

Row Labels	Obstetrics				Obstetrics	Grand Total
	Not Upheld	Partly Upheld	Upheld	(blank)		
Abruptness / rudeness / dismissive		1			1	1
Breach of confidentiality - written			1		1	1
Cancellation of appointment		1			1	1
Care of Baby	1	1			2	2
Care of Women		1		1	2	2
Comfort not maintained		1		1	2	2
Consent not obtained correctly / at all		1			1	1
Co-ordination of co-morbidity treatment		1			1	1
Delay in treatment / care / discharge / medical review			1	1	2	2
Gaining access to records	1				1	1
Inadequate therapy / no referral			1		1	1
Inappropriate comments / Staff calling patient by an inappropriate name				1	1	1
Insensitive to patient needs / unhelpful		1			1	1
Invasive procedure carried out	1				1	1
Lack of a clear explanation			1	2	3	3
Lack of information to patient	1	2		1	4	4
Medications not available		1			1	1
Painful procedure	1				1	1
Staff not washing hands				1	1	1
Treatment didn't have expected outcome				2	2	2
Waiting to see doctor/nurse once admitted				1	1	1
Wrong diagnosis		1			1	1
Wrong treatment given	1				1	1
Grand Total	6	12	4	11	33	33