

Your easy read guide to

**Maternity and Neonatal
Independent Senior
Advocate**



What is advocacy?



An **advocate** is someone who helps you express your views and wishes. An Advocate helps have your voice heard.



Independent.

Your advocate does not work for the hospitals. This means we can support you to have a say if you are not happy with your care.



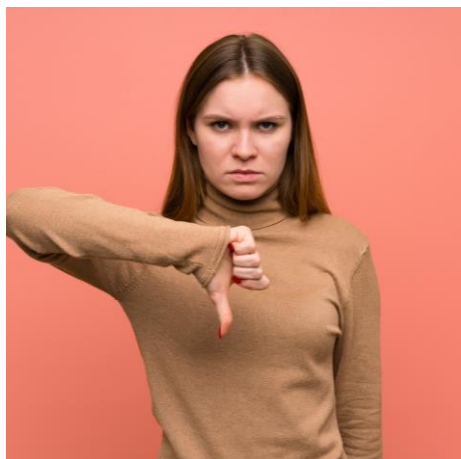
Confidential.

We will keep your information private and safe. If we need to share information to keep you or other people safe, we will try to talk to you first.

Independent Senior Advocacy?



A **Maternity and Neonatal Independent Senior Advocate** will support you to speak out if you or someone in your family have adverse outcomes with NHS maternity services.



An **adverse outcome** is when things don't go well or as planned in your care at the hospital.



Somerset.
To work with us, you need to live in Somerset.

Can you work with an advocate?



You can get help from an advocate if you have had an adverse outcome. These are the adverse outcomes:

Your baby dies before they were born

Your baby died a few days or weeks after they were born



The baby's mother or person that gave birth died

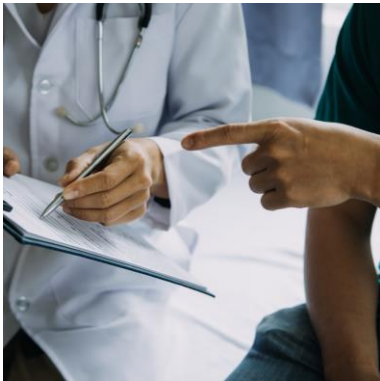
The baby's mother or birthing person had their womb taken out and this was not planned



The baby's mother or birthing person stayed in a critical or intensive care unit and this was not planned

You were told your baby has or might have a brain injury

How can I get help?



You can get support if you think something went wrong. You don't have to know this for sure. The advocate will talk to you about whether they can help.



If you have had an adverse outcome your advocate can:

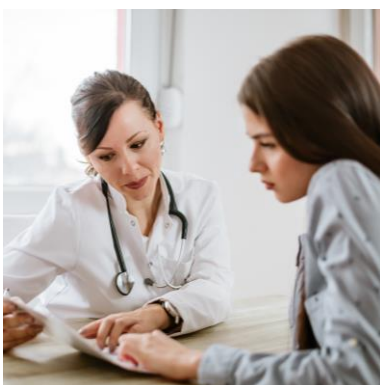
Help and support you and your family to be heard by your maternity providers

Attend meetings with you

Support you through the healthcare system

Help you to understand what happened in your care

Help you through complaints and investigations



Do you need help?



If you want to know more, you can contact Jane - Your Somerset Maternity Independent Senior Advocate

Phone: 07554 114491

Email: somicb.mnisa@nhs.net

You can also ask a friend, a carer, a doctor or helper to contact us on your behalf.



You can have an interpreter if you need one. They can help you if you speak another language or would like help to sign.



You do not have to work with an advocate if you do not want to. You can stop working with the advocate at any time without giving a reason. Just tell the advocate you want to stop.

