

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

Description	Outcome code
<p>Ward 9</p> <p>Cramped conditions failure to answer call bell dirty bedding communication failure with patient (doctor) conflicting information from (midwife), delay to receive results.</p> <p>Labour Ward and Discharge:</p> <p>Error in paperwork Communication failure (midwife).</p>	<p>Partly Upheld</p>
<p>Staff manner and attitude on ADAU.</p>	<p>Not Upheld</p>
<p>MATERNITY</p> <p>Baby was injured at birth - review requested.</p>	<p>Upheld</p>
<p>Lack of fluids Manner and attitude of midwife. Epidural protocols.</p> <p>WARD 10</p> <p>Lack of observations Call bell issues</p>	<p>Partly Upheld</p>
<p>LABOUR WARD</p> <p>Patient not listened to by midwifery staff. Lack of follow up following urine tests. Lack of communication of care management.</p>	<p>Partly Upheld</p>
<p>LABOUR WARD</p> <p>Incorrect records management</p> <p>Lack of communication re care</p> <p>Lack of tests on Placenta</p>	<p>Upheld</p>
<p>WARD 10</p> <p>Lack of communication Lack of treatment/communication Delays in discharge Inadequate assessment upon Lack of information provided Manner and attitude of staff (midwifery)</p>	<p>Partly Upheld</p>
<p>Staff manner and attitude on ADAU.</p>	<p>Partly Upheld</p>

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

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

<p>Communication between teams Communication with patient Inadequate pain relief Manner and attitude of midwife Concerns with breastfeeding support</p>	<p>Upheld</p>
<p>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. Data protection breach</p> <p>ANTENATAL CLINIC Communication Issues with Doctor</p>	<p>Partly Upheld</p>
<p>Lack of communication Inadequate pain relief Patient not listened to Manner and attitude of midwife</p>	<p>Partly Upheld</p>
<p>Ward 9:</p> <p>Delay to receive medication</p> <p>Communication failure with the patient.</p> <p>Cleanliness of the ward</p>	<p>Partly Upheld</p>

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

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

<p>Community Midwifery</p> <p>Lack of referral to another hospital Lack of communication</p> <p>Obstetrics Lack of communication Patient not listened to Duty of candour not undertaken with regard to 72 hour report</p>
<p>LABOUR WARD</p> <p>Communication issues with regard to patient's labour Discharge concerns- patient discharged home when she felt that she shouldn't be</p>
<p>Complaint relating to care received by patient during labour.</p> <ul style="list-style-type: none"> - Failure to obtain consent prior to procedure <p>Patient not listened to Inaccurate record keeping Conflicting information</p> <ul style="list-style-type: none"> - Conflicting information given around discharge. - Delay in booking follow up appointments
<p>Community Midwives.</p> <p>Delay or failure in procedure Communication failure with patient Conflicting information provided Swab retained</p>
<p>ANTENATAL</p> <p>No Pregnancy appt received with a consultant despite the midwife advising this was required.</p> <p>LABOUR WARD</p> <p>Why baby delivered breech? Hip displasia - was this avoidable</p> <p>TRAUMA AND ORTHOPAEDIC</p> <p>Misinformation re baby's condition Unanswered Qs re baby's hip dysplasia</p>

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

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

Outcome
Not Upheld
Upheld
Partly Upheld
Partly Upheld
Upheld
Upheld

Partly Upheld

Partly Upheld

Partly Upheld

Partly Upheld

Partly Upheld

Upheld

Upheld

Partly Upheld

Upheld

Partly Upheld

Upheld

Partly Upheld

Upheld

Upheld

Upheld

Upheld

Partly Upheld

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

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

<p>Delay in treatment Lack of observations undertaken Inadequate pain relief Manner and attitude of midwives Incorrect entry on medical records</p>	Partly Upheld
<p>Obs & Maternity outpatients: Omission in health care records. Cancelled procedure. Communication failure with patient. Delay in treatment / procedure. Staff manner and attitude. Patient not listened to.</p> <p>Labour Ward: Waiting time at appointment. Lack of suitably trained staff, impacting on patient care.</p> <p>Ward 9: Incorrect information given. Mismanagement of labour. Still birth</p>	Partly Upheld
<p>Ward 9</p> <ul style="list-style-type: none"> - Discharged too early whilst awaiting labour -Lack of check up and observations - Lack of pain relief - Staff manner and attitude - Communication with the patient - Lack of privacy and dignity - Delay in discharging following birth - Lack of information provided around the staff's concerns re baby 	Upheld
<p>ADAU:</p> <p>Delay in induction of Labour.</p> <p>Labour Ward:</p> <p>Delay in observations (heart monitor).</p> <p>Incorrect information given.</p> <p>Patient not listened to.</p> <p>Mismanagement of Labour.</p> <p>Delay in observations of both mum and baby.</p> <p>Incorrect entry on patient's notes.</p> <p>Privacy and dignity.</p> <p>Ward 9:</p> <p>Delay in blood transfusion.</p>	Partly Upheld
<p>Community Midwives:</p> <p>Breach of confidentiality.</p> <p>Breakdown in communications re appointments.</p> <p>Physio:</p> <p>Breach of confidentiality.</p> <p>Breakdown in communications re appointments.</p>	Not Upheld

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

<p>COMMUNITY MIDWIFERY TEAM</p> <ul style="list-style-type: none"> - Lack of antenatal care -Lack of information -Lack of support -Manner and attitude of midwife. 	Partly Upheld
<p>Complaint regarding staff manner and attitude.</p>	Partly Upheld
<p>Ward 9:</p> <p>Delay in receiving information.</p> <p>Pain relief.</p> <p>Waiting time for medication.</p> <p>Conflicting information.</p> <p>Pharmacy:</p> <p>Dispensing error.</p>	Partly Upheld
<p>Obstetric Inpatients</p> <p>Communication failure - patient not advised that it is common to experience issues passing urine after giving birth.</p> <p>Failure in treatment - different type of catheter should have been used.</p> <p>Delay in referral - delay in referral to urogynae team post discharge.</p>	Partly Upheld
<p>MATERNITY</p> <p>Communication</p> <p>Consistency in Care</p> <p>Scan findings anomaly</p>	Upheld
<p>Labour Ward:</p> <p>Conflicting information.</p> <p>Medical care.</p> <p>Manner and attitude.</p> <p>Patient not listened to.</p> <p>Delay in operation.</p> <p>Ward 9:</p> <p>Medically discharged too early.</p> <p>Insufficient information.</p> <p>Manner and attitude.</p> <p>Failure to monitor wound.</p> <p>Delay in treatment.</p> <p>Son - Ward 9:</p> <p>Delay in treatment.</p>	Partly Upheld
<p>LABOUR WARD</p> <p>Delay or failure in procedure</p> <p>WARD 9</p> <p>Lack of wound management</p>	Partly Upheld

<p>Antenatal Clinicians/Team & Ward 9</p> <ul style="list-style-type: none"> -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 	<p style="text-align: center;">Upheld</p>
<p>Maternity:</p> <p>Delay to receive an appointment.</p> <p>Insufficient information provided.</p> <p>Non referral.</p> <p>Failure to diagnose.</p>	<p style="text-align: center;">Partly Upheld</p>

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