**FOI Ref: 6004**

**Category(ies): Trust - Complaints**

**Subject: Neonatal care unit access complaints, Covid-19**

**Date Received: 03/09/2021**

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| **Your request:** | **Our response:** |
| Could you please tell me, between March 1st 2020 and 02/09/2021? |  |
| 1) How many comments through the patient advice and liaison system (PALS)\*, as well as official complaints, has your Trust received from patients complaining about limited access to neonatal care units as a result of COVID-19 restrictions?   Please do this by searching for complaints containing any of the words "neonatal”, “covid”, "covid-19", "coronavirus", “incubator”, “baby”. | None received |
| 2) Can you select the five most recent complaints and provide me with the following details:  a) a summary of the complaint (e.g., a couple whose baby spent two weeks in an incubator following premature birth complained about not being allowed to enter the neonatal care unit together and for only a limited number of hours per day)  b) the exact wording of the complaint, with redactions to remove potentially identifying information  c) what action the Trust took in response | Not applicable |