

Maternity and Neonatal Independent Senior Advocate

Supporting people and families following serious
harm during your maternity or neonatal care.



Proud to be part of

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 role to support women, birthing people, and families when they have experienced an adverse outcome following maternity and/or neonatal care.

An adverse outcome is a serious incident or an outcome that has required or may require formal review – if you have experienced any of the following, the Independent Senior Advocate may be able to support you:

- Stillbirth (after 24 weeks of pregnancy)
- Neonatal death (up to 28 days old)
- Maternal death (up to 1 year postnatally)
- Unexpected or unplanned hysterectomy (within 6 weeks postnatally)
- Woman/Birthing person admitted to critical / intensive care (within 6 weeks postnatally)
- Infant/baby brain injury that has been diagnosed or suspected.

If any of above has happened to you during your maternity or neonatal care in Somerset, including at Musgrove Park or Yeovil District Hospitals, or in any Somerset setting, you can go to the Independent Senior Advocate for help, **whether this is something that happened recently, or some time ago.**

The advocate 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 or on your behalf about investigations or reviews into your care, these can be NHS and non-NHS meetings.
- Support you to navigate through the maternity and neonatal NHS response to incidents system.
- Support you through both NHS and non-NHS investigation, review and complaints processes.

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

How can I contact a 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 be referred to a Maternity and Neonatal Independent Senior Advocate or refer yourself using one of the ways below. Anyone can help you to self-refer, and we welcome referrals from anyone who works in healthcare, social care, or charities.



Jane Innes

Your Somerset Maternity Independent Senior Advocate can be contacted by:

Phone: 07554 114491

Email: somicb.mnisa@nhs.net



By scanning this QR code with the camera in a mobile phone you can access the link to the referral portal. A member of staff can help you do this.

Alternatively, you can email somicb.mnisa@nhs.net to have the link sent to you or request a phone call to help you complete the referral form.

For further information you can visit our website:

www.nhssomerset.nhs.uk/maternity-and-neonatal-independent-senior-advocate/

You don't have to use a Maternity and Neonatal Independent Senior Advocate if you do not want to, and you can stop contact at any time without giving a reason. If at any time you want to stop using the service, all you need to do is inform the advocate of this.

How is a Maternity and Neonatal Independent Senior Advocate independent?

The Maternity and Neonatal Independent Senior Advocate is independent from the Somerset Foundation Trust hospitals that may have provided your care. The Advocate reports to Somerset Integrated Care Board, which is responsible for the provision of all healthcare in your area.

Everything you say to the Advocate will remain confidential unless you ask them to share it with others. The only exception to this is if they have a concern about your, or your family's welfare.

A Maternity and Neonatal Independent Senior Advocate may not be best placed to help you if:

- All the avenues of investigation or complaint have been concluded including the Parliamentary Health Services Ombudsman.
- Your concerns are unrelated to the adverse outcomes listed.
- You have any general queries related to maternity and neonatal services.

If the advocate is not best placed to support you as part of their role, they will signpost you to other support services available.

Service users can share feedback about any care through the Maternity and Neonatal Voices Partnerships (MNVP) or PALS.

Patient Advice & Liaison Service

Email: pals@somersetft.nhs.uk or call 01823 343536

Maternity & Neonatal Voices Partnership

Email: somersetMVP@evolvingcommunities.co.uk

Maternity and Neonatal Independent Senior Advocacy: Privacy Notice

<https://nhssomerset.nhs.uk/maternity-and-neonatal-independent-senior-advocacy-privacy-notice/>

