

Understanding what happened to me and my baby – the hospital review (Maternity)

Information for parents

We are so sorry for your loss. We know that this must be a very difficult and challenging time. It is important for us to answer any questions you have and to understand as much as we can about what happened and assess your care throughout your pregnancy. To do this, a hospital team will conduct a review of your medical care.

The review team will:

- address any concerns and answer any questions you have
- talk to staff involved in your care and the care of your baby
- look at medical records, tests and results
- look at local and national guidance to review your care

Supporting you with the review process

Your thoughts and any questions you have are an important part of the review of your care. You do not have to give any feedback but if you decide you would like to, we can support you to do this. We invite you to provide any comments. We appreciate all feedback – positive or negative.

The review team will discuss your comments at a review meeting and do their best to provide answers to any questions you have. There may also be an external review member who was not involved in your care at the meeting to provide an independent perspective.

To support you with the review, you will have a key contact from the Maternity Patient Safety Team. You can contact them via:

kch-tr.womenshealthgovernanceteam@nhs.net

Your key contact will:

- ask if you have questions or feedback for the review team
- talk to you about the review process and keep you updated
- ask how you would prefer to provide any comments or questions

Keeping in touch with you

The review meeting is for the medical team, but your key contact will be in touch with you throughout the process. Please contact them if you have any questions.

Most reviews take about three to six months, but it can be difficult to give you a timeframe. This is because we make sure the review includes all your medical care information, and healthcare workers who treated you need to attend the review meeting. We know this can be a long time to wait. You can meet with a consultant sooner if you like – but we might not have more information about what happened until the review is complete.

We will meet with you to talk about the findings and send you a letter by post or email. If you have any questions about this, please ask. You can always ask to speak to a consultant about the review report if you wish.

It would be helpful to share any thoughts about your care or questions you have before the review meeting if you can. That way, they can be discussed there but you can always come back to us later.

Please get in touch if you have any questions about the review or if you would like to provide any feedback about your care.

Bereavement support

A member of the Midwifery Bereavement Team will be in touch with you as your main key contact for bereavement support. You can contact them as follows:

Email: kch-tr.pregnancyloss@nhs.net

King's College Hospital, Denmark Hill tel: 07891 468665 or 020 3299 3971

Princess Royal University Hospital tel: 07890 252578

There are many other places you can also contact for bereavement support. There is a helpful list on <https://babyloss-awareness.org/support/> or you can contact Sands, a UK based charity which helps families after the loss of a baby.

Sands helpline tel: 0808 164 3332 (free to call)

Email: helpline@sands.org.uk

Website: www.sands.org.uk

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams.

Tel: **020 3299 4618**

Email: kings.pals@nhs.net

If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email kings.access@nhs.net