

Maternity Complaints

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

2018- **38**

2019- **59**

2020- **51**

2021- **60**

2022- **77**

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

	2018	2019	2020	2021	2022
Not upheld	10	11	21	9	4
Partially upheld	20	22	24	36	47
Upheld	8	26	6	15	26
Total	38	59	51	60	77

3. Please provide the data broken down by the complainants' ethnicity. **Ethnicity is not completed for the complainant**

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

We have given a list of the complaint subjects as follows:

- **Access to treatment or drugs**
- **Admissions and discharges**
- **Adverse drug reaction**
- **Aids, appliances, equipment etc**
- **Appointments**
- **Attitude**
- **Communications**
- **Consent**
- **Covid19**
- **Diagnosis**
- **Medical Records**
- **Patient care**
- **Privacy, dignity & well-being**
- **Staff numbers**
- **Support groups queries/ concerns**
- **Tests: Bloods/ Body Fluids**
- **Treatment**
- **Trust admin/policies/procedures including patient record management**
- **Values and behaviours (staff)**
- **Waiting times**