



Your easy read guide to

# Maternity and Neonatal Independent Senior Advocacy

in Gloucestershire

Who to talk to if things  
do not go to plan when  
you have a baby



# What is advocacy?



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



**The 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.



**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.

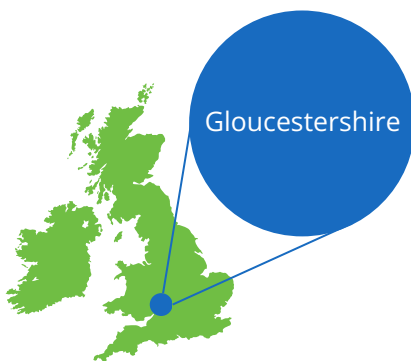
# What is a Maternity and Neonatal Independent Senior Advocate?



A Maternity and Neonatal Independent Senior Advocate will support you to speak out if you have **adverse outcomes** with NHS maternity or neonatal care.



An **adverse outcome** is when things don't go well or as planned with your care.



To work with us, you need to have been looked after in **Gloucestershire**. If you are not sure please speak to us.

# Can I 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 hurt their brain badly or that they might have.
- You were really ill and needed extra 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.



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You can get support if you have questions.

You do not have to be sure that something went wrong.

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

# How our advocate helps

If you have had any **adverse outcomes** your advocate can:



- Help and support you and your family to be heard by the people who helped you when your baby was born.



- Attend meetings with you
- Support you through the healthcare system



- Help you understand what happened in your care
- Help 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.

# This is who can help you

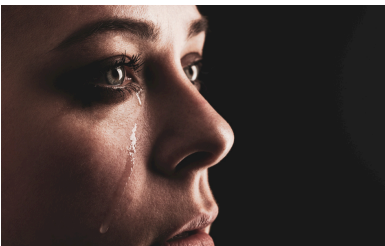
## Your Maternity and Neonatal Independent Senior Advocate in Gloucestershire



The Maternity and Neonatal Independent Senior Advocate for Gloucestershire is Joanna Garrett (she/her).



Joanna has lots of experience supporting patients and families in difficult situations.



Joanna understands how hard it is to share your experiences.

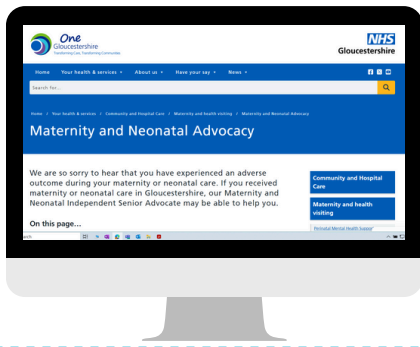


Joanna can help you to understand things, make sure you feel heard, and make sure improvements are made.

# Do you need our help?

If you need our help, please contact us.

You can also ask a health professional to contact us on your behalf.



**You can visit our website**

[www.nhsglos.nhs.uk/link/maternityadvocacy](http://www.nhsglos.nhs.uk/link/maternityadvocacy)



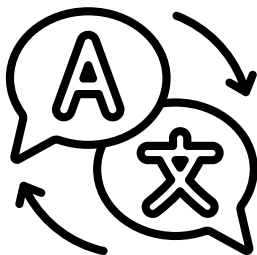
**You can phone or text**

on 07384 919412



**You can email**

[glicb.mnisa@nhs.net](mailto:glicb.mnisa@nhs.net)



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