

**Maternity and Neonatal Independent Senior Advocate**

- X copy
- Facebook copy
- Newsletter copy (Long)
- Newsletter copy (short)
- Bulletin copy for the systems/trusts/GPs about the pilot (Long)
- Bulletin copy for the systems/trusts/GPs about the pilot (Short)

**X (formerly Twitter) copy**

<p>Maternity and Neonatal Independent Senior Advocates help ensure the voices of women and families are listened to, heard and acted upon by their maternity and neonatal care providers when they have experienced an adverse outcome during their maternity and/or neonatal care.</p> <p><a href="https://bswtogether.org.uk/maternity/maternity-advocacy">bswtogether.org.uk/maternity/maternity-advocacy</a></p>	
<p>If you have experienced a serious incident or an adverse outcome that has or may require formal investigation following maternity or neonatal care, you may be eligible for support from a Maternity and Neonatal Independent Senior Advocate.</p> <p><a href="https://bswtogether.org.uk/maternity/maternity-advocacy">bswtogether.org.uk/maternity/maternity-advocacy</a></p>	

Sascha Webb is the new Maternity and Neonatal Independent Senior Advocate in Bath and North East Somerset, Swindon and Wiltshire, helping women, birthing people and families to be listened to and heard following an adverse outcome during their maternity and/or neonatal care.

[bswtogether.org.uk/maternity/maternity-advocacy](https://bswtogether.org.uk/maternity/maternity-advocacy)



## Facebook

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

“My name is Sascha Webb and I am the new Maternity and Neonatal Independent Senior Advocate in Bath and North East Somerset, Swindon and Wiltshire. I have worked in health for a long time and really care about supporting women, birthing people and families through difficult times. I understand how hard it is to share your experiences. I can help you understand things, feel listened to and heard so that improvements can be made for the future.”

[bswtogether.org.uk/maternity/maternity-advocacy](https://bswtogether.org.uk/maternity/maternity-advocacy)



If you have experienced an adverse outcome at any time during a pregnancy or birth in Bath and North East Somerset, Swindon and Wiltshire, a Maternity and Neonatal Independent Senior Advocate might be able to support you to be listened to and heard by your maternity and neonatal care teams.

[bswtogether.org.uk/maternity/maternity-advocacy](https://bswtogether.org.uk/maternity/maternity-advocacy)

### Maternity and Neonatal Independent Senior Advocate



**NHS**  
Bath and North East Somerset,  
Swindon and Wiltshire  
Integrated Care Board

Maternity and Neonatal Independent Senior Advocates can help women, birthing people and families to be listened to and heard when there has been an adverse outcome any time during pregnancy or birth. Contacting and 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 do not need to be sure if there were mistakes or negligence in a mother or baby's care to ask for support.

[bswtogether.org.uk/maternity/maternity-advocacy](https://bswtogether.org.uk/maternity/maternity-advocacy)

### Maternity and Neonatal Independent Senior Advocate



**NHS**  
Bath and North East Somerset,  
Swindon and Wiltshire  
Integrated Care Board

**New maternity and neonatal independent senior advocate role pilot launched in Bath and North East Somerset, Swindon and Wiltshire**

A new role being piloted in Bath and North East Somerset, Swindon and Wiltshire is now available to specifically support women, birthing people and families following the Immediate and Essential Actions identified in the Ockenden review into maternity care at Shrewsbury and Telford Hospital Trust.

Maternity and Neonatal Independent Senior Advocates help ensure the voices of women, birthing people and families are listened to, heard and acted upon by their maternity and neonatal care providers when they have experienced an adverse outcome any time during their maternity and neonatal care. This may have been a recent experience or happened some time ago.

An adverse outcome is a serious incident or an outcome that has required or may require further formal investigation such as a baby has died before they were born or in the days or weeks after they were born, or the mother has died, had an unexpected or unplanned removal of her womb (within 6 weeks of giving birth), unexpected time of care in the critical or intensive care unit or the mother was diagnosed with a brain injury or a brain injury was suspected.

Maternity and Neonatal Independent Senior Advocates can support women, birthing people and families by providing advocacy, helping them understand the maternity and neonatal healthcare system, attending follow up meetings where concerns about maternity or neonatal care are being discussed, and supporting them through investigation and complaints processes.

