

Date: 15/03/2022

FREEDOM OF INFORMATION REQUEST FOI/016094 - Complaints regarding the clinical treatments in obstetrics and gynaecology.

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:  
Age and Status of complainant

The procedure performed on the patient referred to in the complaint e.g. cervical screening, cesarean delivery etc.

The subject area of the complaint e.g. Values and Behaviours, Privacy, Dignity and Wellbeing etc.

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.

If the complaint was brought forward, resolved, upheld partially upheld, not upheld, carried forward or new. The Trust's incident reporting system does not have a report that can be run which captures all the information you are asking for. We can provide the number of complaints that fall under the sub category of obstetrics and gynaecology, (obstetrics also covers maternity services so this has been included)

There were 49 new complaints in the year 2020/21. None were carried over from 2019/20, but 11 were carried over from 2020/21 to 2021/22.

See information below:-

## Complaints carried forward to 2021/22

Of the 11 carried forward, 10 were partially upheld and 1 was not upheld

Team Responsible	Sub-subject
RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Maternity (Midwifery Led Unit)	Delay or failure to diagnose (inc e.g. missed fracture)
RHH - Maternity (Obstetric Unit)	Patient Care - Other
RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Gynaecology	Delay in treatment
RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Maternity (Midwifery Led Unit)	Attitude of Nursing Staff/Midwives
RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Gynaecology	Delay or failure to diagnose (inc e.g. missed fracture)
RHH - Gynaecology	Other
RHH - Maternity (Midwifery Led Unit)	Communication with patient

## New Complaints for 2020/21

Of the 49 complaints, 26 complaints were partially upheld, 21 were not upheld and 2 were upheld

Team Responsible	Sub-subject
RHH - Gynaecology	Inappropriate treatment
RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Maternity (Midwifery Led Unit)	Delay or failure to diagnose (inc e.g. missed fracture)

RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Maternity (Antenatal)	Appointment delay (inc length of wait)
RHH - Maternity (Obstetric Unit)	Patient Care - Other
RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Maternity (Midwifery Led Unit)	Post-treatment complications
RHH - Maternity (Midwifery Led Unit)	Attitude of Nursing Staff/Midwives
RHH - Gynaecology	Breach of Confidentiality by Staff
RHH - Maternity (Antenatal)	Incorrect/no information given
RHH - Gynaecology	Delay or failure in treatment or procedure
RHH - Maternity (Midwifery Led Unit)	Inappropriate treatment
RHH - Maternity (Antenatal)	Inadequate Care
RHH - Maternity (Midwifery Led Unit)	Inappropriate treatment
RHH - Gynaecology	Appointment - No follow up
RHH - Gynaecology	Appointment cancellations
RHH - Maternity (Obstetric Unit)	Failure to obtain appropriate consent
RHH - Maternity (Antenatal)	Inadequate Care
RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Maternity (Obstetric Unit)	Attitude of Medical Staff
RHH - Maternity (Antenatal)	Service not available
RHH - Gynaecology	Delay in treatment
RHH - Maternity (Midwifery Led Unit)	Attitude of Nursing Staff/Midwives
RHH - Gynaecology	Delay or failure to Image (scan/x-ray etc)
RHH - Gynaecology	Other
RHH - Maternity (Obstetric Unit)	Waiting for operation/procedure
RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Maternity (Midwifery Led Unit)	Other
RHH - Maternity (Antenatal)	Waiting for an appointment/Length of waiting list
RHH - Gynaecology	Appointment cancellations

RHH - Maternity (Antenatal)	Inappropriate treatment
RHH - Maternity (Antenatal)	Waiting for an appointment/Length of waiting list
RHH - Maternity (Midwifery Led Unit)	Attitude of Nursing Staff/Midwives
RHH - Maternity (Midwifery Led Unit)	Attitude of Nursing Staff/Midwives
RHH - Maternity (Midwifery Led Unit)	Delay or failure in treatment or procedure
RHH - Maternity (Midwifery Led Unit)	Delay or failure in treatment or procedure
RHH - Maternity (Midwifery Led Unit)	Patient not listened to
RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Maternity (Midwifery Led Unit)	Attitude of Nursing Staff/Midwives
RHH - Maternity (Midwifery Led Unit)	Attitude of Nursing Staff/Midwives
RHH - Gynaecology	Delay or failure to diagnose (inc e.g. missed fracture)
RHH - Maternity (Midwifery Led Unit)	Attitude of Medical Staff
RHH - Maternity (Midwifery Led Unit)	Inadequate Care
RHH - Maternity (Antenatal)	Communication with patient
RHH - Maternity (Midwifery Led Unit)	Attitude of Nursing Staff/Midwives
RHH - Gynaecology	Other
RHH - Maternity (Midwifery Led Unit)	Communication with patient
RHH - Gynaecology	Appointments - Other