

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-052025-0001596

Date: 19.6.25

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

I am submitting this request under the Freedom of Information Act 2000. Please provide the following information. (For the purposes of this FOI, 'night' means 8pm-6am).

1. The number of patient complaints received in calendar year 2024 that relate specifically to maternity and obstetric care in total.

- **There were 54 complaints during the calendar year of 2024.**

2. The number of patient complaints received in calendar year 2024 that relate specifically to maternity and obstetric care at night.

- **The Trust's Datix system (complaints database) does not define complaints about daytime or nighttime and therefore this cannot be addressed.**

3. The number of agency staff (including nurses, doctors, and allied health professionals) used on maternity wards in total in calendar year 2024. - **47 shifts**

4. The number of agency staff (including nurses, doctors, and allied health professionals) used on maternity wards at night in total in calendar year 2024. - **35 shifts**

Question 3 and 4 - "the number of agency staff" could relate to the number of unique agency staff engaged or the number of shifts agency staff were engaged for – we assume the latter in our response

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust