



Ref: FOIA Reference 2018/19-045

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Date: 16th May 2018

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Dear

I am writing in response to your email dated 20th April 2018 requesting information under the Freedom of Information Act (2000) regarding 'red flag' events.

On 23rd April 2018 we contacted you via email as we required clarification on the type of complaints you wanted information for regarding question 7.

On 24th April 2018 you replied via email the following:

"Many thanks for your reply. I would be interested to know how many complaints there have been about the maternity department in total.

Also, how many complaints about as many of these issues as you record?"

- *Staff*
- *Food served in the maternity department*
- *Negligence*
- *Labour treatment options/procedures*
- *Post natal care"*

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I would like to make the following requests relating to your maternity units under the Freedom of Information Act, 2000. All requests are for the dates April 1st, 2017 to March 31st, 2018.

How many 'red flag' events have occurred in your maternity units in this time frame? And are you able to say whether this is higher than the 12 month period preceding these dates?

A1 The Trust has had ten 'red flag' events in the time frame requested, please note that this was less than the previous year.

Q2 Have there been occasions where a woman has:

- **Been left alone during active labour**
- **Had to wait more than hour an hour for pain relief**

• **Had to wait more than one hour for stitches**

A2

Been left alone during active labour	For April 2017 to March 2018 1:1 care provided for all 6429 births (excludes Born Before Arrival (BBA) to hospital) i.e. no woman was left alone in active labour
Had to wait more than hour an hour for pain relief	We have not had any midwifery red flags in relation to delays in the provision of analgesia
Had to wait more than one hour for stitches	We have not had any midwifery red flags in relation to delays in perineal repair.

Q3 How many times between these dates have you been forced to close the maternity unit due to staff shortage or lack of beds?

A3 None

Q4 On how many occasions have wards been staffed with less than the Government recommended number of midwives?

A4 We have a 1:28 birth to midwife ratios which is reported monthly to the Trust Board. We have a robust escalation policy in place to ensure wards are not compromised when unexpected absence occurs

Q5 How many midwives are you currently short of in your Trust? How many posts are being advertised? (As of 19th April 2018)

A5 Please see below:
4wte = vacancy
2wte = out to advert

Q6 How many maternity negligence cases have been brought against you in the past 12 months?

A6 The Trust has had seven claims in the last 12 months

Q7 And finally, how many complaints have been made to your Trust regarding maternity services between the same dates?

A7 Using the clarifications that you supplied (listed below) the Trust had a total of 49 complaints relating to maternity services.

(Clarifications)

- Staff
- Food served in the maternity department
- Negligence
- Labour treatment options/procedures
- Post natal care

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Mojgan Casillas
Interim Information Governance Manager



**University Hospitals
of North Midlands**
NHS Trust