

Dear

Thank you for your Freedom of Information request concerning Maternity units /complaints.

The Trust can provide the following information:

1. If you have a maternity unit within your trust please state

(a) how many births were carried out there in the 2012/13 financial year and

5,290 is the total number of births in 2012/13 (this is for all births including home births booked with the hospital)

(b) how many complaints were lodged relating to maternity over the same time period? This should include all complaints about ante-natal, obstetric, midwifery and maternity care.

2. Please provide me with a summary of the nature of all of these complaints with a brief one-sentence summary of what was key issue of the complaint was.

In 2012/13 we had 22 complaints as below:

Midwifery and obstetric care = 19

1 poor communication at ante-natal and post natal concerning baby born with a condition that needs on-going treatment

2 complaints raised about babies born some years before (one 2008, one 2009) where mothers seeking answers to questions that continued to worry them

In one of these baby born by C. Section and suffered cut to face, mother told this would fade but it hadn't

In the other baby has had to have a hip operation, mother told problem should have been spotted either when she was scanned or when baby born but it wasn't

2 poor level of care at ante-natal level – babies born with conditions not detected when scanned

1 inconsistency re criteria for using Birth Centre

1 mother felt she should have been offered a C. section when labour went on for too long

1 baby born by C. section suffered cut to ear

4 poor midwifery care & lack of pain relief offered in a timely manner

2 poor assessments by midwifery led to emergency c sections

1 mother wasn't believed by midwives when she told them she always delivers babies fast – baby almost arrived while midwives telling mother not in full labour

1 lack of empathetic midwifery care & poor stitching after episiotomy

1 mother felt the slowness of decision making during her labour led to the death of her baby

1 poor post natal care – problems in baby's health not detected quickly enough

1 inadequate obstetric treatment provided after mother gave birth by emergency c. section

Ante-natal = 3

2 Mothers dissatisfied with level of information provided re birth defects detected in the womb

1 mother had urine infection for almost 2 weeks before being notified and supplied with antibiotics

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

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