



Oxford University Hospitals

NHS Foundation Trust

**Level 4 Women's Centre
The John Radcliffe Hospital
Headley Way
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Dear Parents

My name is Paula and I am the Bereavement Specialist Midwife for Oxford University Hospitals NHS Foundation Trust. Firstly, let me say that the team and I are very sorry for the loss of your baby, and that we do appreciate that this is a difficult time for you. I am contacting you in the hope that you would be willing to share your feedback about the service we provided. It is important to us to ask for feedback from families in order to learn what we do well and where we could make improvements.

Enclosed, you will find a questionnaire which will allow you to give your feedback, should you wish to. Please note that your responses will be anonymous and your choice to participate or not will not affect any current or future care and treatment.

**If you need any support to complete this questionnaire please contact me on:
TEL 01865 227 778 or EMAIL paula.gallacher@ouh.nhs.uk**

The questionnaire has been co-produced with bereaved families, the charity Stillbirth and neonatal death society (Sands) and healthcare professionals, as a way for hospitals to capture feedback about the experience of families, following the sad loss of a baby/babies. The involvement of bereaved parents in the development of the questionnaire was vital to ensure that is focused on what matters most to parents, and that questions were asked as sensitively as possible. Open-ended questions are included so that you can freely express your thoughts and feelings. A Freepost envelope is enclosed for your convenience; no stamp is required. We will use your answers and comments to improve the service and support that we provide for bereaved parents.

If you would like to give feedback, but would prefer not to complete the questionnaire, we would be happy to read your comments and feelings in a letter, an email, or to listen to your experience on a telephone call, should you prefer. Any feedback received will be treated in confidence.

If you would like to know about any changes and developments within the Maternity Bereavement Service, please contact me on 01865 227778.

If you feel it would be helpful to speak to someone, you may wish to contact the Sands national helpline on free phone 0808 164 3332, Oxfordshire Sands on 07513 295504, or via email at info@oxfordshiresands.org.uk.

I do appreciate how painful it may be when considering your answers to these questions. We are very grateful for your thoughts which will help us improve care for families in the future. I am very sorry for any distress that may be caused in responding to this request.

Kindest regards

Paula

Paula Gallacher
Bereavement Specialist Midwife