

Category	Sub-Category	Description	Outcome
Clinical Care	Clinical Care (Nursing/Midwifery)	Dad called to explain that his son was discharged with a broken arm that he sustained 'during a procedure' - Wants to report the incident	Not Applicable
Attitude & Communication	Attitude Of Nursing/Midwifery	Patient unhappy with the attitude of a member of staff at St Michaels and the lack of care she received	Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient is unhappy with care received by the Early Pregnancy Team in relation to a miscarriage	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Enquirer unhappy with the care received to his wife whilst giving birth at St Michaels Hospital	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwifery)	Request for investigation to be commenced due to delayed diagnosis of Erb's Palsy and fractured ribs sustained at birth (daughter)	Partly Upheld
Access	Visiting Hours	Enquirer unhappy about the 1 designated visitor rule for St Michaels. Her daughter will be having a c-section and baby will be in ICU	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwifery)	Complaint regarding lack of care/treatment following a miscarriage at St Michaels	Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Enquirer unhappy about the way her daughter was treated at St Michaels Hospital after giving birth	Upheld
Access	Visiting Hours	Enquirer has concerns about the new rules not allowing fathers to visit at the maternity hospital and would like these rules to be challenged.	Partly Upheld
Appointments & Admissions	Delayed Procedure/Investigation	Patient chasing a referral for reproductive medicine not Gynae where she was previously seen and feels that this can now cause delays in being seen by the reproductive team	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient unhappy about experience at St Michaels when giving birth to her baby.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Complaint received about not receiving an epidural whilst in labour despite asking for one.	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Patient unhappy with the behaviour of a midwife when she was at St Michaels for a C-Section	Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient unhappy about care received for kidney problems during pregnancy and the refusal to be induced in order to relieve the severe pain (caused by the kidney problems). Shortly after patient was discharged, she was diagnosed with a kidney stone and she had emergency surgery.	Not Upheld
Information & Support	Hospital Information Request	Patient wanting to transfer her care from St Michaels Hospital to Southmead Hospital but has been advised that this is not possible	Upheld
Access	Visiting Hours	Complaint in relation to differing Maternity visiting restrictions to that of Southmead's	Partly Upheld
Clinical Care	Clinical Care (Medical/Surg)	Patient wishes to make a complaint about her recent experience at STMH and a series of errors made in relation to the birth of her baby by caesarean section and the lead up to the birth.	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Expectant mother came to STMH to be monitored as baby had not moved for a while. The bed she was given was stained with blood from a previous patient, who staff said had gone into labour early and the staff asked the patient not to go to the papers about this. When the patient returned at a later date to have her baby, the midwife and delivery staff were wonderful but the ward staff and the food were awful.	Upheld
Attitude & Communication	Communication With Patient/Rel	Unhappy at the processes surrounding wife's induced labour and feeling like they were ill-informed about how long this could take. Very upset at poor communication around this.	Did not proceed
Attitude & Communication	Confidentiality	Complaint regarding confidentiality. Member of staff told a family member the patient was pregnant	Not Upheld
Attitude & Communication	Communication With Patient/Rel	Patient has concerns /queries in regards to safety during covid 19 in which the patient experienced during her time having a baby at St Michaels	Not Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Unhappy with an episode of care on ward 73 at St Michaels.	Partly Upheld
Attitude & Communication	Attitude Of A&C Staff	Enquirer unhappy at the way her sister was treated at St Michaels	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwifery)	patient prescribed with Oramorph for abdominal pain and now methadone due to pregnancy. whilst patients was admitted to St Michaels, several prejudgment and comments was made including a midwife whispering in patient's ear 'you're an addict aren't you' - social worker been called in due to this as well and patient was required a drug test (which came back negative)	Not Upheld
Access	Visiting Hours	Patient is unhappy with restriction placed on support needed by mothers during their ante-natal appointments and labour	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Complaint received from a patient about treatment/care after giving birth at St Michaels back in 2017	Partly Upheld
Facilities & Environment	Privacy & Dignity	Member of public unhappy that male partners of new mothers are being allowed to stay overnight on the ward, sleeping on the floor. She is concerned about this as some other mothers may want privacy or find it concerning to have unknown males on the ward overnight.	Not Upheld
Information & Support	Emotional Support	Patient would like assurances that exceptions can be made for her partner to be with her as long as possible at the birth her baby and that her other difficulties are taken into account.	Did not proceed
Clinical Care	Clinical Care (Medical/Surg)	Patient unhappy about care received from Early Pregnancy Clinic	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Concerns regarding baby's delivery at STMH in February	Upheld
Clinical Care	Clinical Care (Medical/Surg)	Wishes to make a complaint about St Michaels Hospital	Partly Upheld
