

Request title:
Obstetrics and gynaecology complaints

Reference Number: F4500
Date of Response: 22nd April 2022

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

**Request and Royal Devon and Exeter NHS Foundation Trust
Response**

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:

1. Age and Status of complainant

The Trust is unable to share this information as each complaint relates to individual patients and is therefore potentially identifiable.

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

**Coil fitting = *<5
Caesarean section = *<5
Hysteroscopy = *<5
Hysterectomy = *<5
Scanning = *<5**

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

17 complaints were received in relation to obstetrics and gynaecology between 01/04/20-31/03/21. Each of these complaints may relate to multiple subjects, such as both clinical treatment and behaviours. The *main* subject for each complaint is as follows:

**Clinical treatment = 13
Communications = *<5
Values and Behaviours = *<5
Trust Admin/Policies/Procedures including patient record management = *<5**

4. 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.

The Trust is unable to share this information as each complaint relates to individual patients and is therefore potentially identifiable.

5. If the complaint was brought forward, resolved, upheld partially upheld, not upheld, carried forward or new.

Upheld = 2

Partly Upheld = 11

Not Upheld = 4

***<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 or staff members is less than or equal to five and could risk the identification of those staff members and breach Caldicott principles.**

This follows NHS Digital (formerly HSCIC) analysis guidance (2014) which states that small numbers within local authorities, wards, postcode districts, CCG's providers and Trusts may allow identification of patients and should not be published.