



Maternity and Neonatal Independent Senior Advocate

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

We are so sorry that you've had a distressing experience. We hope this leaflet has some information which might be helpful to you at this difficult time.

What is a Maternity and Neonatal Independent Senior Advocate?

The Maternity and Neonatal Independent Senior Advocate (also referred to as Maternity and Neonatal ISA) is a new senior role that has been introduced to support women, birthing people and families in England.

If during your maternity or neonatal care in West Yorkshire or Harrogate you have experienced an adverse outcome the advocate can support you. They will help ensure that you are listened to, heard and acted upon by your care providers.

The Maternity and Neonatal ISA is **independent** and does not work for any of the trusts that provided your care, so families can be confident that they will be fair and impartial.

What is an adverse outcome?

The Maternity and Neonatal ISA will support you if you have experienced any of the following adverse outcomes:

- Your baby died after 24 weeks of your pregnancy and before birth (was stillborn)
- Your baby died within 28 days of birth
- Your baby was diagnosed with a brain injury or a brain injury was suspected. This includes HIE (hypoxic-ischaemic encephalopathy)
- You had an unexpected or unplanned removal of your womb (hysterectomy) within 6 weeks of giving birth
- You had an unexpected admission to the critical or intensive care unit
- The baby's mother or birthing person died within a year of giving birth.

A Maternity and Neonatal ISA may not be the best person to help if:

- All your avenues of investigation or complaint are finished
- You have any general queries related to maternity and neonatal services, including concerns about future birth choices

However, they can signpost you to other services that may be more helpful.

How can a Maternity and Neonatal ISA support me?

If you have experienced any of the outcomes listed above, your advocate is here for you and your family and can:

- Help and support you and your family to be listened to and heard by your maternity and neonatal care providers
- Attend meetings with you and advocate for you if you wish; these may be meetings with the hospital trust or where there are further investigations
- Support you through the maternity and neonatal healthcare system to help you understand what happened in your care
- Support you throughout any investigation and complaints processes

If your advocate is not best placed to support you as part of their role, they will tell you about other support services that are available.

How can I contact a Maternity and Neonatal ISA?

- You can contact your advocate by;



Filling in the online self-referral form here

www.wypartnership.co.uk/senioradvocatereferral



Calling or texting 07811 581730



Emailing wyicb-wak.wyhmisa@nhs.net

- You can ask a member of staff from your hospital trust, your GP or any health and care professional to get the Maternity and Neonatal ISA to contact you
- This service is **free** - there is no charge for any support given. Interpreters can be made available if you need one.

You do not have to use a Maternity and Neonatal ISA if you do not wish to, and you can stop your involvement at any time without giving a reason.

Who is my Maternity and Neonatal ISA?

The Maternity and Neonatal ISA for West Yorkshire and Harrogate is Rhona Mulvihill.



"I am passionate about supporting people and making a difference in the lives of those I work with. I have many years of front-line experience, supporting and advocating on behalf of others in various public sectors such as education, criminal justice and charity as well as managerial experience. I have gained valuable knowledge and experience of maternity services through my work as the Maternity and Neonatal Voices Partnership (MNVP) Lead for my local area and being a service user."

Rhona will sit alongside you to make sure you feel listened to and heard by those who have provided your care.

Everything you tell her is **confidential** unless you ask or agree with them to share it with others. The only exception to this is if she is worried about yours or your family's safety.

What if I am unhappy with the Maternity and Neonatal ISA?

This new advocate role is due to run until the end of March 2025. After this, NHS England will look at whether the service has been helpful to those who have been affected by the above.

There are currently no alternative Maternity and Neonatal ISA's for this area if you do not feel that your advocate is the right person for you. If you have a complaint about your advocate then you can contact:

The PALs and Complaints Team

Email: wycb.pals@nhs.net

Phone: 01924 552150 (Mon to Fri, 9am to 4.30pm, excluding bank holidays)

www.westyorkshire.icb.nhs.uk/contact/comments-concerns-complaints



For more information, please visit:

www.wypartnership.co.uk/senioradvocate