

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100

Request for Information Reference: 04.21.44

Email: cdda-tr.cddftfoi@nhs.net

Email only

25 May 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 26 April 2021 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to maternity services complaints and I am providing the following information in response to your specific questions:

I would like the information to be broken down according to year, hospital (s) and type of birth (labour ward, birth centre, home birth etc.)?

- 1. How many complaints you have received from mothers who used your maternity services between 1 January 2018 and 24 April 2021?**
- 2. A breakdown of the allegations made in each complaint?**
- 3. What the outcome was of each complaint?**

Please see Attachment 1 and please note the following:

- The following abbreviations have been used for hospital:
 - BAH – Bishop Auckland Hospital
 - DMH – Darlington Memorial Hospital
 - UHND – University Hospital North Durham
- The Trust has provided the main category of each complaint listed in the attachment. If you would like a more specific breakdown or summaries of the complaints please do let us know. However please note that the Trust would not be able to provide this level of data for all of the complaints listed in the attachment due to the number of entries.
- The outcomes listed are as follows:
 - Founded – Substantiated / Upheld
 - Partially Founded – Partially Substantiated / Upheld
 - Unfounded – Unsubstantiated / Not Upheld
 - TBC – Complaint is ongoing and no outcome
 - N/A – Unable to be graded

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our

disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer