

FOI 2358

30th April 2024

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

I would like information about the number of complaints that have been made against nurses and midwives each year since 2018. I would like the data to be reported separately - so numbers of complaints against nurses and number of complaints against midwives. I would also like an overview of the types of issues that were raised in these complaints - again reported separately for nurses and midwives.

Please see response attached.

Year	Nurses	Subjects	Midwives	Subjects
2018-2019	51	<ul style="list-style-type: none"> • Communication/Information • Delay/Cancellation for Inpatients • Professional Assessment of Need • Quality of Treatment & Care • Staff Attitude/Behaviour 	19	<ul style="list-style-type: none"> • Communication/ Information • Quality of Treatment & Care • Staff Attitude/ Behaviour
2019-2020	43	<ul style="list-style-type: none"> • Communication/ Information • Confidentiality • Delay/Cancellation Outpatient Appointments • Discharge/Transfer Arrangements • Quality of Treatment & Care • Staff Attitude/ Behaviour • Waiting List 	13	<ul style="list-style-type: none"> • Communication/ Information • Professional Assessment of Need • Quality of Treatment & Care • Record Keeping • Staff Attitude/ Behaviour
2020-2021	34	<ul style="list-style-type: none"> • Clinical Diagnosis • Communication/ Information • Policy/ Commercial Decisions • Professional Assessment of Need • Quality of Treatment & Care • Staff Attitude/ Behaviour 	16	<ul style="list-style-type: none"> • Clinical Diagnosis • Communication/ Information • Professional Assessment of Need • Quality of Treatment & Care • Staff Attitude/ Behaviour
2021-2022	72	<ul style="list-style-type: none"> • Clinical Diagnosis • Communication/ Information • Confidentiality • Discharge/ Transfer Arrangements • Infection control • Professional Assessment of Need • Quality of Treatment & Care • Staff Attitude/ Behaviour • Waiting Times 	20	<ul style="list-style-type: none"> • Communication/ Information • Professional Assessment of Need • Quality of Treatment & Care • Staff Attitude/ Behaviour



2022-2023	78	<ul style="list-style-type: none"> • Clinical Diagnosis • Communication/ Information • Confidentiality • Discharge/ Transfer Arrangements • Policy/ Commercial Decisions • Privacy/ Dignity • Professional Assessment of Need • Quality of Treatment & Care • Quantity of Treatment & Care • Staff Attitude/ Behaviour • Waiting Times 	13	<ul style="list-style-type: none"> • Communication/ Information • Professional Assessment of Need • Quality of Treatment & Care • Staff Attitude/ Behaviour
2023-2024	53	<ul style="list-style-type: none"> • Clinical Diagnosis • Communication/ Information • Professional Assessment of Need • Quality of Treatment & Care • Staff Attitude/ Behaviour • Waiting Times 	8	<ul style="list-style-type: none"> • Staff Attitude/ Behaviour • Quality of Treatment & Care

*Key word Search *nurs* of formal complaint records

This captures complaint information in relation to individuals, teams and references to Nursing care.

Manual review then resulted in following exclusions: references to Nurses station, Nursing home, day care nurseries, nursing assistants/auxiliaries & complaints in relation to other areas but contained a compliment regarding nurses.

*Key word search *midw* of formal complaints

This captures complaint information in relation to individuals, teams and references to Midwifery care.

Manual review then resulted in removal of midwifery waiting room, and complaints in relation to other areas which did not make direct reference to Midwives in complaint.

Email: Foi.Team@Southerntrust.hscni.net