Formal complaints received 01/01/2018 – 31/12/2018

Description	Outcome code
Cramped conditions failure to answer call bell dirty bedding communication failure with patient (doctor) conflicting information fron (midwife), delay to receive results. Labour Ward and Discharge: Error in paperwork Communication failure (midwife).	Partly Upheld
Staff manner and attitude on ADAU.	Not Upheld
MATERNITY Baby was injured at birth - review requested.	Upheld
Lack of fluids Manner and attitude of midwife. Epidural protocols. WARD 10 Lack of observations Call bell issues	Partly Upheld
LABOUR WARD Patient not listened to by midwifery staff. Lack of follow up following urine tests. Lack of communication of care management.	Partly Upheld
LABOUR WARD Incorrect records management Lack of communication re care Lack of tests on Placenta	Upheld
WARD 10 Lack of communication Lack of treatment/communication Delays in discharge Inadequate assessment upon Lack of information provided Manner and attitude of staff (midwifery)	Partly Upheld
Staff manner and attitude on ADAU.	Partly Upheld

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Ward 10	
Delay or failure in treatment.	
Lack of information	Partly Upheld
Privacy and dignity issues	
Manner and attitude of midwife	
· WARD 9	
Delay in treatment.	Upheld
Manner and attitude of midwife.	
Lack of communication	
LABOUR WARD	
Delay in procedure.	
Lack of communication.	Partly Upheld
Soiled bedding.	
Issues regarding MRSA.	
Breach of confidentiality.	
	Upheld
Conflicting information between teams	Not Upheld
Labour Ward:	
Delay or failure in treatment	
Lack of pain releif	Partly Upheld
Lack of information	
Incorrect entry on medical records.	
ADAU	
Delay or failure with treatment	
Lack of communication between doctors and nurses.	
Ward 9	Upheld
Waiting time for doctor.	
Delay in receiving an appointment.	
Lack of communication with patient.	
Midwifes attitude and behaviour	
Patient not listened to	
Soiled sheets	Partly Upheld
Inadequate pain releif	
Ward 9	
Privacy and dignity issues	
Policy and procedures	
Manner and attidude of health visitor	Partly Upheld
Delays in tractment	
Delays in treatment	linhold
Delays in monitoring haematoma Lack of staff available	Upheld
Inadequate pain releif	
WARD 10	
Lack of breastfeeding support.	
Ward too noisy and too light at night time	
Lack of privacy and dignity	Upheld
Food and drink not readily available for patient/relative	
, p	

Communication between teams	
Patient not listened to	
Manner and attitude of midwife	Partly Upheld
Delay in referral	
WARD 9	
Conflicting information.	
Ward 9: Medication error	
Labour Ward: Mismanagement of labour and lack of information	Partly Upheld
throughout.	
OBSTETRICS	
Manner and attitude of consultant.	
Communication concerns with consultant.	Partly Upheld
Not listened to.	
LABOUR WARD	
Manner and attitude of doctor	Partly Upheld
Lack of consent to undertake procedure.	
Lack of communication.	
LABOUR WARD	
Lack of examination/assessment.	
Blood loss not documented accurately.	
Manner and attitude of Midwife.	Partly Upheld
Lack of communication between teams and with patient.	
Patient not listened to.	
Obs:	
Communication failure with nations	
Communication failure with patient.	Darthy Linhold
Errors in both letters and notes.	Partly Upheld
Confliciting information from staff.	
MIDWIFERY - COMMUNITY	Upheld
Breach of patient confidentiality.	- Opricia
WARD 9	
Misplaced paperwork.	
Delay in providing pain relief.	
	Partly Upheld
Communication	
Delay in take home medication.	
Delays in discharge.	
LABOUR WARD	
Not listened to.	Partly Upheld
Manner and attitude of midwife.	
Delay in care.	
LABOUR WARD	
Manner and attitude of consultant.	
Poor communication - consultant.	
Not listened to.	Partly Upheld
Lack of pain relief.	

