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Request for Information Reference: 02.22.55

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

18th March 2022

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 24th February 2022 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 obstetrics and gynaecology complaints and I am providing the following information in response to your specific questions:

According to NHS Data, in the year 2020/21 you have received complaints regarding the clinical treatments areas of obstetrics and gynaecology.

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**
- 2. The procedure performed on the patient referred to in the complaint e.g. cervical screening, cesarean delivery etc.**
- 3. The subject area of the complaint e.g. Values and Behaviours, Privacy, Dignity and Wellbeing etc.**
- 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.**
- 5. If the complaint was brought forward, resolved, upheld partially upheld, not upheld, carried forward or new**

Please see the attached spreadsheet and note the following:

- Due to the way data is recorded, question 3 and 4 have been grouped together as the Trust feels that the way it categorises complaints answers both questions.
- In order to answer question 2, the Trust has used the original complaint only.
- Where N/A has been recorded there was no procedure; these complaints surrounded telephone calls, visiting etc

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

Corporate Records and Freedom of Information Facilitator