Template: Patient review letter after discharge *<Remove sentence and insert hospital logo. Amend any text in red and change all to black font. Please read through again once adapted for use >*

*Insert parent/s’ address*

*Address Line 1*

*Town/City*

*Postcode*

*Insert date*

Re: Reviewing your care

Dear [*insert parent or parents’ name*/s],

I am so sorry that your baby boy/girl [*delete as appropriate, remove gender if unknown*], [*name/s if known*], has/have [*delete as appropriate*] died and I am sorry to be writing to you about your care review at this difficult time.

A team of healthcare professionals will be completing a review of your care and the care of your baby/ies [*delete as appropriate*]. We complete reviews to answer any questions you have and to understand as much as possible about what happened to you and your baby/ies [*delete as appropriate*].

**Why we review your care**

We want to do everything we can to improve care in our team and across the UK. There is an online process used across the UK to make sure we have all of the information to complete treatment reviews and assess events and actions in healthcare settings. Healthcare workers use the information to improve care for everyone in their hospital or unit and to see if any changes need to be made. The research team who developed the PMRT also use the information, kept securely on servers at the University of Oxford, to learn about the quality of care people receive and to see how to improve things for everyone in future.

**Involving you**

Answering your questions and addressing concerns is a very important part of the review. You can share any thoughts you have about your experiences, positive or negative, with your key contact (their details are below). You do not have to do this and we know that some people prefer not to. You can write, email or speak to your key contact. There is no time limit - we know that everyone is different and we are here to support you in your own time. Please know that you are not alone and if you have questions later, you can always get in touch.

I have included a form with this letter to help you think about your care and any feedback you might want to share. This might be about the care of you and your baby/ies [*delete as appropriate*] during pregnancy or labour or the support you received. If you need the form in a different language, please let us know.

**How we review your care**

We want to make sure the review is as thorough as possible. There will be a meeting for healthcare workers who treated you. This may include doctors who care for women in pregnancy (obstetricians), doctors who look after babies (neonatologists), midwives, nurses, and there may be an external reviewer who is independent. The review team will discuss any questions or comments you have and the medical care provided. They will assess the treatment and care you received, answer your questions and explore whether any changes need to be made. We will meet with you to talk about the findings in person, by phone or online – whichever you prefer, and will send you a report summary to keep.

The review team will look at local and national guidance and your medical notes and tests, including post-mortem results if you gave your consent for one. You can ask questions or you can opt-out if you decide you don’t want to take part in the review by contacting your key contact. If you want to know more about the review process, please go to: <https://www.npeu.ox.ac.uk/pmrt/information-for-bereaved-parents>.

**Keeping you informed**

**Your key contact is <NAME>:** *<Insert the name and contact details of the key contact>*

|  |  |
| --- | --- |
|  | Email address |
|  | Phone number |
|  | Postal address line one  Postal address line two  Postal address line three  Postcode |

Reviews usually take about three-six months to complete but depending on who needs to be at the meeting and what information needs to be looked at, it may be longer. This is to make sure that we have everything we need to assess your care. Your key contact will keep in touch with you throughout.

There are many organisations who can help you and provide bereavement support. You can get in touch with Sands (www.sands.org.uk), a UK-based charity which supports families after the loss of a baby by calling (free) 0808 164 3332 or you can find other places for support at <https://babyloss-awareness.org/support/>.

You can email or post the feedback form with the self-addressed envelope but you don’t need to use it. If you prefer, you can call your key contact to write down your thoughts and questions to give them to the review team, <or complete the form online at [link]> [*delete as appropriate]*.

Your key contact will get in touch if we don‘t hear from you in the next few weeks. The report will be kept with your medical notes and you can ask for a copy whenever you want by contacting [*provide admin contact telephone/email*].

Yours sincerely,

[*Name*]

PMRT team/Clinical Director/Head of Midwifery [*indicate as appropriate*]