

# Your easy read guide to Maternity and Neonatal Independent Senior Advocacy

# What is advocacy?



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

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## **Independence.**

We do not work for social services or the NHS. This means we can support you to have a say if you are not happy with your care.

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## **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.

# What is Maternity and Neonatal Independent Senior Advocacy?



Maternity and Neonatal Independent Senior Advocates will support you to speak out if you have “**adverse outcomes**” with NHS maternity and/or neonatal services.

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An “**adverse outcome**” is when things don't go well or as planned.

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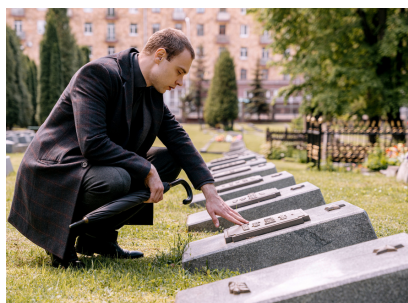


To work with us, you need to have been looked after in the North East or North Cumbria area. If you are not sure please speak to us.

# 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 died before they were born
- Your baby died a few days or weeks after they were born
- You were told your baby has a brain injury or that they might have a brain injury
- You stayed in critical or intensive care and this was not planned
- You had your womb taken out and this was not planned
- The baby’s mother or person that gave birth died



You can get support if you think something went wrong. You don’t know this for sure.

The advocate will talk to you about whether they can help.

# How our advocates help

If you have had any “**adverse outcomes**” 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 maternity and neonatal healthcare system



- Can help you understand what happened in your care

- Support you through investigations and complaints



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

# Do you need our help?

**If you want to know more about our Maternity and Neonatal Independent Senior Advocacy service, please contact us**



**Helpline:** 0300 303 8037

Call our helpline for information, help and support.

We are open 9am – 5pm  
Monday to Friday.



**You can email us at:**

[MNISA@wearepeoplefirst.co.uk](mailto:MNISA@wearepeoplefirst.co.uk)



You can have an interpreter if you need. They help if you speak another language.



**Use our 'Chat Now' button at:**

[www.wearepeoplefirst.co.uk](http://www.wearepeoplefirst.co.uk)