Access	Visiting Hours	Complainant has concerns around the visiting restrictions in place at St Michael's, which she states are in contravention of their human rights.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Email is 50% praise and 50% complaint/feedback regarding maternity services experienced at central delivery suite.	Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient unhappy with clinical care received in St Michaels hospital	Partly Upheld
Clinical Care	Complication During/After Proc	Patient unhappy with care received from St Michaels Hospital in regards to care before, during and after labour	Partly Upheld
Access	Visiting Hours	Enquirer wants to know why St Michaels Hospital has not updated their visitor policy in line with the wider UHB Trust and in line with the updated policy now in place at Southmead Hospital.	Not Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Enquirer unhappy with the care she received at St Michaels	Not Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Enquirer wants to make a complaint about the service his wife received from the midwife when she was pregnant	Upheld
Appointments & Admissions	Cancelled Appointment	patient's appointment got cancelled last minute. No information was given as to why the appointment was cancelled and when will the appointment be rebooked for. Patient would like to know why appointment was cancelled and an urgent appointment to be arranged.	Did not proceed
Clinical Care	Clinical Care (Medical/Surg)	Patient is unhappy with the clinical care received at childbirth after placenta was not delivered wholly.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient unhappy with advice given by Midwife from Ashcombe Birthing Centre when waters had broken	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	would like a meeting to discuss the care daughter was given during child birth and aftercare.	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwifery)	series of falling resulting son's life at risk	Did not proceed
Clinical Care	Clinical Care (Medical/Surg)	Patient would like to discuss some of her experience when she came to St Michaels to give birth to her son	Upheld
Access	Visiting Hours	Complaint regarding a partner being unable to attend the baby scans but when attending the patient saw two other people with partners?	Not Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient unhappy with the care received by them and their newborn at St Michaels Hospitals	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwifery)	Complaint received about the clinical care birth mother and baby received at St Michaels Hospital	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient unhappy at clinical care received and the appropriateness of certain communications from a receptionist on Labour Ward 77	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Lack of support after care following childbirth.	Partly Upheld
Attitude & Communication	Attitude Of Medical Staff	husband would like to complain on the breach of confidentiality, lack of professionalism of staff.	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwifery)	Unhappy with clinical care received from the Central Delivery Suite at STMH	Partly Upheld
Attitude & Communication	Communication With Patient/Rel	Complaint regarding a delayed appointment with maternity at STMH	Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Complaint regarding attitude and behaviour of a midwife at St Michaels and also daughter was unable to go into St Michaels because of a fire which made her very distressed but the mother rang and spoke to a midwife who was very supportive and agreed her daughter could go in	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient unhappy with lack of care and support received during labour in respect of her complications and restrictions on having her partner with her during induction	Partly Upheld

Clinical Care	Clinical Care (Nursing/Midwif)	Complaint regarding antibiotics not being administered to grandson.	Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Unhappy with care received from midwife.	Upheld
Attitude & Communication	Communication With Patient/Rel	Complaint received about communication between Weston midwives and St Michaels	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Patient had various issues whilst an inpatient in St Michaels Hospital	Did not proceed
Attitude & Communication	Attitude Of Nursing/Midwifery	Complaint about poor/insensitive communication from St Michaels and Southmead regarding miscarriages and scans.	Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Eng unhappy with a member of staff and their inappropriate behaviour on A609	Not Upheld
Access	Visiting Hours	Patient is quoting the European Convention of Human Rights in relation to partner being present in early labour/induction	Not Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Unhappy with care received at St Michael's Walk in Centre.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Patient was rushed back into St Michaels with a retained placenta following birth of baby	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Complaint regarding a patient whilst an inpatient being spoken to rudely by a member of staff at STMH	Upheld
Information & Support	Infectious disease enquiry	Complaint received regarding a Physiotherapist working with Corona Virus patients and also working with mothers and new born babies	Not Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Enquirer unhappy with distressing and humiliating experience that daughter had with midwives on ward 73	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwif)	Patient has questions surrounding clinical care at child birth	Upheld
Facilities & Environment	Personal Property	Enquirer gave birth to son at STMH on 05/01/2020 and a gift to her baby's father was mislaid. She has asked the ward staff and they cannot find it so would like to know what happened to it.	
