

Ref: FOIA Reference 2020/21-308

Date: 2<sup>nd</sup> November 2020

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 22<sup>nd</sup> October 2020 requesting information under the Freedom of Information Act (2000) regarding maternity unit complaints

As of 1<sup>st</sup> 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 If you have a maternity unit within your trust how many patients or members of the public made a complaint relating to the maternity unit in the:**

- (i) 2018/19 financial year**
- (ii) 2019/20 financial year**
- (iii) The period from 1.4.20 to 30.9.20.**

A1 Please see below:

- i) 2018/19 financial year = 36 Complaint's received
- (ii) 2019/20 financial year = 28 Complaints received
- (iii) The period from 1.4.20 to 30.9.20. = 20 Complaints received

**Q2 How many of these complaints in relation to the period 1.4.20 to 30.9.20 made reference to;**

- (i) equipment shortage or failure**
- (ii) a lack of adequate staff**
- (iii) staff attitude or performance.**

**Please note that a complaint identified in Q.1 may give rise to being a complaint about one, two or all three items in Q.2 and should be recorded separately in each category.**

A2 Please see below:

- (i) Equipment shortage or failure = Nil complaints
- (ii) A lack of adequate staff a = Nil Complaints
- (iii) Staff attitude or performance. = 5 Complaints received

**Q3 For each complaint identified in Q.2 please provide a summary of the circumstances. Please use the attached spread sheet as the level of detail I would like.**

A3 We are unable to provide the information you require in the requested format as to release this data could lead to the identification of the person(s) involved due to the low numbers involved, and would breach the Trusts obligations under Data Protection Act 2018. Accordingly, this

aspect of your request is exempt from disclosure under the terms of Section 40(2) of the FOI Act. *Personal information*. Some information within the data has been redacted.

This exemption is an absolute exemption and therefore no consideration of the public interest test is needed. Please see below:

| Details of Complaint   | Category of complaint      |                                       |
|--|----------------------------|---------------------------------------|
| Patient was [redacted] weeks pregnant and was admitted through [redacted] with [redacted].<br>Maternity Unit Delivered baby [redacted] | Values/behaviours ( Staff) | Unhelpful                             |
| Care and Treatment and delay in giving [redacted]  | Values/behaviours ( Staff) | Poor Attitude                         |
| Patient is not happy with the attitude of the staff on the ward, one in particular.  | Values/behaviours ( Staff) | Rudeness of Staff                     |
| Patient is unhappy with the treatment and care she received on ward [redacted]   | Values/behaviours ( Staff) | Poor Attitude<br>Respect for Patients |
| Patient is unhappy with the treatment, care and attitude of some staff when she was in the [redacted]                                  | Values/behaviours ( Staff) | Rudeness of Staff                     |

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

***UHM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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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.uhm.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.

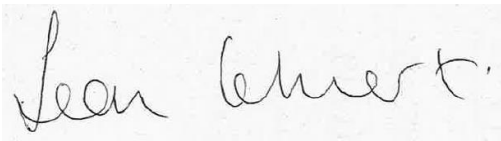
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert  
**Data, Security & Protection Manager**