

Title

Maternity Complaints by Ethnicity

Reference Number: RDF1764-23

Date of Response: 23/08/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

The annual number of complaints made to the trust about the maternity care for the calendar years 2018, 2019, 2020, 2021, 2022.

Please state the number of complaints fully upheld, partly upheld, and not upheld. In the simplest terms, please indicate what the nature of each complaint was.

The Trust hold the data requested above.

Please find attached Trust response in the form of Excel sheet.

Please note: Exemption – Section 40 - Five ≤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.

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authorities, wards, postcode districts, CCG's providers and Trusts may allow identification of patients and should not be published.

Please provide the data broken down by the complainants' ethnicity.

The Trust does not hold this information. The Trust is unable to provide the data broken down by the complainants' ethnicity as this is not routinely recorded.

FOI RDF1764 Trust response	Not upheld					Partially upheld					Upheld					Outcome Not Recorded		
	2018	2019	2020	2021	2022	2018	2019	2020	2021	2022	2018	2019	2020	2021	2022	2018	2019	2022
Complaint Categories																		
Attitude of Staff	6						<5	<5					<5					
Confidentiality	<5					<5												
Values and Behaviours (Staff)			<5	<5				<5	<5	<5								
Access to Services - Clinical						<5												
Waiting Times						<5	<5		37			<5	<5					
Access to treatment or drugs		<5				8		<5	17					<5				
Admissions and discharges (excluding delayed discharge due to absence of a care package - see integrated care)							16		42	8				8				
Appointments			<5		6		<5	<5	12	<5								
Communications	18	7	12	12	13	40	30	70	309	79	23	16	<5	19	6	6	10	
Clinical Treatment	12	5	16	6	25	39	66	123	242	61	<5	19	<5	<5		<5		<5
Compliment										9								
Consent	<5								<5									
Facilities									<5					8			<5	
Other									<5									
Patient Care				11		11	18	15	55	18	8			8				
Prescribing				<5	<5	<5	<5	<5	<5									
PRIVACY, DIGNITY & WELL-BEING (PDW)			<5					24	55	<5								
Safe, High Quality Care	6					45											8	
Staff numbers									14									
Trust Admin/Policies/Procedures including patient record management			<5	7				<5	41	<5			2	4				