Access	Visiting Hours	Enquirer unhappy that brother has not been able to visit his partner and newborn at STMH due to restrictions	Upheld
Clinical Care	Clinical Care (Medical/Surg)	traumatic childbirth at STMH	Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Complaint regarding clinical care received at STMH	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Complaint against St Michaels Hospital with regards to patients emergency C section	Upheld
Clinical Care	Clinical Care (Medical/Surg)	Patient suffered an in-utero death of one of their twins. A Consultant at the Trust has written to them to explain that there was a missed opportunity to have identified the growth abnormalities earlier in the pregnancy, which may have resulted in closer monitoring during the pregnancy.	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwif)	Complaint about her child birth experience at STMH - patient was 10 days overdue and she was not booked in for induction until last minute. poor clinical cares of consultant and midwife, patient was man handled very aggressively causing damage to her pelvis and vertebrate and son now has hemangioma on his head. patient lost a lot of blood during the process, pain killers was not working on her but this was ignored.	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Complaint regarding Communication and misplaced food orders	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwif)	Complaint regarding aftercare received at St Michaels	Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Complainant has written over two years after having a terribly traumatic experience during the birth of her baby at STMH, following which she suffered mental health problems, including PTSD. She only now feels able to deal with this issues, starting with this complaint.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Complaint relating to the management process of the patient giving birth at St Michael's Hospital.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Enquirer unhappy about the care girlfriend received whilst inducing and undergoing labour at STMH	Did not proceed
Attitude & Communication	Attitude Of Nursing/Midwifery	Attitude of member of staff.	Partly Upheld
Facilities & Environment	Cleanliness (Internal)	Complaint received regarding Hygiene Facilities at STMH	Upheld
Attitude & Communication	Communication Between Staff	Inappropriate and rude comments made by certain midwives: "she's saying she needs a poo. Get her a bucket then" - when patient was in distressed in labour.	Upheld
Clinical Care	Clinical Care (Medical/Surg)	Complaint about treatment received at St Michaels Hospital	Not Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Patient unhappy with care being given on Ward 73 STMH	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwif)	Daughter's water broke but got sent home and was told to come back when contractions are coming every 2 minutes lasting up to 1 minute. As a result daughter was still home 30 hours after her water broke.	Not Upheld
Information & Support	Information About Patient	As a result, C-section to be undertaken. After delivery, baby was showing signs of foetal distress, daughter's care was very badly handled and was discharged when wound was inflamed.	
Clinical Care	Clinical Care (Nursing/Midwif)	patient gave birth in 2015 and would like to meet with midwives for a debrief and also obtain copy of birth notes	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwif)	Patient very unhappy with care received during her labour. She had been in labour for 24hrs and on an induction drip for 15hrs and, during this time, no one checked on the baby. When they finally did, the baby was found to be in distress and mum was rushed to theatre for a c-section. The consultant also told mum, when she was begging for a c-section that she should keep trying as otherwise she would be "disappointed in herself". Whilst on the induction drip, the epidural wore off and no anaesthetist was available so she was left screaming in agony for several hours.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	incident in May 2016. Upset with staff during labour.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Complaint regarding Central Delivery Suite Midwives at St Michaels Hospital	Partly Upheld
Clinical Care	Clinical Care (Medical/Surg)	Enquirer wanting clinical investigations in relation to giving birth at St Michaels in 2016	Upheld
Access	Visiting Hours	Complaint regarding visiting restrictions at St Michaels	Did not proceed
Appointments & Admissions	Waiting Time In Clinic	patient was told different things about her elective C-section. She was told she would be given a date after her appointment, waiting for 2 hours heard nothing until she read on the leaflet that the date is given a week before the surgery.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	- Appointment time booked in wrong and on top of that, 2 hours later, still not seen.	