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board have appointed one Maternity and Neonatal Independent Senior Advocate, Sascha Webb. Sascha has a background in Public Health, Midwifery and Health Visiting and will be in post until March 2025.

Sascha says “While adverse outcomes in maternity care, such as brain injury or death for a mother or baby, are very rare, it is vital that families are supported through these particularly difficult times, and that they are listened to and heard by their maternity and neonatal care providers”.

“This new pilot led by NHS England will provide an advocate who can help people and families to navigate the processes and signpost them to the best support available, and we are pleased to be one of the first areas in the country to have this important bespoke role in our community.”

This role was co-produced by NHS England working alongside maternity and neonatal service users and staff.

A Maternity and Neonatal Independent Senior Advocate is independent from NHS Trusts, and reports to the local Integrated Care Board, who are responsible for the provision of all care in your area.

If you would like support from a Maternity and Neonatal Independent Senior Advocate in Bath and North East Somerset, Swindon and Wiltshire, you do not need to be sure if there were mistakes or negligence in the mother or baby's care to ask for support, there is no charge for any support given, and interpreters can be made available if you need one.

You can contact a Maternity and Neonatal Independent Senior Advocate by calling, emailing, writing to them or using an online referral form. You can also ask a member of staff from your hospital Trust, GP or Integrated Care Board to get the Maternity and Neonatal Independent Senior Advocate to contact you.

For more information on the service please visit  
<https://bswtogether.org.uk/maternity/maternity-advocacy/>

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For more information on the service please visit  
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**NHS England Maternity and Neonatal Independent Senior Advocate Pilot – helping women, birthing people and families to be listened to and heard by their maternity and neonatal care providers following an adverse outcome at any time during a pregnancy.**

The Maternity and Neonatal Independent Senior Advocate (also referred to as Maternity and Neonatal ISA or MNISA) is a new senior role being piloted to support women and families in England. This follows the Immediate and Essential Actions identified in the Ockenden review into maternity care at Shrewsbury and Telford Hospital. The Independent Senior Advocate role is independent enough to have autonomy to act for others, senior enough to be able to effectively raise issues at Trust and LMNS board level and has the ability to advocate for women and their families when they cannot do so themselves.

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

This senior role was co-produced by NHS England working alongside maternity and neonatal service users and staff.

**What does a Maternity and Neonatal Independent Senior Advocate do?**

During the initial pilot phase the MNISA might be able to support those who have experienced any of the following adverse outcomes:

- Stillbirth (after 24 weeks of pregnancy)
- Neonatal death
- Maternal death
- Unexpected or unplanned hysterectomy, within 6 weeks of birth)
- Women or birthing people admitted to critical or intensive care.
- Brain injury that has been diagnosed or suspected, including hypoxic-ischaemic encephalopathy (HIE).

If you have any service users who have experienced any of these outcomes, the advocate can:

- ✓ Help ensure the voices of women and families are listened to, heard and acted upon by their maternity and neonatal care providers.
- ✓ Attend meetings.



- ✓ Navigate through the maternity and neonatal healthcare system to help them find resolution to their concerns.
- ✓ Support women, birthing people and families through investigation and complaints processes.

*It is recognised that women, birthing people and families may experience a wider range of adverse outcomes than listed above. If the MNISA is not the right person to support them, they will let them know what other support is available.*

### **How can people contact a Maternity and Neonatal Independent Senior Advocate?**

There is both a self-referral and referral option - service users can contact a Maternity and Neonatal Independent Senior Advocate by calling, emailing, writing to them or filling out a referral form. They can also ask a member of staff from a hospital Trust, GP or Integrated Care Board for more information or to ask the Advocate to contact them.

Alternatively, a member of staff from a hospital, primary care, mental health or any other service can provide a service user information about a Maternity and Neonatal Independent Senior Advocate via the website or leaflet, or make a referral, with consent, on their behalf.

For more information about your local Maternity and Neonatal Independent Senior Advocate please visit: <https://bswtogether.org.uk/maternity/maternity-advocacy/>

For access to leaflets please contact Sasha Webb on 07557 203 965 or [bswicb.mnisa@nhs.net](mailto:bswicb.mnisa@nhs.net)

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