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NG17 4JL

31st October 2024

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Join today: www.sfh-tr.nhs.uk

Dear Sir/Madam

Freedom of Information Act (FOI) 2000 - Request for Information Reference:
complaints relating to maternity care

I am writing in response to your request for information under the FOI 2000.

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold some of the information you have requested. A response to each part of your request is provided below. Please accept our sincere apologies for the delay.

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FOI Request / Question	Question Response	Is there an exemption?	Exemption	Exemption Details
1. 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.	<p>Complaints received</p> <p>2019 – 15 2020 – 21 2021 – 17 2022 – 15 2023 – 26 2024 – 7</p> <p>Complaints Partially Upheld / Upheld</p> <p>2019 – 9 / 3 2020 – 15 / 3 2021 – 10 / 1 2022 – 9 / 4 2023 – 16 / 4 2024 – 4 / 1</p> <p>In order to locate further information relating to the reasons and which have been upheld/partially upheld it would take a manual review of records this is exempt under Section 12.</p>	Yes	Section 12	<p>Section 12 of the Act allows the Trust to refuse to deal with any requests where we estimate that responding to the request would exceed the cost limit. We have identified that question 1 will exceed the cost limit. For public authorities the cost limit is £450 (18 hours). If responding to one part of a request would exceed the cost limit, we do not have to provide a response to any other parts of the request. Therefore, the estimated cost of processing your request is £837.50. This charge has been calculated in accordance with section 13 of the Freedom of Information Act 2000 and the Freedom of Information Fees Regulations.</p> <p>In order to locate this information, we would need to review individual patient records for the last 6 years. There are 101 records to review, and we estimate that it would take a</p>

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	<p>However an overview of the complaint subject has been provided for those cases partially upheld/upheld</p> <p>Admissions / transfers / discharge procedure - 2 / 2 Aids / appliances / equipment - 0 / 1 Attitude - Doctor - 4 / 0 Attitude - Nurse/Midwife - 10 / 3 Attitude - Other - 0 / 1 Clinical - Delay - 2 / 0 Clinical - Diagnosis - 4 / 1 Clinical - Discharge - 1 / 0 Clinical - Treatment - 15 / 2 Communication - Admin - 0 / 1 Communication - Doctor - 2 / 0 Communication - Nurse/Midwife - 6 / 1 Communication (written) - 2 / 0 Failure to follow agreed procedures - 1 / 1 Hospital acquired infection - 1 / 0 Nursing - Care and Treatment - 5</p>		<p>minimum of 20 minutes to review each one. We estimate that the cost of satisfying your request will be £837.50 (33.5 hours x £25 per hour).</p> <p>Under section 16 of the Act we are obliged to advise you to refine your request to narrow the scope in order to bring it within the appropriate limit. Can we suggest that the timescales for question 1 are reduced, for example, to a calendar month. If the timescales are reduced to a month, the Trust will be able to respond to all of your questions. If you are unable to reduce the scope of the request the Trust will be unable to continue processing your request until the fee is paid. If you wish to proceed with this request the fee will need to be paid within three calendar months. If the fee is not received by this date, I shall take it that you do not wish to pursue this request and will consider the request closed.</p>
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	<p>- 1 Pain Management - 3 / 0 Patient Nutrition & Hydration - 1 / 0 Personal records - 1 / 0 Procedure - Assessment - 0 / 0 Procedure - Drugs Administration - 1 / 0 Staffing Levels - 1 / 0 Waiting time - surgery - 1 / 0</p>			
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.	0 – All claims go through NHR			
3. For 2022, 2023 and 2024 year to date I would like to know the reason for the compensation pay out	N/A			

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.

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