld, partially upheld or upheld and this information is included in the attached spreadsheet. Where this information is blank, the investigation outcome has not yet been reached. The outcome description is below to help understand how these are given.

Upheld - Complaints in which the main or majority of concerns were found to be correct on investigation and an apology given.

Partially upheld - Complaints in which, on investigation, the main concerns were not found to be upheld, however some of the concerns or issues raised by the complainant were found to be correct and an apology given.

Not upheld - Complaints in which the main or majority of concerns were not found to be upheld on investigation. If a complaint is not upheld, we still recognise the validity of the concern to that complainant and we acknowledge that we have failed to meet the complainant's expectations.