



Ref: FOIA Reference 2024/25-335

Date: 5th September 2024

Email foi@uhnm.nhs.uk

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 20th August 2024 requesting information under the Freedom of Information Act (2000) regarding Maternity care

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I would like a breakdown of complaints relating to maternity care for the years 2019,2020,2021,2022,2023 and 2024 year to date. I would like to know the reason for the complaint and whether it was upheld.

A1 See below and attached: note that we have removed patient ID and replaced with a numeric number, to indicate individual patients

2019- 25
2020- 39
2021- 37
2022- 34
2023- 58
2024 (to 31/08/24)- 31

Q2 I would like to know how much compensation was paid to patients relating to maternity care in the 2019,2020,2021,2022,2023 and 2024 year to date from the Trusts budget not via NHS resolution.

A2 Compensation is not paid through the formal complaints process

Q3 For 2022, 2023 and 2024 year to date I would like to know the reason for the compensation pay out.

A3 Not applicable

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records