

Freedom of Information Request: Our Reference CTHB_360_19

You asked:

Could you please provide information on the total number of formal complaints received by your health board in relation to maternity services (midwifery and obstetrics) between January 2010 and October 2019.

This should include complaints about:

- (i) Attitude & behaviour
- (ii) Clinical care
- (iii) Communication & information
- (iv) Medical records

I would be grateful if you could provide the information for each year and under the sub categories listed above.

Our response:

Please see response provided in the table below:

Complaints by Type and Opened	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Total
Attitude	2	1	2	0	2	0	0	0	0	0	7
Communication	1	2	1	2	5	3	3	6	2	8	33
Clinical Practice & Diagnosis	10	13	38	20	11	5	7	2	11	26	143
Total	13	16	41	22	18	8	10	8	13	34	183

There were no complaints relating to medical records for this specialty during this period.