

**Freedom of Information Request**

**Ref: 23-178**

10 March 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**Do Midwives use The Bristol Tongue-tie Assessment Tool? If No please state the assessment used.**

Yes.

**Please confirm which staff perform the assessment. For example, a midwife or a doctor?**

Midwife.

**Is it a specialist midwife or a junior doctor the Newborn and Infant Physical Examination (NIPE) assessment?**

Tongue tie assessments are not necessarily carried out during NIPE assessments. They are carried out if there are persistent breastfeeding problems which may be caused by a suspected tongue tie.

**Does your trust provide a tongue tie service? If yes please state what this consists of eg outpatient/day case clinic and how many staff and their job designation/band. - If No - do staff advise parents to speak to their GP or Health visitor?**

Yes, we have a tongue tie service in alignment with the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) Policy. We see inpatients on the ward and outpatients on an ad-hoc basis if required or otherwise in our twice weekly clinics in Bristol and Weston. We have 5 members of the infant feeding and nurture midwifery team (at both band 6 and 7) trained to carry out tongue function assessment and frenulotomy, reliably providing a Monday - Friday service.

**What improvements have been made offering parents support on tongue tie in the past 18 months as a result of patient feedback?**

Feedback from parents / patients on our specialist tongue tie service has been overwhelmingly

positive. As part of other work based on audit and to build on good patient and staff experience we have expanded our team to increase accessibility and support in all aspects of infant feeding and nurture for patients and staff. We continue to offer staff training and updates which includes information on how / when to refer for specialist support from our team including tongue tie if indicated. If we ever have negative feedback or a complaint about infant feeding or tongue tie then we offer support to staff members involved and update their knowledge in a targeted and constructive way to make sure they are better informed and equipped to provide the high level of care that we expect.

**Please provide an example and include the source of the original feedback eg National Maternity Survey, Complaint, PALS, FFT.**

Positive feedback has been received from our 'Tell us' Comment Cards - we have not provided the information in the requested format as we have considered that there is the potential for the individuals to be identified, when considered with other information that may be in the public domain. In our view disclosure of information would breach the Data Protection Act. Therefore please find that Section 40 (2) exemption contained within the Freedom of Information Act 2000 is engaged. Section 40 is the exemption for personal information.

**Does your trust have Baby Friendly Initiative (UNICEF and WHO accreditation)?**

We are awaiting further assessment to continue our full accreditation. please see more details here: <https://da0000000a3moma0.my.salesforce-sites.com/Events/Awards>

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, 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:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because

information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**