

Freedom of Information Act 2000 – Request for Information

Request for Information
Reference: 08.23.08

Ms Nandini Naira Archer

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

The number of complaints fully upheld, partly upheld, and not upheld.

In the simplest terms, please indicate what the nature of each complaint was.

Data broken down by the complainants' ethnicity.

2018 - Total 30	Outcome	Category Type	Ethnic Group
	Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	Not stated
	Partially Founded	Attitude Of Staff	Not stated
	Partially Founded	Attitude Of Staff	Not stated
	Partially Founded	Clinical Treatment	A (British - White)
	Unfounded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Attitude Of Staff	Z (Not Stated)
	Founded	Customer Care	Z (Not Stated)
	Partially Founded	Attitude Of Staff	Z (Not Stated)
	Unfounded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Attitude Of Staff	A (British - White)
	Founded	Clinical Treatment	A (British - White)
	Partially Founded	General Procedures	Z (Not Stated)
	Partially Founded	Non Clinical	Z (Not Stated)
	Partially Founded	Non Clinical	Z (Not Stated)
	Partially Founded	Customer Care	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Founded	Customer Care	Z (Not Stated)
	Partially Founded	Customer Care	A (British - White)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Customer Care	A (British - White)
	Partially Founded	Attitude Of Staff	A (British - White)
	Partially Founded	Attitude Of Staff	Z (Not Stated)
	Partially Founded	General Procedures	Z (Not Stated)

2019 - Total 24	Outcome	Category Type	Ethnic Group
	Founded	Clinical Treatment	Z (Not Stated)
	Unfounded	Customer Care	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Founded	Attitude Of Staff	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Unfounded	General Procedures	Z (Not Stated)

	Partially Founded	Appointments	Z (Not Stated)
	Unfounded	Clinical Treatment	A (British - White)
	Partially Founded	Attitude Of Staff	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Attitude Of Staff	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	S (Other Ethnic Category - Other Ethnic)
	Founded	General Procedures	Z (Not Stated)
	Unfounded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Complaint Withdrawn	Non Clinical	Z (Not Stated)
	Unfounded	Clinical Treatment	Z (Not Stated)
	Unfounded	Clinical Treatment	A (British - White)

2020 - Total 27	Outome	Category Type	Ethnic Group
	Founded	Customer Care	Z (Not Stated)
	Founded	Customer Care	Z (Not Stated)
	Partially Founded	Customer Care	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Founded	Customer Care	Z (Not Stated)
	Founded	Customer Care	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Unfounded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Unfounded	Attitude Of Staff	Z (Not Stated)
	Founded	Customer Care	Z (Not Stated)
	Unfounded	Non Clinical	Z (Not Stated)
	Founded	Clinical Treatment	Z (Not Stated)
	Unfounded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Customer Care	Z (Not Stated)
	Founded	Clinical Treatment	A (British - White)
	Partially Founded	Customer Care	Z (Not Stated)
	Complaint Withdrawn	Non Clinical	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Customer Care	Z (Not Stated)
	Founded	Appointments	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	C (Other White - White)
	Partially Founded	General Procedures	Z (Not Stated)

2021 - Total 27	Outome	Category Type	Ethnic Group
	Partially Founded	Customer Care	A (British - White)
	Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Customer Care	A (British - White)
	Partially Founded	Customer Care	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Customer Care	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Customer Care	A (British - White)

	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	C (Other White - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Non Clinical	A (British - White)
	Partially Founded	Attitude Of Staff	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Customer Care	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Attitude Of Staff	A (British - White)
	Unfounded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Founded	Appointments	A (British - White)
	Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Attitude Of Staff	A (British - White)

2022 - Total 33	Outome	Category Type	Ethnic Group
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Customer Care	A (British - White)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Founded	Appointments	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Founded	Clinical Treatment	A (British - White)
	Partially Founded	Customer Care	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Non Clinical	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Unfounded	Clinical Treatment	A (British - White)
	Unfounded	Clinical Treatment	A (British - White)
	Partially Founded	Customer Care	A (British - White)
	Founded	Customer Care	A (British - White)
	Unfounded	Customer Care	A (British - White)
	Partially Founded	Attitude Of Staff	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Customer Care	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Unfounded	Clinical Treatment	A (British - White)
	Founded	Customer Care	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	Z (Not Stated)
	Partially Founded	Clinical Treatment	A (British - White)
	Founded	Clinical Treatment	A (British - White)
	Partially Founded	Clinical Treatment	A (British - White)
	Partially Founded	Non Clinical	A (British - White)
	Complaint Withdrawn	Clinical Treatment	Z (Not Stated)
	Founded	General Procedures	A (British - White)