

Ref. No: 1150
Date: 21/08/24
Subject: Maternity care complaints

REQUEST

I would like a breakdown of complaints relating to maternity care for the years 2019,2020,2021,2022,2023 and 2024 year to date. I would like to know the reason for the complaint and whether it was upheld.

- I would like to know how much compensation was paid to patients relating to maternity care in the 2019,2020,2021,2022,2023 and 2024 year to date from the Trusts budget not via NHS resolution.

- For 2022, 2023 and 2024 year to date I would like to know the reason for the compensation pay out.

RESPONSE

I would like a breakdown of complaints relating to maternity care for the years 2019,2020,2021,2022,2023 and 2024 year to date. I would like to know the reason for the complaint and whether it was upheld.

S&O Response 2019-2023

Theme	2019	2020	2021	2022	2023	Total
Clinical Care	0	0	4	4	3	11
Clinical Care, Communications	0	0	3	1	0	4
Communications	0	0	0	3	1	4
Communications, Clinical Care	0	0	1	0	0	1
Communications, Values/Behaviours/Attitude	0	0	0	1	0	1
Length of time awaiting an appointment	0	0	0	1	0	1
Values/Behaviours/Attitude	0	0	0	1	1	2
(blank)	4	5	0	0	0	9
Total	4	5	8	11	5	33

Outcome	2019	2020	2021	2022	2023	Total
Partly Upheld	1	3	7	4	2	17
Upheld	3	2	1	7	3	16

Total	4	5	8	11	5	33
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STHK Response 2019-2023

Theme	2019	2020	2021	2022	2023	Total
Communications	0	2	1	0	2	5
Values/Behaviours/Attitude	6	3	1	0	2	12
Admissions and Discharges (excl. delayed discharge re care package)	0	1	0	0	0	1
Clinical treatment	15	8	7	2	7	39
Trust Admin/Policies/Procedures (inc. Patient Record Management)	1	1	1	2	0	5
Other (e.g. abuse/behaviour/theft/benefits)	1	0	0	0	0	1
Facilities	0	1	0	0	0	1
Consent	0	1	1	0	0	2
Patient Care/Nursing Care	0	3	2	2	0	7
Prescribing	0	0	1	1	0	2
Total	23	20	14	7	11	75

Outcome	2019	2020	2021	2022	2023	Total
Upheld	3	2	3	2	6	16
Total	3	2	3	2	6	16

MWL Response – 2024

Theme	2024	Total
Clinical Care	6	6
Clinical Care, Communications	0	0
Communications	1	1
Communications, Clinical Care	0	0
Communications, Values/Behaviours/Attitude	1	1
Length of time awaiting an appointment	0	0
Values/Behaviours/Attitude	0	0
(blank)	0	0
Admissions and Discharges (excl. delayed discharge re care package)	0	0
Clinical treatment	6	6
Trust Admin/Policies/Procedures (inc. Patient Record Management)	0	0
Other (e.g. abuse/behaviour/theft/benefits)	0	0
Facilities	0	0
Consent	0	0
Patient Care/Nursing Care	1	1
Prescribing	1	1
Total	16	16

Outcome	2024	Total
Upheld	5	5
Total	5	5

2.I would like to know how much compensation was paid to patients relating to maternity care in the 2019,2020,2021,2022,2023 and 2024 year to date from the Trusts budget not via NHS resolution.

Zero payment

3.For 2022, 2023 and 2024 year to date I would like to know the reason for the compensation pay out.

See question no payments