

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9
Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2023/9106

Date Received: 03/08/2023

Response Due: 31/08/2023

Date: 25/08/2023

Dear Sir/Madam

You asked:

The annual number of complaints made to the trust about the maternity care for the calendar years 2018, 2019, 2020, 2021, 2022.

Please state the number of complaints fully upheld, partly upheld, and not upheld.

Please provide the data broken down by the complainants' ethnicity.

In the simplest terms, please indicate what the nature of each complaint was.

	Total & Ethnicity									
	2018		2019		2020		2021		2022	
Complaints Received	14	White British - 14	17	White British - 12 Not Stated - <5	9	Mixed White and Asian – <5 White British - 8	<5	White British – <5 Not Stated - <5	12**	White British – 10 Not Stated - <5
Fully Upheld	*		<5**	White British - <5	<5	White British - <5	<5	White British - <5	<5	White British - <5
Partially Upheld	*		<5**	White British - <5	6	Mixed White and Asian – <5 White British - <5	<5	White British – <5 Not Stated - <5	8	White British – 7 Not Stated - <5
Not Upheld	*		<5**		<5	White British - <5	<5	White British - <5	0	

KEY

- *Codes not held on Datix for this year
- **Codes for some complaints unavailable/not held on Datix

For those cases where the ethnicity is not stated, this is because the complainant is different from the patient. In those cases, each of the patients was White – British.

Main Theme	Year	Category	Count
	2018	Clinical treatment	8
		Values and Behaviours (Staff)	<5
		Communications	<5
	2019	Clinical Treatment	13
		Communications	<5
		Appointments	<5
		Values and Behaviours (Staff)	<5
		Patient Care	<5
	2020	Clinical Treatment	6
		Appointments	<5
		Communications	<5
		Patient Care	<5
	2021	Patient Care	<5
		Clinical Treatment	<5
	2022	Clinical Treatment	7
		Values and Behaviours (Staff)	<5
Trust Admin/Policies/Procedures		<5	
Patient Care		<5	

Refusal Notice: Sec 40(2) Personal Information

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:

- 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
- Disclosure may cause damage or distress to the individual(s) involved, and that damage or distress would be unwarranted (section 10 of the DPA).

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,



Rabina Tindale
Chief Nurse & DIPC

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