

Your guide to

Maternity and Neonatal Independent Senior Advocacy

**If you have received care in the North
East or North Cumbria and need
support, People First can help you.**



What is independent advocacy?

Advocacy is about speaking up. It is about having the right information, at the right time to help you speak up for yourself. Sometimes people need help from advocates to speak up.

Independent Advocacy is when people get support from someone who is independent from health and social care services. These are called Independent Advocates.

Independent Advocates can help:

- You and your family to be heard
- Support you through investigation and complaints processes
- You understand what happened whilst you received your care

What is a Maternity and Neonatal Independent Senior Advocate?

Maternity and Neonatal Independent Senior Advocacy is a pilot to help ensure the voices of women, birthing people and families are heard by their maternity and neonatal care providers when they have experienced an "adverse outcome" during their maternity and/or neonatal care.

Our team of Maternity and Neonatal Independent Senior Advocates are independent from the trust that provided your care. They report to, and are employed by People First, an independent advocacy provider.

Maternity and Neonatal Independent Senior Advocacy is free, confidential and independent from health and social care services.

What do we mean by an "adverse outcome"?

During the pilot phase, the Maternity and Neonatal Independent Senior Advocates will be able to support you if you have experienced any of the following outcomes:

- After 24 weeks of pregnancy, your baby died before or during birth
- Your baby died within 28 days of being born
- Your baby has a brain injury or a brain injury is suspected
- You were cared for on a critical or intensive care unit and this was unexpected.
- You had an unexpected or unplanned hysterectomy (removal of your womb) within 6 weeks of giving birth
- The baby's mother or birthing person has died

What areas do we cover?

If you received your maternity and/or neonatal care in the North East or North Cumbria, and experienced an "adverse outcome", you may be eligible for our support.

What if you are not eligible?

If you are not eligible for support from People First, our team will help you to find services that are able to support you.

What can our advocates support you with?

If you have experienced an "adverse outcome", our advocates can:

- Help and support you and your family to be heard by your maternity and/or neonatal care providers
- Attend meetings with you
- Support you to engage with the healthcare system
- Support you through investigation and complaints processes

You do not have to use our service if you do not want to. You can stop using this service at any time without giving a reason.

What can our advocates not help you with?

Our Maternity and Neonatal Independent Senior Advocates cannot help you if:

- Your concerns are solely about your birth choices, rather than from an "adverse outcome"
- You have general queries related to maternity and neonatal services

If you are unsure if you are eligible please contact us.

Why was the pilot created?

The Maternity and Neonatal Independent Senior Advocate is a new role being piloted to support women, birthing people and families in England. This follows the immediate and essential actions identified in the Ockenden review into maternity care at Shrewsbury and Telford Hospital.

The role was developed by NHS England working alongside people who have experienced adverse outcomes and NHS staff.

At the end of the pilot, if your concern is still ongoing a follow up support plan will be created with you.



The Ockenden Review is a review of maternity services at the Shrewsbury and Telford Hospital NHS Trust to examine 23 cases of concern that were collated by Kate Stanton-Davies' and Pippa Griffiths' parents, who both died whilst in care at the NHS Trust. The review expanded to look at the care provided to 1486 families between 1973 and 2020.

How do you contact us?

There is no charge for any support given,
and interpreters are available if required.

If you wish to contact us you can do so by:

Calling us on: **0300 303 8037**

Email us at: **MNISA@wearepeoplefirst.co.uk**

If you need this information in a different format
please let us know.



**Scan the QR code
to find out more.**

We are a charity

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wearepeoplefirst.co.uk