

FOI REF: 23/518

29th August 2023

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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

2018	16
2019	16
2020	17
2021	15
2022	13
Totals:	77

- 2) **Please state the number of complaints fully upheld, partly upheld, and not upheld.**

Investigation Completed, apologies required and actions or learning identified	51
Investigation Completed, apologies required but no Actions or Learning Identified	25
No Investigation Required	1
Totals:	77

- 3) **Please provide the data broken down by the complainants' ethnicity.**

We do not hold this information.

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

Attitude	5
Bereavement	1
Standard of Care	35
Clinical Treatment	4
Communications	15
Consent	1
Discharge	2
Patient Care	5
Patient Pathway	9
Totals:	77

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
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