

## Keeping you Informed

### Aim of the leaflet

This leaflet will give you guidance on how we will keep you updated with information and findings during our review of your care or that of your baby or child.

If you, your baby or child, are involved in an incident and following the initial discussion with the Matron and/or Consultant, the Women and Children's Risk Team will contact you on a monthly basis. This will be via telephone or by letter if preferred, to keep you up-to-date with the progress of our review.

On completion of the review you will be invited to attend a Duty of Candour Meeting. The Women and Children's Multidisciplinary Team will discuss with you what has occurred in a compassionate, open and honest way to help you and your family understand what occurred and why. By doing this we are maintaining an open and honest culture within our services for our families.

If you need to contact the Risk Team there is a central telephone number and if out of hours, an answerphone. Leave your name, contact telephone number and a short message and a member of the Risk Team will call you back at the earliest opportunity.

### Direct telephone line: 01522 597907 (24 hour answerphone service)

Clare Brumby: Maternity & Gynaecology Risk Manager, Trust Wide  
Victoria Ellis: Risk Midwife, County Hospital, Lincoln  
Samantha Tinkler: Risk Midwife, Pilgrim Hospital, Boston

If you decide not to be kept informed of the progress of the review surrounding your care, or you do not wish to be informed of an investigation outcome, you can change your mind and request the information at any given time.

The Trust endeavours to ensure that the information given here is accurate and impartial

Women and Children's Clinical Directorate  
Obstetrics, Gynaecology,  
Neonatology and Paediatrics  
[www.ulh.nhs.uk](http://www.ulh.nhs.uk)

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)