Communication between teams	
Communication with patient	
Inadequate pain releif	
Manner and attitude of midwife	
Concerns with breastfeeding support	Upheld
LABOUR WARD	
Privacy and dignity.	
Communication failure with patient	
Delay in referral	
Manner and attitude of staff	
Delay in Observations.	
Delay in answering call bell.	Partly Upheld
Data protection breach	
ANTENATAL CLINIC	
Communication Issues with Doctor	
Lack of communication	
Inadequate pain releif	
Patient not listened to	Partly Upheld
Manner and attitude of midwife	
Ward 9:	
Delay to receive medication	
Delay to receive medication	Partly Upheld
Communication failure with the patient.	
Cleanliness of the ward	

Formal compalints received 01/01/2019 – 31/12/2019

Description
Maternity:
Communication failure with relatives.
Incorrect information supplied.
Delay in treatment.
Privacy and Dignity issue.
Discrimination - Religious.
Communication failure with the patient.
No bed for admission
Lack of pain releif
Lack of observations undertaken
Manner and attitide of midwives
Incorrect entry on medical records
Lack of follow up
Labour Ward
Complication following birth - Discussed, Explained and apology given.
Left in wet and smelly clothing - Discussed and apology given.
Wound not correctly dealt with - Discussed and apology given.
COMS by ED and Midwives - Discussed and apologies given.
Labour Ward:
Manner and attitude of midwives
Ward 10:
Observations not monitored
Lack of pain releif
Ward 9:
delay in discharge
Lack of examination
Lack of follow up
Delay or failure in treatment

Community Midwifery Lack of referral to another hospital Lack of communcation Obstetrics Lack of communication Patient not listened to Duty of candour not undertaken wiht regard to 72 hour report LABOUR WARD Communication issues with regard to patient's labour Discharge concerns- patient discharged home when she felt that she shouldn't be Complaint relating to care received by patient during labour. - Failure to obtain consent prior to procedure Patient not listened to Inaccurate record keeping Conflicting information - Conflicting information given around discharge. - Delay in booking follow up appointments Community Midwives. Delay or failure in procedure Communication failure with patient Conflicting information provided Swab retained

ANTENATAL

No Pregnancy appt received with a consultant despite the midwife advising this was required.

LABOUR WARD

Why baby delivered breech? Hip displasia - was this avoidable

TRAUMA AND ORTHOPAEDIC

Misinformation re babys condition Unanswered Qs re baby's hip dysplasia

Ward 9
Soiled sheet
Manner and attitude of midwife
Patient not listened to
Manner and attitude of volunteer
Incorrect information in medical records
Medication administration error
Lack or delay in clinical treatment
Lack of follow up
EPAU
Discharge concerns
Delay or failure in treatment
MATERNITY
Breach of Patient Confidentiality
Ward 9:
Delay in receiving information.
Pain relief.
Waiting time for medication.
Conflicting information.
Pharmacy:
Dispensing error.
MATERNITY
Communication
Consistency in Care
Scan findings anomaly
Labour Ward
Delays in starting induction medication
Ward 9
Lack of pain releif
Delay in transfer
Patient not listened to
Delay in discharge

ADAU:	
Communication failure with patient.	
Wait time at appointment.	
No food or drink offered.	
Staff manner and attitude.	
Prescribing error.	
Diagnosis wrong.	
Privacy and dignity issues.	
Delay to receive results.	
Error in patient record.	
Breach of confidentiality.	
Car park general.	
Adau:	
Results not received.	
Ward 9:	
Results not received.	
COMMUNITY MIDWIVES	
Patient not listerned too.	
Communication with Patient.	
WARD 9	
Discharge concerns - no TTO's	
Fail to Diaganoise tounge tie - Paeds consultant.	
OBSTETRICS	
Jaiua, during hirth	
Injury during birth Discharged too early	
Lack of follow up	
Delay in treatment	
Delay in surgery	
Lack of observations	
Communication breakdown with patient	

Outcome
Not Upheld
Upheld
Partly Upheld
Partly Upheld
Upheld
Upheld

Partly Upheld
Partly Upheld
Partly Upheld
Partly Upheld
Partly Upheld

Upheld
Upheld
Partly Upheld
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Partly Upheld
Upheld
Partly Upheld

