

START WELL

Raising concerns or accessing support after care

If you have concerns about the NHS care you have received and would like an opportunity to discuss your experience, there is support available. The information in this leaflet explains where you can access help or raise concerns about the care you received.

NHS support

Patient Advice and Liaison Service

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on all health-related matters and is a point of contact for patients, their families and carers.


PALS provides help in many ways.

For example, it can:

- help you with health-related questions
- help resolve concerns or problems when you're using the NHS
- explain how to get more involved in your own healthcare
- guide you through the NHS complaints procedure, including how to get independent help if you want to make a complaint
- guide you towards support groups outside the NHS.

How to contact PALS at NHS trusts in North Central London


North Middlesex University Hospital NHS Trust

 northmid.nhs.uk/pals

 northmid.pals@nhs.net

 020 8887 3172

University College London Hospitals NHS Foundation Trust (UCLH)

 uclh.nhs.uk/pals

 uclh.pals@nhs.net

 020 3447 3042

Royal Free London NHS Foundation Trust (Royal Free Hospital, Barnet Hospital, Edgware Birth Centre)


 royalfree.nhs.uk/pals

 rf.pals@nhs.net

 020 7472 6446/6447

Whittington Health NHS Trust

 whittington.nhs.uk/pals

 whh-tr.pals@nhs.net

 020 7288 5551

Hospital	Services	How to contact
Maternity services		
North Middlesex University Hospital NHS Trust	<p>Birth Reflections Service</p> <p>This service enables you to meet with a senior midwife to discuss your experience in confidence to ensure you understand what happened at your delivery and make any appropriate arrangements for ongoing support. The service is open to anyone who has given birth at North Middlesex University Hospital.</p>	<p>Please email your full name, date of birth, hospital number (if you know it) and the date of your baby's birth to: northmid.birthreflectionsclinic@nhs.net</p>
UCLH	<p>Birth Reflections Service</p> <p>This service facilitates you to discuss your birth experience with a senior midwife or consultant obstetrician to gain understanding of what happened before, during, and after your birth. The service is open to anyone who gave birth at UCLH.</p>	<p>Please ask your midwife or email: uclh.birthreflections@nhs.net</p>
Barnet Hospital	<p>Debrief service</p> <p>This service enables you to meet with a senior midwife or obstetrician to discuss your experience in confidence to ensure you understand what happened at your delivery and make any appropriate arrangements for ongoing support. The service is open to anyone who has given birth at Barnet Hospital.</p>	<p>Please ask your midwife or email: antenatal clinic matron via rf.pals@nhs.net</p>
Royal Free Hospital	<p>Debrief service</p> <p>This service enables you to meet with a senior midwife or obstetrician to discuss your experience in confidence to ensure you understand what happened at your delivery and make any appropriate arrangements for ongoing support. The service is open to anyone who has given birth at the Royal Free Hospital.</p>	<p>Please ask your midwife or email: professional midwifery advocate via rf.pals@nhs.net</p>

Hospital	Services	How to contact
Whittington Health NHS Trust	Birth Reflections Service This service helps you understand what happened at your delivery and helps to make any appropriate arrangements for ongoing support.	Ask your midwife for information, or call 020 7288 3482, or email whh-tr.maternityadmin-midwiferyteams@nhs.net
	Consultation with consultant midwife A referral can be made to a consultant midwife to discuss your care.	Ask your midwife for information, or call 020 7288 3482, or email whh-tr.maternityadmin-midwiferyteams@nhs.net

Psychological services

Barnet, Camden, Enfield, Haringey and Islington	Maple Maternal Mental Health Service is a community-based psychological therapy service that supports people experiencing fear, trauma or loss arising from fertility, pregnancy, or birth-related difficulties, as well as the loss of a baby.	Maple currently provides support for residents of Barnet, Camden, Enfield, Haringey and Islington who have given birth in the last 18 months. Fathers and partners are also accepted. Referrals can be made by any health professional working with you including GPs, midwives, health visitors, inpatient and home treatment teams, and non-medical clinicians.
Barnet, Camden, Enfield, Haringey and Islington	The Specialist Perinatal Mental Health Service (SPMHS) This provides specialist care for women with mental health problems who: <ul style="list-style-type: none"> • are planning a pregnancy and need advice • are currently pregnant • have had a baby in the past 13 months (with follow-up for up to 24 months) 	SPMHS provides care for those who require specialist mental health care. Referrals can be made by any health professional working with you including GPs, midwives, health visitors, inpatient and home treatment teams and non-medical clinicians.

Useful health information

Support during pregnancy  [nhs.uk/pregnancy/support](https://www.nhs.uk/pregnancy/support)

Caring for a sick baby or child  [nhs.uk/conditions/baby/health](https://www.nhs.uk/conditions/baby/health)

Confidential advice or support for the loss of a child

Whether a baby dies due to miscarriage, a painful decision to end the pregnancy, is stillborn, or lives for only a short time, it is a devastating loss. These organisations can offer advice and support.

4Louis	0191 514 4473	4louis.co.uk
Abbie's Fund		abbiesfund.co.uk
Abortion Recovery Care and Helpline	0345 603 8501	archtrust.org.uk
Aching Arms	07464 508994	achingarms.co.uk
ARC (Forum)	020 7713 7356	arc-uk.org
Bliss	020 7378 1122	bliss.org.uk
Child Bereavement	0800 02888 40	childbereavementuk.org
Child Death Helpline	0800 282 986	childdeathhelpline.org.uk
Held in our Hearts	0131 622 6263	heldinourhearts.org.uk
Miscarriage Association	01924 299 799	miscarriageassociation.org.uk
Nova Foundation		novafoundation.org.uk
Petals Charity	0300 688 0068	petalscharity.org
SANDS	0808 164 3332	sands.org.uk
Saying Goodbye	0300 323 1350	sayinggoodbye.org
SiMBA	0131 353 0055	simbacharity.org.uk
Slow Group	07532 423 674	slowgroup.co.uk
Teddy's Wish		teddyswish.org
Ectopic Pregnancy Trust	020 7733 2653	ectopic.org.uk
The Good Grief Trust	0808 802 0111	thegoodgrieftrust.org
The Lullaby Trust	0808 802 6869	lullabytrust.org.uk
Tommy's		tommys.org
Twins Trust Bereavement Support	0800 138 0509	twinstrust.org/bereavement.html
Brief Lives		brieflives-remembered.co.uk
Making Miracles	01622 735230	makingmiracles.org.uk
The Foundation for Infant Loss Charity		foundationforinfantloss.co.uk
The Mariposa Trust	0300 323 1350	mariposatrust.org