



Maternity and Neonatal Independent Senior Advocate

Easy read version



We are sorry you have had a distressing experience.

We hope this leaflet might help you at this difficult time.

This leaflet is about the support you can get if you have experienced any of the outcomes listed on the next page.



What support is available to me?

The Maternity and Neonatal Independent Senior Advocate or ISAs are a new role to help you to understand what has happened and support you with the next steps.



Rhona Mulvihill is the ISA for West Yorkshire and Harrogate.

Rhona can support you if something has gone wrong during your pregnancy or with the baby's birth.

She can help to make sure that the people who cared for you listen to you and act upon what you tell them.





Rhona does not work for a hospital trust so you can be sure that she will be fair and not take sides with anyone.

Everything you tell Rhona is confidential unless you agree that it can be shared with others.



The only time it would not be confidential is if Rhona is worried about your safety or your family's safety.



Rhona can support you if any of the following things happened:



- your baby died after 24 weeks of your pregnancy and before birth (stillborn)
- your baby died within 28 days of birth



- your baby was diagnosed with a brain injury or a brain injury was suspected
- you had an unplanned hysterectomy (to remove the womb) within 6 weeks of giving birth



- you had to be admitted to the critical or intensive care unit unexpectedly
- the person who had the baby died within a year of giving birth.

If any of these things happened, Rhona can support you by:



- helping you understand what happened in your care



- making sure you and your family are listened to by the people who provided your care



- going to any meetings with you and speaking up for you if you wish



- supporting you through any investigations or complaints processes / or if you want to make a complaint.

About the service



- the service is **free**



- we can provide an interpreter if you need one



- you do not have to use an ISA if you don't want to



- you can stop your involvement with the ISA at any time and you won't have to give a reason.

How do I contact the ISA?



You can contact Rhona by:

- using the QR code to go to the online referral form
- visiting: www.wypartnership.co.uk/senioradvocate
- calling or texting: 07811 581730



- emailing: wyicb-wak.wyhmnis@nhs.net



- asking a member of staff from your hospital trust, your GP or any other health and care professional to contact Rhona for you.



How can I make a complaint about the ISA?

If you have a complaint about your ISA then you can contact:

The PALS (Patient Advice and Liaison Service) and Complaints Team

Email: wycib.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](http://www.westyorkshire.icb.nhs.uk/contact/comments-concerns-complaints)

This information was produced in June 2024.

Images under licence from
www.gettyimages.co.uk & www.photosymbols.com Version21082024