Upheld
Upheld
Upheld
Upheld
Partly Upheld

Formal complaints received 01/01/2020 – 31/12/2020

	T
Description	Outcome
ADAU	Outcome
Patient not listened to	
Communication failure with patient	
LABOUR WARD	
Communication failure with relative	
	Upheld
Obstetrics – Consultant	
-Failure in procedure	
-Lack of pain relief	
Maternity:	
Communication failure with relatives.	
Incorrect information supplied.	
Delay in twenty out	Net Usheld
Delay in treatment.	Not Upheld
Drivery and Dignity issue	
Privacy and Dignity issue.	
Discrimination - Religious.	
bioinination hengious.	
Travelling expenses.	
Obs:	
Communication failure with patient.	
Failure to obtain informed consent.	
Staff manner and attitude.	Partly Upheld
Mismanagement of labour.	
Ward 10:	
Compliment for Midwife.	
LABOUR WARD	
LABOUR WARD	
- Failure to provide a c-section.	
- Not listened to	
- Communication failure with patient	Partly Upheld
- Communication range with patient - Delay to follow up on observations	
- Incorrect use of forceps	
- Injury caused during birth	
, , ,	
-Antenatal ward	1
-Labour ward	
-Midwives	
-Consultant care	
-Lack of escalation	
-Communication	
-Conflicting information	
-Induction process	Upheld
-Lack of care/support provided	opneid
-Lack of pain relief	
-Guidelines not followed with regard to pain relief & induction	
-Staffing issues	
-Consent	
-Lack of information provided.	

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Laboration and the second s	
Labour Ward:	
Patient not listened to.	
Lack of clinical assessment.	Partly Upheld
Communication failure with patient.	
Delay in procedure.	
ANTENATAL	
Lack of follow up	
LABOUR WARD	Partly Upheld
Delay or failure in procedure TRAUMA AND ORTHOPAEDIC	
Misinformation re babys condition	
Unanswered Qs re baby's hip dysplasia Community Midwifery:	
Staff manner and attitude.	
Delay / failure in observations.	
Moving and handling of patient.	Partly Upheld
Incorrect information given.	
ADAU:	
Medical care.	
Patient not listened to.	
Privacy and dignity.	Partly Upheld
Confliciting information.	
Injury sustained.	
Attitude of staff.	
ADAU - Consultant led care:	
Conflicting information.	
Communication failure with patient.	
Prescribing error.	
Staff not prepared for patient.	
Staff manner and attitude.	
Ward 9:	
Waiting time at appointment.	Upheld
Communication failure with patient.	
Staff manner and attitude.	
Noise at night.	
Moving and handling of patient.	
Staff manner and attitude.	
PALS:	

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NARD 9 Partly Upbeld	LABOUR WARD	
Partly Unhold	Delay or failure in procedure	
		Partly Upheld

Antenatal Clinicians/Team & Ward 9	
-Antenatal overall lack of Care -Failure to diagnose -Lack of information provided -Communication with the patient -Delay in observations -Lack of pain relief -Mismanagement of labour -Patient not listened to -Dirty soiled bedding -Attitude-nursing midwifery -Attitude- medical	Upheld
Maternity:	
Delay to receive an appointment.	
Insufficient information provided.	Partly Upheld
Non referral.	
Failure to diagnose.	

Formal complaints received 01/01/2021 – 24/04/2021

Description
OBSTETRICS
- Manner and attitude of staff AND Patient not listened to
- Communication failure with patient
g completed and sent to complainant 20 4 2021
- Conflicting information.
WARD 9
- Communication failure with relatives (midwives,
- Not listened to (midwives),
- Failure to recognise deteriorating patient (midwives),
- Delay in treatment (Paeds).
OBSTETRICS
LABOUR WARD
- Failure to undertake observations (midwives).
ANAESTHETISTS
- Failure in treatment/procedure,
- Insufficient pain relief.
WARD 10
- Delay in answering call bell,
- Manner and attitude of midwives.
WARD 9
- Manner and attitude of midwife,
- Visiting restrictions,
- Manner and attitude of HCA,
- Lack of information.
OBSTETRIC CONSULTANTS
- Delay in induction of labour,
- Inadequate pain relief.

Outcome	
Partly Upheld	
Upheld	
Partly Upheld	
Partly Upheld	