



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters

Chief Nurse

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Ref: FOI/2025/10735

Date Received: 7<sup>th</sup> May 2025

Response Due: 5<sup>th</sup> June 2025

Date: 23<sup>rd</sup> May 2025

Dear Sir/Madam

With reference to your request for information received on 7<sup>th</sup> May 2025, 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:

**Please provide the following information. (For the purposes of this FOI, 'night' means 8pm-6am).**

**1. The number of patient complaints received in calendar year 2024 that relate specifically to maternity and obstetric care in total.**

18.

**2. The number of patient complaints received in calendar year 2024 that relate specifically to maternity and obstetric care at night.**

3.

Please note that night-time care formed part of the complaint, however these complaints included other elements of care at other times of the day also.

**3. The number of agency staff (including nurses, doctors, and allied health professionals) used on maternity wards in total in calendar year 2024.**

Midwives and MSWs = 0.

Doctors = 31.

**4. The number of agency staff (including nurses, doctors, and allied health professionals) used on maternity wards at night in total in calendar year 2024.**

Midwives and MSWs = 0

Doctors = 26.

The doctor's figures above are based on booking data for filled or partially filled shifts with a confirmed candidate. Shifts with a timesheet status of Did Not Work, Void or Vacancy Cancelled have been excluded, as have shifts flagged as not worked.


Only Agency Medical & Dental candidates with a specialty of Obstetrics & Gynaecology have been included.

Shifts are included if they have a start date in the calendar year 2024. Night shifts are those shifts whereby unsocial hours were worked during weekdays.

Please note: Your questions have been answered with assistance from NHS Professionals and Liaison Group.

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, FCMJ, CMgr, RN Dip HE

Chief Nursing Officer & 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, Wroughtington, 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