

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 4th June 2025

FOI Ref No 29095

Requested Information:

- 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.

Response:

- 1) The number of patient complaints received in calendar year 2024 that relate specifically to maternity and obstetric care are: 32 formal complaints and 20 informal complaints.
- 2) Total 13 complaints received in calendar year 2024 that relate specifically to maternity and obstetric care at night.
- 3) No AFC agency was utilised in maternity for 2024. Two Locum Consultants
- 4) No AFC agency was utilised in maternity for 2024. Two Locum Consultants

Attachment(s):

No Attachment(s)

Date Response sent: 24th June 2025