

How to contact the Maternity and Neonatal Independent Advocacy service:

You can call the MNISA service directly, or speak to any health care worker involved in your maternity or neonatal care. They can ask the service to contact you.

This service is free.

We can also arrange an interpreter if needed.

Call or text on **07785331700**

Email on: nelondonicb.nelmnisa@nhs.net

If the advocate is not the right person to support you, she will tell you about other support that is available.

What happens if you are unhappy with the MNISA service?

If you are unhappy with the support Dawn has provided, or with the MNISA service, you can speak to someone about this or make a complaint by sending an email to:

nelondonicb.complaints@nhs.net

For more information, please visit:

<https://northeastlondon.icb.nhs.uk/>



Maternity and Neonatal Independent Senior Advocate (MNISA)

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

We are so sorry that you've had a distressing experience.

We hope this leaflet has some information which might be helpful to you at this difficult time.

A new role in the NHS has been created called the Maternity and Neonatal Independent Senior Advocate (MNISA).

The North East London MNISA can support you to make sure your voice is listened to, heard and acted on if:

- ◆ your baby died before or during labour (known as stillbirth).
- ◆ your baby died within 28 days of being born.
- ◆ the baby's mum died.
- ◆ you had a hysterectomy (your womb was removed) within six weeks of giving birth, and you did not expect this to happen.
- ◆ you were cared for on the intensive care unit or high dependency unit, and you did not expect this to happen.
- ◆ you were told your baby has or might have a brain injury.

Your advocate is here for you and your family and can:

- ◆ help and support you and your family to be listened to and heard by your maternity and neonatal care teams.
- ◆ go to meetings with you.
- ◆ support you to find out more about what happened.
- ◆ help you if you want someone to know you are unhappy about your care, and you want to ask more questions.
- ◆ support you through investigation and complaints processes finding more support for you if you need it.

The advocacy service is free, independent and confidential.

The MNISA for North East London is Dawn Hobson.

- ◆ Dawn does not work for any of the Hospitals or Trusts in North East London. She works for the North East London Integrated Care Board (NHS NEL), who are responsible for all care in your area.
- ◆ What you choose to tell the advocate is confidential. This means she will not share what you say to her with anyone else unless you say she can.
- ◆ If she is worried about your safety, or someone else's safety, she would have to share this with others who could help but would tell you first.
- ◆ Sometimes, one of our advocate's team might help her to check if there are any messages from you that she needs to reply to. The person must follow the same rules about sharing your information.

More about Dawn

The Maternity and Neonatal Independent Senior Advocate for North East London is Dawn Hobson.

She began her career as an NHS nurse, continuing within teaching and research in palliative care for 13 years.

Dawn is currently seconded from a project role with Healthwatch Redbridge, where she led on two large maternity projects across north east London.

Dawn is an independent advocate who knows the local NHS systems, and can support you to feel heard by those who have provided your care.

