

Outstanding Care,
Compassionate People,
Healthier Communities



Sherwood Forest Hospitals
NHS Foundation Trust

Birth Reflections Service

Information for women, birthing parents and carers



About this service

Congratulations on the birth of your baby.

Becoming a parent is a significant life event. For many people, birth is a positive experience. For others, it may feel different to what was expected or raise questions and trigger emotions afterwards.

Our Birth Reflections Service offers you the opportunity to:

- Talk through your birth experience.
- Ask questions about what happened and why.
- Better understand your care.
- Reflect on your thoughts and feelings.

You may find this helpful whether your experience felt positive, difficult, or somewhere in between.

Birth reflection conversations are recognised as an important way to help people begin to process their experiences and feel heard.

What is a Birth Reflections session?

You will be offered a one-to-one session with a Professional Midwifery Advocate (PMA) or experienced midwife.

During your session:

- You will be guided at your own pace.
- The midwife will listen to your experience in a safe, confidential, non-judgemental space.
- You can ask any questions you may have.
- We can review your maternity records (if helpful) to explain your care.

Sessions usually last around 45–60 minutes and can take place:

- Face-to-face (at King's Mill Hospital).
- By telephone.
- By video call.

This type of service provides a structured opportunity to explore events, understand decision-making, and ask unanswered questions.

What this service can and cannot offer

We can:

- Help you understand your birth experience.
- Provide emotional support and validation.
- Signpost you to additional support services.
- Support planning for a future pregnancy.
- Explain how to access your medical records.
- Help guide you if you wish to give feedback or make a complaint.

This service is not:

- A counselling or therapy service.
- A formal complaints process.
- An investigation into your care.

However, we will support you to access the right services if needed.

Why might I choose to access this service?

People access birth reflections for many reasons, including:

- The birth was different from what they expected.
- They have unanswered questions.
- Parts of the experience feel unclear or confusing.
- They would like to talk things through before another pregnancy.
- They would like to share feedback.
- Even straightforward births can raise questions or strong emotions, and this is completely normal.

In the first instance, please speak with your community midwife. They can access your notes from your home via Badgernet and may be able to clarify or answer your questions. They can also signpost you to further support or how to make a complaint if required. Following a conversation with your community midwife and you still have questions or concerns, or if you have already been discharged by your community midwife you may self-refer for an appointment. You can ask your health visitor or GP if you wish them to refer you on your behalf.

How to access the service (self-referral)

To request an appointment, please email: **sfh-tr.pmateam@nhs.net**

Please include:

- Your name.
- A contact telephone number.
- Your baby's date of birth (if you feel comfortable sharing).

A member of the team will aim to contact you within 10 working days to arrange an appointment.

Emotional wellbeing and further support

Talking about your birth can sometimes bring up strong emotions. If you need additional support, we can help you access:

- Perinatal mental health services.
- Community support services.
- Specialist organisations.

If you feel you need immediate support, please contact your GP, midwife, or health visitor.

Providing feedback or raising concerns

If you would like to make a formal complaint or raise concerns about your care, please contact the Patient Experience Team (PET):

King's Mill Hospital: 01623 672222 Newark Hospital: 01636 685692

Email: **sfh-tr.PET@nhs.net**

Obtaining your birth notes

If you would like a copy of your notes, please contact PET as above, or PMA team (**sfh-tr.pmateam@nhs.net**) to ask for a Subject Access Request Form. You will need to provide proof of ID. There is no charge for this service.

Important information

This leaflet is for general information only and should not replace advice from your healthcare professional.

Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: www.sfh-tr.nhs.uk

Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.PET@nhs.net

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net.

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references (if relevant) for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

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