

Luton & Dunstable University Hospital
Bedfordshire Hospitals NHS Foundation Trust
Lewsey Road
Luton
LU4 0DZ

Bedford Hospital
Bedfordshire Hospitals NHS Foundation Trust
Kempston Road
Bedford
MK42 9DJ

10/11/2020

Dear Requester,

Thank you for your Freedom of Information request which was received within the Trust.

In accordance with S.1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that we do hold the information relevant to your request. FOI 212

Response for Luton and Dunstable University Hospital

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

i) 2018/2019 25 complaints

ii) 2019/2020 26 Complaints

iii) 1.04.20 to 30.09.20 – 2 complaints.

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.

None (0)

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.

Response for Bedford Hospital

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

Q1 – Number of maternity complaints

Financial year 18/19 – 16 formal complaints

Financial year 19/20 -13 formal complaints

01/04/20 – 30/09/20 – 9 formal complaints

Of the 9 complaints logged between April and September 2020 we searched complaints within the specified categories and identified three meeting the criteria of ‘Staff attitude or performance’.

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to:

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Or by emailing bhn-tr.foibedfordshirehospitals@nhs.net. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.org.uk

Yours sincerely,

IG/FOI Coordinator

Bedford Hospital, Kempston, Bedford
MK42 9DJ

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