



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters

Chief Nurse

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Ref: FOI/2024/10073

Date Received: 20th August 2024

Response Due: 18th September 2024

Date: 16th September 2024

Dear Sir/Madam

With reference to your request for information received on 20th August 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

I would like to make a freedom of information quest for the following information.

- 1. I would like a breakdown of complaints relating to maternity care for the years 2019,2020,2021,2022,2023 and 2024 year to date. I would like to know the reason for the complaint and whether it was upheld.**

First received	Subject (KO41(A))	Count	Specialty (primary)
2019	APPOINTMENTS	<5	Obstetrics/Maternity
2019	CLINICAL TREATMENT	12	Obstetrics/Maternity
2019	COMMUNICATIONS	<5	Obstetrics/Maternity
2019	PATIENT CARE	<5	Obstetrics/Maternity
2019	VALUES AND BEHAVIOURS (STAFF)	<5	Obstetrics/Maternity
2020	APPOINTMENTS	<5	Obstetrics/Maternity
2020	CLINICAL TREATMENT	5	Obstetrics/Maternity
2020	CLINICAL TREATMENT	<5	Obstetrics/Gynaecology
2020	COMMUNICATIONS	<5	Obstetrics/Maternity
2020	PATIENT CARE	<5	Obstetrics/Maternity
2021	CLINICAL TREATMENT	<5	Obstetrics/Maternity

2021	PATIENT CARE	<5	Obstetrics/Maternity
2022	CLINICAL TREATMENT	7	Obstetrics/Maternity
2022	PATIENT CARE	<5	Obstetrics/Maternity
2022	TRUST ADMIN/POLICIES/PROCEDURES INCL PATIENT RECORD MANAGEMENT	<5	Obstetrics/Maternity
2022	VALUES AND BEHAVIOURS (STAFF)	<5	Obstetrics/Maternity
2023	CLINICAL TREATMENT	6	Obstetrics/Maternity
2023	COMMUNICATIONS	5	Obstetrics/Maternity
2023	FACILITIES	<5	Obstetrics/Maternity
2023	PATIENT CARE	<5	Obstetrics/Gynaecology
2023	PATIENT CARE	<5	Obstetrics/Maternity
2023	VALUES AND BEHAVIOURS (STAFF)	<5	Obstetrics/Maternity
2024	CLINICAL TREATMENT	<5	Obstetrics/Maternity
2024	COMMUNICATIONS	<5	Obstetrics/Maternity
2024	OTHER	<5	Obstetrics/Maternity

This information is based on formal complaints between 2019 and 2024 which are closed. The complaints process takes 60 working days therefore complaints received this month/in July will not have an outcome yet as they are still being investigated.

The information regarding whether the complaint was upheld is being withheld under Section 40 of the Freedom of Information Act as releasing this information could make the complainant identifiable due to the low numbers (less than 5). As the Trust adheres to being as transparent as possible when responding to FOI requests, this information has been provided in a way we deem does not identify patients.

The Trust has a policy of not releasing information when the data involved is less than 5. This is because we feel that such low numbers could make the individuals involved identifiable and therefore may cause undue harm and distress.

To disclose this information would:

- a) Contravene the Data Protection Act principles in that it would amount to unfair and possibly unlawful processing, as there was a legitimate expectation by the third parties that this information would remain confidential, and
- b) Disclosure may cause damage or distress to the individual(s) involved, and that damage or distress would be unwarranted (section 10 of the DPA).

2. I would like to know how much compensation was paid to patients relating to maternity care in the 2019,2020,2021,2022,2023 and 2024 year to date from the Trusts budget not via NHS resolution.

£0.

3. For 2022, 2023 and 2024 year to date I would like to know the reason for the compensation pay out.
N/A.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMI, CMgr. RN Dip HE
Chief Nurse & Director of Infection Prevention and Control

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111