

Ref. No: 1837
Date: 18/06/25
Subject: Complaints at night

REQUEST

I am submitting this request under the Freedom of Information Act 2000. Please provide the following information. (For the purposes of this FOI, 'night' means 8pm-6am).

1. The number of patient complaints received in calendar year 2024 that relate specifically to maternity and obstetric care in total.
2. The number of patient complaints received in calendar year 2024 that relate specifically to maternity and obstetric care at night.
3. The number of agency staff (including nurses, doctors, and allied health professionals) used on maternity wards in total in calendar year 2024.
4. The number of agency staff (including nurses, doctors, and allied health professionals) used on maternity wards at night in total in calendar year 2024.

In the event you can't respond to all four questions please answer as many as possible taking each in turn, 1-4.

RESPONSE

1. The number of patient complaints received in calendar year 2024 that relate specifically to maternity and obstetric care in total.

Ormskirk	20
Whiston	15
TOTAL	35

2. The number of patient complaints received in calendar year 2024 that relate specifically to maternity and obstetric care at night.

Ormskirk	0
Whiston	<5
TOTAL	<5

3. The number of agency staff (including nurses, doctors, and allied health professionals) used on maternity wards in total in calendar year 2024.

0 Nurses, 2 Doctors

4. The number of agency staff (including nurses, doctors, and allied health professionals) used on maternity wards at night in total in calendar year 2024.

0 Nurses, 2 Doctors