

25 April 2017

Our Ref: RFI 20078

Dear

**Freedom of Information Act 2000
Information Regarding Complaints Made in Relation to Maternity Units from 1
April 2016 to 31 March 2017**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above which you requested on 6 April 2017.

A response to each of the questions raised has been provided by Human Resources & Corporate Affairs Directorate and is attached in Appendix A.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**L McAree (Miss)
Head of Information Governance &
Directorate Support**

Enc

Q1. *How many patients or members of the public made a complaint relating to maternity units within your trust area from April 1, 2016 to March 31, 2017. When providing the information could you please provide the name of the maternity unit and the number of complaints for each unit.*

A1. Please see response provided in Table 1 below:

Table 1

Complaints By Maternity Unit 1.4.2016 - 31.3.2017	
Maternity Unit, Downe Hospital	0
Maternity Unit, Lagan Valley Hospital	2
Maternity Unit, Ulster Hospital	29
Totals:	31

Q2. *How many of the complaints made reference to*
a) Equipment shortage or failure
b) Lack of adequate staff
c) Staff attitude or performance

A2. The Trust does not record complaints under the headings provided. Complaints are recorded using 'Subjects of Complaint' as defined by the Department of Health. Please see breakdown below off all 31 complaints by 'Subject of Complaint' provided in Table 2 below:-

Table 2

By Subject of Complaint 1.4.2016 - 31.3.2017	
Staff Attitude / Behaviour	11
Quality of Treatment & Care	7
Communication / Information	5
Waiting Times, Outpatient Departments	3
Records / Record Keeping	2
Access to Premises	1
Clinical Diagnosis	1
Other	1
Totals:	31

Q3. *For each case in question 2 please provide a summary of the circumstance in each unit.*

A3. This information is not recorded by the Complaints Department.