

Freedom of Information Request

Ref: 23-577

30 August 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

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

2018	2019	2020	2021	2022
48	43	84	78	57

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

Outcome Status	Upheld	Partially Upheld	Not Upheld
2018	23	14	6
2019	9	17	*
2020	14	42	13
2021	22	35	2
2022	19	20	6

Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. This follows NHS Digital (formerly HSCIC) analysis guidance (2014) which states that small numbers within local authorities, wards, postcode districts,

providers and Trusts may allow identification of patients and should not be published.

Please provide the data broken down by the complainants' ethnicity.

2018

Bangladeshi
Indian
Other Black
Other Ethnic Category
Other Mixed
White British

2019

Black African
White British
White Other

2020

Black Caribbean
Mixed White and Black African
Other Asian
Other Ethnic Category
Other Mixed
White British
White Other

2021

Black African
Chinese
Indian
Mixed White Asian
Mixed White and Black Caribbean
Pakistani
White British
White Other

2022

Bangladeshi
Black Caribbean
Indian
Mixed White and Black African
Other Mixed
Pakistani
White British
White Irish

White Other

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

The nature of complaints were as below:

Access

Appointment and admissions

Attitude and communication

Clinical care

Discharge/transfer/transport

Documentation

Facilities and environment

Information and support

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