



Mid and South Essex
Integrated Care
System

Maternity and Neonatal Independent Senior Advocacy Pilot

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

What is a Maternity and Neonatal Independent Senior Advocate?

This is a new role being piloted to support women and families in England, following the Immediate and Essential Actions identified in the Ockenden review into maternity care at Shrewsbury and Telford Hospital.

The role has been developed by NHS England, working alongside people who have experienced adverse outcomes, as well as NHS staff.

Maternity and Neonatal Independent Senior Advocates (MNISAs) help ensure that the voices of women and families are listened to, heard, and acted upon by their care providers when they have experienced an adverse outcome during their maternity and/or neonatal care.

How can a Maternity and Neonatal Independent Senior Advocate support me?

If you have experienced an adverse outcome during your maternity or neonatal care in Mid and South Essex, either recently or some time ago, you can contact your MNISA for help.

Recent reports and enquiries into maternity and neonatal care identify a range of adverse outcomes that can occur during care.

During the initial pilot phase, the MNISA will be able to support you if you've experienced any of the following outcomes:

- Your baby has died before they were born, after 24 weeks of pregnancy
- Your baby has died in the days or first four weeks after they were born
- Your baby was diagnosed with a brain injury or a brain injury was suspected
- The baby's mother has died

- You had an unexpected or unplanned removal of your womb (within 6 weeks of giving birth)
 - You had an unexpected admission to the critical or intensive care unit (within 6 weeks of giving birth)
- If you have experienced any of these outcomes, your advocate is here for you and your family and can help and support you to be listened to and heard by your maternity and neonatal care providers
- attend meetings with you
 - help you to understand what happened
 - support you through investigation and complaints processes

You don't need to be sure if there were mistakes or negligence in the care to ask for support. If the advocate is not best placed to support you as part of their role, they will signpost you to other support services.

How are they independent?

Your MNISA is independent from the Trust that provided your care. They report to the local Integrated Care Board, which is responsible for the provision of all care in your area.

Everything you say to your MNISA is confidential, unless you ask or agree to them sharing it with others. The only exceptions to this is if they have a safeguarding concern about you or your family's welfare, or if there is an overriding public interest.

What happens at the end of the pilot?

If your case is still ongoing at the end of the pilot scheme, a follow up support plan will be discussed with you. If you have a complaint about your MNISA, visit www.midandsouthessex.ics.nhs.uk/contact/

For more information, please visit: www.midandsouthessex.ics.nhs.uk

How can I contact my local Maternity and Neonatal Independent Senior Advocate?

Contacting or using a MNISA is free. There is no charge for any support given, and interpreters can be made available if you need one.



Sarah Paxman

PLEASE SCAN THE QR CODE and complete a simple referral form online. Sarah will contact you using your preferred method as soon as she can. You can ask someone else to do this on your behalf if you prefer.



If you would like a copy of this leaflet in an alternative format please contact us