

Freedom of Information Request

Ref: 22-432

9 August 2022

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

1. If you have a maternity unit within your trust, how many patients or members of the public made a complaint relating to the maternity unit in the (i) 2020/21 financial year, and (ii) 2021/22?

- (i) 75
- (ii) 70

2. How many of these complaints in relation to the period 2021/22 made reference to (i) equipment shortage or failure, (ii) a lack of adequate staff and (iii) staff attitude or performance?

Please note that a complaint identified in Q.1 may give rise to being a complaint about one, two or all three items in Q.2 and should be recorded separately in each category.

- (i) 0
- (ii) 0
- (iii) 15

3. For each complaint identified in Q.2 please provide a summary of the circumstances. Please use the attached spreadsheet as the level of detail I would like.

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.

Category	Count of Category
Clinical Care	80
Attitude & Communication	29
Access	23
Appointments & Admissions	5
Information & Support	4
Facilities & Environment	2
Documentation	1
Discharge / Transfer / Transport	1
Grand Total	145

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**