

Maternity Unit Complaints

Reference Number: F4829
Date of Response: 12/09/2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

Royal Devon's Eastern FOI Office Response

1. 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) 2020/21 financial year, and (ii) 2021/22?

In 2020/2021 (financial year) Maternity received 44 complaints and concerns.

In 2021/2022 (financially year) Maternity received 51 complaints and concerns.

2. How many of these complaints in relation to the period 2021/22 made reference to (i) equipment shortage or failure, (ii) a lack of adequate staff and (iii) staff attitude or performance?

i) Equipment:* <5

ii) Staffing levels:* <5

*<5

In accordance with section 40 (2) of the Freedom of Information Act 2000, we are unable to provide figures where the number of patients is less than or equal to five and could risk the identification of those patients and breach Caldicott principles.

iii) Staff attitude or performance: **9**

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.

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

Category	Details of Complaint
Faulty equipment	<p>The Trust has carefully considered your request and It has however declined to provide the specific details of the events under Section 40, sections 3(a) of the Freedom of Information Act.</p> <p>The Trust recognises that whilst the information requested does not itself identify the patient(s), the questions are asking for very specific and focused details, and due to the low number of cases involved, to provide this detail would create a potential for the patient(s) concerned to be identified.</p> <p>The Trust believes that the release of such sensitive information meets the definition of personal data, and disclosing the information would contravene one of the data protection principles set out in article 5 of the UK GDPR. As such release of the information would be likely to cause distress to the individuals concerned.</p>
Staffing levels	The Trust has carefully considered your request and It has however declined to provide the specific details of the events under Section 40, sections 3(a) of the Freedom of Information Act.
Insufficient staff	The Trust has carefully considered your request and It has however declined to provide the specific details of the events under Section 40, sections 3(a) of the Freedom of Information Act.
Staff attitude	Maternity patient unhappy with the attitude of the consultant.
Staff attitude	Antenatal patient feels discriminated against as a larger lady.
Staff attitude	Complaint about attitude of Midwife; inadequate monitoring of mother & child by midwife.

Staff attitude	Husband of patient unhappy that his wife will be unable to give birth at community birth centre. Unhappy with attitude of member of staff.
Staff attitude	No introductions from staff when attending for scan and not made to feel comfortable. Not given any tissues to wipe lube off stomach.
Staff attitude	Concerns about availability of maternity scan appointments; staff attitude; inappropriate communication, lack of empathy
Staff attitude	Patient unhappy not informed that she could not bring her child to her 12 week scan. Staff attitude apart from one who was extremely helpful. Also booked in for extra scans without being told what they were for.
Staff attitude	Had to wait many hours for induction by Drip due to no bed being available. Others less urgent given priority, despite concerns re risk Poor continuity of care, staff attitude & communication with patient. Inconsistent advice from staff, failure to give appropriate follow up advice post Op. Failure to prescribe meds.
Staff attitude	Patient not happy about midwifery care and environment during labour and post-birth, attitude of staff, missed on Dr round & discharge baby checks missed.