



# **Maternity and Neonatal Independent Senior Advocate**

**Supporting you after an adverse  
outcome during your maternity  
or neonatal care**

**We are so sorry to hear that you have experienced an adverse outcome during your maternity or neonatal care.**

**If you received maternity or neonatal care in Gloucestershire, our Maternity and Neonatal Independent Senior Advocate may be able to help you.**

## **What is a Maternity and Neonatal Independent Senior Advocate?**

Maternity and Neonatal Independent Senior Advocates help make sure the voices of women and families are listened to, heard and acted upon by their maternity and neonatal care providers when they have experienced an adverse outcome during their maternity and/or neonatal care.

## **What do we mean by an ‘adverse outcome’?**

- Your baby died before they were born, after 24 weeks of your pregnancy.
- Your baby died within 28 days of birth.
- Your baby was diagnosed with a brain injury, or this was suspected.
- The baby’s mother or birthing parent has died.
- The baby’s mother or birthing parent had an unexpected or unplanned removal of their womb, within 6 weeks of giving birth.
- The baby’s mother or birthing parent had an unexpected admission to the critical or intensive care unit.

You do not need to be sure if there were mistakes or negligence in the mother’s, birthing person’s or baby’s care to ask for support. If the advocate is not best placed to support you as part of their role, they will signpost you to other support services available.

It is up to you if you wish to use an advocate. If at any time you don’t want their service you can tell them, and don’t need to give a reason why.

## **How can a Maternity and Neonatal Independent Senior Advocate support me?**

If during your maternity or neonatal care in Gloucestershire you experienced an adverse outcome, whether recently or some time ago, you can go to a Maternity and Neonatal Independent Senior Advocate for help.

The role has been created because important reports tell us that families who have had these experiences have not always felt listened to, and care didn’t always get better.

*If you have experienced an adverse outcome, your advocate can:*

- support you through the maternity and neonatal healthcare system to help you understand what happened in your care
- support you through investigation and complaints processes
- help and support you and your family to be listened to and heard by your maternity and neonatal care providers

## **How is a Maternity and Neonatal Independent Senior Advocate independent?**

A Maternity and Neonatal Independent Senior Advocate is independent from the trust that provided your care. They work for the local NHS Integrated Care Board which is in charge of healthcare in your area.

Everything you say to a Maternity and Neonatal Independent Senior Advocate is confidential. This means they will not share anything you tell them unless you say they can. The only exception is if they have worries about your safety or the safety of others, but they will talk to you about this first.

## **How do I contact the Maternity and Neonatal Independent Senior Advocate?**

Contacting or using a Maternity and Neonatal Independent Senior Advocate is free. There is no charge for any support given, and interpreters can be made available if you need one.

You can call, email, or write to the Maternity and Neonatal Independent Senior Advocate, or fill in the form on the website. You can also ask any health, care or support worker to get the Maternity and Neonatal Independent Senior Advocate to contact you.

- Website [www.nhsglos.nhs.uk/link/maternityadvocacy](http://www.nhsglos.nhs.uk/link/maternityadvocacy)
- Email [glicb.mnisa@nhs.net](mailto:glicb.mnisa@nhs.net)
- Call or text 07384 919412
- Write to:

### **NHS Gloucestershire ICB**

Shire Hall  
Westgate Street  
Gloucester  
GL1 2TG



scan here to visit  
the website

## Who is the Maternity and Neonatal Independent Senior Advocate in Gloucestershire?

The Maternity and Neonatal Independent Senior Advocate for Gloucestershire is Joanna Garrett (she/her).

Joanna has a background in clinical care and system improvement and is passionate about ensuring services remain patient-focused. Joanna has a good understanding of how complex healthcare organisations can be, and first-hand knowledge of the types of challenges families may face in difficult situations.



Joanna understands how hard it is to share your experiences. She can help you to understand things, to feel listened to and heard by those who have provided your care, and make sure improvements are made.

### Comments, compliments and complaints

If you want to make a comment, compliment or complaint about the Maternity and Neonatal Independent Senior Advocate in Gloucestershire, please contact the Patient Advice and Liaison Service at NHS Gloucestershire: 0800 0151 548 or [glicb.pals@nhs.net](mailto:glicb.pals@nhs.net).

For more information and the privacy notice, please visit: [www.nhsglos.nhs.uk/link/maternityadvocacy](http://www.nhsglos.nhs.uk/link/maternityadvocacy)

