

## ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 22 October 2020.

I am pleased to confirm the following.

- 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) 2018/19 financial year, and (ii) 2019/20 financial year and (iii) the period from 1.4.20 to 30.9.20.**

To respond to this, I have included complaints made about our Labour Ward, Antenatal Day Assessment Unit, Ward 9 (antenatal) Ward 10 (post-natal) and Early Pregnancy Assessment Unit (EPAU) areas.

2018/19 – Total 25

2019/20 – Total 25

01/04/2020 to 30/09/2020 – Total 11

- 2. How many of these complaints in relation to the period 1.4.20 to 30.9.20 made reference to (i) equipment shortage or failure, (ii) a lack of adequate staff and (iii) staff attitude or performance.**

Equipment Shortage - 0

Lack of staff - 0

Staff attitude or performance - 2

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.

- 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.**

24474 – Complaint regarding manner and attitude of midwife on labour ward. This was around lack of support provided with breast feeding and general support on the ward.

23431 – Complaint regarding manner and attitude of midwife on ADAU. Unprofessional and laughing on the phone.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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