

Freedom of Information Request

Ref: 21-481

21 September 2021

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

Could you please tell me, between March 1st 2020 and the date of this email (02/09/2021):

1) How many comments through the patient advice and liaison system (PALS)*, as well as official complaints, has your Trust received from patients complaining about limited access to neonatal care units as a result of COVID-19 restrictions?

Please do this by searching for complaints containing any of the words "neonatal", "covid", "covid-19", "coronavirus", "incubator", "baby".

The Trust does not have a separate PALS Team; we have an integrated PALS and Complaints Team known as the Patient Support & Complaints Team.

Between 01/03/2020 and 02/09/2021, the Trust received three complaints in respect of neonatology services that specifically related to Covid-19 issues. The search for complaints has been carried out using all of the key words requested below and a search of all NICU (Neonatology Intensive Care Unit) complaints received during the stated period.

2) Can you select the five most recent complaints and provide me with the following details:

a) a summary of the complaint (e.g., a couple whose baby spent two weeks in an incubator following premature birth complained about not being allowed to enter the neonatal care unit together and for only a limited number of hours per day)

Complaint 1

Enquirer is unhappy about a warning letter received following a neonatology appointment for their daughter

Complaint 2

Complaint regarding people not wearing masks whilst attending to a baby who is in St Michael who is currently coming to the end of life.

Complaint 3

Mother of baby patient admitted to BRHC is very upset that she has not been allowed to bring her son's twin brother to the ward with her.

b) the exact wording of the complaint, with redactions to remove potentially identifying information

We do not publish this level of information so have provided a summary.

Complaint 1 - We are responding to your warning letter dated xxx, regarding allegations of unacceptable behaviour towards several members of nursing and medical staff, which has come as a huge shock and has been deeply upsetting for us. We feel these allegations are completely unfounded and untrue. We would like to state the facts of our visit, so that you will reconsider your letter and subsequent actions

Complaint 2 - Hi I am calling regarding a baby who is in St Michaels he is currently on support and the nurses are allowing up to 6 people at this bedside enabling people to have masks off.

Complaint 3 - My twin 1 xxx has been admitted to Bristol Children's Hospital.

They are 5 weeks old.

I find it disgraceful that I am not allowed to bring his twin brother into the Ward with me

c) what action the Trust took in response

Complaint 1

Formal written response sent to complainants addressing all issues raised in their complaint

Complaint 2

The complaint was received from the baby's grandmother. However, she did not then respond to any attempts to contact her to progress her complaint. However, the Matron did speak to the baby's mother, who was aware of the complaint and this was resolved directly and in person with the mother, who was happy with the explanation provided.

Complaint 3

The issue had been resolved informally with the ward staff and with the help of the Family Liaison Team

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:

Director of Corporate Governance
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