Clinical Care	Clinical Care (Nursing/Midwif)	Enquirer unhappy with the way the Overseas team dealt with his concern	Not Upheld
Clinical Care	Clinical Care (Medical/Surg)	currently in STMH - was not given any pain relief, was told that patient is low on iron levels - no treatment given.	Did not proceed
Attitude & Communication	Communication Between Staff	poor communication between doctors, midwives and consultants leaving patient confused	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwif)	Website feedback regarding a procedure given whilst in labour	Partly Upheld
Attitude & Communication	Communication With Patient/Rel	Complaint received about communication from the hospital and GP surgery leading to the Midwife not knowing that the patient had had a miscarriage causing more stress and anxiety to the patient	Upheld
Attitude & Communication	Communication With Patient/Rel	Baby at St Michaels hospital born on the 4th of January 2021. After baby was born was transferred to NICU where there was a breakdown of communication and care for the baby.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Patient was given incorrect information when attending ED	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwif)	Unhappy with care and treatment received when attending a growth scan.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Patient unhappy with the treatment and care she received at St Michaels hospital where she gave birth to her daughter	Partly Upheld
Access	Visiting Hours	Patient unhappy with the Covid-19 restrictions placed on partners in respect of Maternity	No Further Action
Access	Visiting Hours	Enquirer is unhappy about restrictions in place for St Michael's Hospital in respect of birthing partners and visitors	No Further Action
Clinical Care	Clinical Care (Nursing/Midwif)	Complaint about the care received at St Michaels when in maternity giving birth to her baby.	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwif)	Complaint regarding care received during labour and birth at St Michaels	Partly Upheld
Documentation	Incorrect Entry in Notes	Enquirer is requesting that her details and her daughters details are corrected regarding the birth at St Michaels and she is currently pregnant again and is classed as low risk but feels this is not correct	Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Complaint regarding care received surrounding birth of baby and care of son after.	Partly Upheld

Clinical Care	Clinical Care (Nursing/Midwifery)	Requesting input regarding the alleged lack of support with her September 2019 miscarriage, which happened at St Michael's Hospital.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Enquirer is unhappy with standard of care being received by his partner who is currently pregnant with 3rd child and under the care of the Fetal Medicine Unit and Hampton House Midwives	Did not proceed
Attitude & Communication	Failure To Respond	patient is waiting for a response from matron at StMH, a letter was sent to patient in September following a meeting/de-brief after traumatic birth- matron to follow up on issues raised in letter - been 14 weeks now still not heard anything	Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Complaint regarding the attitude of a member of staff at St Michaels Hospital	Partly Upheld
Appointments & Admissions	Cancelled Appointment - Multi	Patient been referred to St Michaels for Fertility Treatment about 7 months ago and been offered 3 appointments which have all been cancelled. Also Patient is unhappy with long delays and lack of monitoring following admittance to DAU, St Michaels after reduced movements with baby. Most recent appointment was booked for 21st March, but got cancelled till last minute when patient have already arrived to the hospital with no letter received. Patient would like to know why was all the appointment cancelled and why is she being 'put to the back of the queue' and what can be done about it.	Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient unhappy with how labour was managed at St Michaels hospital	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Enquirer unhappy with the way her daughter is being cared for at St Michaels	Did not proceed
Access	Visiting Hours	Complaint regarding a father-to-be being unable to attend the hospital with his partner so would like to speak to someone in charge of the maternity unit's visiting policy as it is different to Southmead Hospital's policy.	Not Upheld
Clinical Care	Medication Not Received	Patient unhappy that her prescription for a water infection has been delayed	Did not proceed
Clinical Care	Clinical Care (Nursing/Midwifery)	Enquirer unhappy that her baby son was just being given antibiotics when another patient came in with triplets and asked if they could hold them so they put the antibiotics down and attended to the triplets, ignored when	Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Enquirer unhappy with the care his wife is receiving whilst an inpatient at St Michaels	Partly Upheld
Clinical Care	Medication Not Received	Complaint regarding the patient not being given the correct amount of medication on discharge after the midwife advised her she didn't need it?	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Complaint received regarding the attitude of a Midwife at St Michaels Hospital	Partly Upheld
