

Date: Thursday, 22nd October 2020
Our Ref: MB/SS FOI 4504

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Re: Freedom of Information Request FOI 4504

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 22nd October 2020.

Your request was as follows:

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.

[The Walton Centre NHS Foundation Trust is a Specialist Neuroscience Tertiary Care Centre; we do not have a Maternity Unit, therefore we cannot provide this information.](#)

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.

[N/A](#)

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.

[N/A](#)

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter

and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4504 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information