

Information Governance

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27 October 2020

Our reference: FOI DA3600

I am responding to your request for information received 22 October 2020. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

Dear Sir/Madam,

Question 1. 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.**

Question 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.**

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.

Question 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.

Answer: East London NHS Foundation Trust is a mental and community health trust and does not have a maternity unit. We therefore do not believe this FOI is relevant to us.

We do have a mother and baby unit. This is a specialist perinatal service, providing care for women with mental health concerns who are pregnant, in their first year of motherhood or are considering pregnancy. Further information can be found here:

<https://www.elft.nhs.uk/service/182/Mother-and-Baby-Unit>

If you wish to receive complaint information regarding this ward, please let us know.