Facilities & Environment	Security	Patient unhappy at a member of staff who was shouting at her to move her car in order to make way for ambulances, despite her explaining that she was trying to move her car and that the area was busy. Patient is unhappy with long delays and lack of monitoring following admittance to DAU, St Michaels after reduced movements with baby. Patient is also unhappy regarding a growth scan that was booked in for after an appointment with Consultant which meant she could not see the consultant - despite advising that the appointment was needed before the Consultant's appointment.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Enquirer unhappy at the care and lack of communication wife received from ward 73	Partly Upheld
Appointments & Admissions	Bed Not Available	Patient would like to complain about the care and treatment she received during labour and the birth of her child. There was no bed available on the Midwifery Led Unit, the attitude of staff was poor and the whole event was traumatic and chaotic.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Complaint received from the parent about the care their daughter is receiving for her unborn child	Did not proceed
Clinical Care	Clinical Care (Medical/Surg)	Patient unhappy that after contacting midwives at St Michaels that she was told to stay home because they didn't think it was labour and ended up giving birth before an ambulance arrived.	Partly Upheld
Access	Service Denied	Patient is nine weeks pregnant and when asked where she would like to be registered for the scan and birth, she initially chose Southmead. However, when she received the letter inviting her to arrange her first scan, it stated they had a strict policy that partners could not be present at scans. She phoned StMH and they confirmed partners could be at first scan so she asked to register there instead but this was refused and she would like to know why.	Not Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	would like to complain about poor bed side manner of midwives, no support was offered at during their stay in the hospital.	Did not proceed
Clinical Care	Clinical Care (Medical/Surg)	poor bed side manner from cardiologist and gynaecologist, would like to be seen by a different cardiologist going forward. patient had a miscarriage	Partly Upheld
Clinical Care	Clinical Care (Medical/Surg)	Patient unhappy with the care being received for a current IVF Pregnancy	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Complaint regarding attitude of midwifery staff at StMH	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient unhappy with care received when giving birth to her son at St Michael's and feels that her son's life was put at risk and NICE guidelines were not followed.	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Enquirer complaining about the attitude of a member of staff at St Michael's	Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient had several scans during pregnancy, at 20 week scan patient was advised she had a low placenta but should move later on in pregnancy. Patient not offered a vaginal scan but told to come back at 34 weeks. 3 days later, patient's placenta erupted and sadly had a still birth.	Not Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Complainant very sadly lost her baby boy when he was still-born at StMH in February 2018. Whilst she is very grateful for the care she received when she nearly lost her own life from blood loss during the emergency caesarean section, she is unhappy with the lack of aftercare and follow up she received and feels as though her son's life didn't matter to anyone and that she was left to fend for herself without any follow up from StMH.	Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Complaint about a midwife at StMH who the complainant refers to as being rude, disrespectful and patronising and alleges that she gave them information and advice which was contradictory to other advice they received from a doctor.	Upheld
Clinical Care	Diagnosis - Missed	Previously raised an informal complaint regarding their concerns over an ultrasound scan. This was responded to advising that the baby was healthy, however, they have since been for a private scan and have subsequently lost the baby.	Upheld
Clinical Care	Clinical Care (Medical/Surg)	Patient unhappy about the care received for a short cervix whilst pregnant and the attitude of doctors and midwives towards her whilst an inpatient	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Patient complaint about her experience on the central deliver suite at St Michaels and the way she was spoken to by a member of staff and lack of communication from the ward staff.	Upheld
Information & Support	Patient Choice Information	Baby had tongue tie which has caused difficulty in breast feeding for mum	Partly Upheld
Access	Visiting Hours	Enquirer unhappy about Covid-19 restriction placed on Maternity Services.	Partly Upheld
Facilities & Environment	Privacy & Dignity	Enquiry regarding the Lavender Suite and it's use of being a PPE storage area	Partly Upheld
Clinical Care	Clinical Care (Medical/Surg)	Patient unhappy with what she deems as medical negligence with regards to her high risk pregnancy	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Complaint regarding post natal care received at St Michaels	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Patient has concerns about the attitude of and care received from a midwife during the birth of her baby at StMH.	Upheld
Access	Visiting Hours	wanting information regarding visiting restrictions for birth partners at St Michaels and would like us to provide details of the reasoning behind our current policy.	Partly Upheld
