

January 2012

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 2010/2011 financial year?*

During the period from 1st April 2010 to 31st March 2011 there were 32 formal complaints received by the complaints' department from patients and members of the public.

2. *Where a complaint was made please provide a heading under a category that it may have been classified under (eg. Rudeness, medical competence etc) AND a brief summary detailing the nature of that complaint.*

Complaint Made	Number of Complaints
Aspects of care	10
Aspects of care and treatment given	10
Communication issues	2
Staff attitude	2
Staff attitude and treatment given	2
Staff attitude and communication issues	1
Staff actions taken	2
Support, advice and treatment given	2
Environment – Women's clinic waiting area	1
Total	32

3. *Have any of your Midwives appeared before a disciplinary panel and/or been dismissed as a result of an incident when undertaking their duties in the last five years?*

We are unable to provide a further details as this may lead to the identification of the individuals concerned. Accordingly, our response to this question is there have been < 5 Midwives that have appeared at an internal disciplinary hearing in the past 5 years.