Access	Visiting Hours	Asking why StMH has not lifted visiting restrictions for partners post-natally when other hospitals have eased restrictions so long as partners use hand gel and PPE.	Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Unhappy with the care and attitude Midwifery staff when daughter's mental health deteriorated following birth.	Partly Upheld
Clinical Care	Infection Control	Complaint regarding a patient contracting Necrotising Fasciitis whilst in our care following an emergency C-section at St Michaels Hospital	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Enquirer unhappy at a midwife he recognised from StMH going into a store without wearing ppe mask. After being challenged the midwife stated that she was regularly tested and negative so not a risk	Upheld
Clinical Care	Clinical Care (Medical/Surg)	patient would like to discuss about her experience at St Michaels. It was suggested that she have a debrief with consultant but never heard anything back.	Upheld
Clinical Care	Complication During/After Proc	Complaint received regarding an error made in surgery whilst patient was having a c section at St Michaels Hospital	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Complaint received about the care received at St Michaels Hospital	Not Upheld
Discharge/Transfer/Transport	Discharge Premature	Patient unhappy at the way she was discharged from St Michaels when doctors knew that her pregnancy was threatened	Partly Upheld
Clinical Care	Clinical Care (Medical/Surg)	Complaint received on care a patient received after giving birth at St Michaels	Not Upheld
Clinical Care	Clinical Care (Medical/Surg)	Patient's call button and bed adjuster were unhooked from her cot/bed and was unable to call for help for over 2hrs; doctors also mistook baby's records for patient's.	Upheld
Information & Support	Medical Records Requested	patient would like her medical notes for when she delivered her baby at St Michaels hospital as she had an awful experience and many unanswered questions.	Not Upheld
Clinical Care	Clinical Care (Nursing/Midwifery)	Enquirer unhappy with the experience she had whilst in labour and the communication between herself and the midwife at St Michaels	Upheld
Attitude & Communication	Communication With Patient/Rel	Received a condolence letter for loss of her baby - however her baby has not died	Upheld
Attitude & Communication	Attitude Of Medical Staff	Complaint regarding the attitude of a consultant at St Michaels Hospital	Partly Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Complaint regarding the attitude of a Midwife at St Michaels whilst the patient was in labour	Partly Upheld

Clinical Care	Clinical Care (Nursing/Midwif)	Patient unhappy with the care she received at St Michaels and also regarding the catering and customer service she received on Ward 76	Partly Upheld
Access	Visiting Hours	Patient is unhappy with the current restrictions in place with regards to having a supporter/birth partner for maternity appointments and when in labour.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Midwife used torch on her phone to see what she was doing during procedure. Patient does not feel that this was correct/appropriate.	Did not proceed
Clinical Care	Clinical Care (Medical/Surg)	Enquirer wishes to make a complaint about the unpleasant experiences her daughter and grand daughter have experienced at St Michaels Hospital	Did not proceed
Clinical Care	Diagnosis - Missed	Mum had come into LIAISE office with staff member to ask best course of action for complaint and investigation. Patient had MRI brain scan 2020 that found signs of a past infection, family were then referred to infectious diseases team and they found that 'Mum would have had something during pregnancy'. Patient has now lost his hearing and believe he has CNV (cytomegalo virus) Mum feels it could have been prevented.	Partly Upheld
Information & Support	Invoicing	Enquirer querying an Invoice received for treatment to his wife	Not Upheld
Attitude & Communication	Attitude Of Medical Staff	Patient feels that her appointment in the Reproductive Clinic was disheartening and the attitude of the Consultant was very dismissive	Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Patient complaining about the awful experience she had whilst giving birth at STMH	Partly Upheld
Access	Visiting Hours	Complaint regarding maternity visiting restrictions.	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Patient unhappy with clinical care during labour at STMH	Partly Upheld
Clinical Care	Clinical Care (Nursing/Midwif)	Enquirer had her baby at STMH in August 2017 and has only now felt able to raise some concerns about what happened at the time. She has recently found out that when he was born, her son had sepsis, jaundice and GBS. She has spoken to the charity, Group B Strep Support and they have provided her with some guidelines around the correct treatment of GBS. Her son has had various health issues ever since and they would like to know what happened and what care she and the baby should have received at the time.	Upheld
Attitude & Communication	Attitude Of Nursing/Midwifery	Patient unhappy with the aftercare she received at St Michaels following the birth of her daughter	Did not proceed
Access	Visiting Hours	Patient is unhappy with restriction being placed on when her partner can be at the birth of their child, stating it contravenes the Human Rights Act	Partly Upheld
Clinical Care	Clinical Care (AHP)	Complaint regarding complications with daughter giving birth to her baby at STMH	Did not proceed
Information & Support	Invoicing	Complaint received from overseas patients about being charged for an epidural which she is saying she did not have and would like this to be confirmed	Partly Upheld