

Meeting title:	Trust Board Trust Board public paper D					
Date of the meeting:	11 September 2026					
Title:	Patient story – Carmen and Lyndsey Bereavement story					
Report presented by:	Julie Hogg Chief Nurse					
Report written by:	Kerry Johnston Head of Nursing/ Sharon Wilkinson Patient Experience senior Nurse					
Action – this paper is for:	Decision/Approval		Assurance		Update	X
Where this report has been discussed previously	None					

To your knowledge, does the report provide assurance or mitigate any significant risks? If yes, please detail which
None

Impact assessment
N/A

Purpose of the Report

This report introduces a patient story known as **Carmen and Lyndsey's Bereavement story**.

Carmen shared the experience of her son and daughter-in-law, Lyndsey, whose ten-year journey through fertility challenges and IVF treatment was marked by the devastating loss of two pregnancies.

Following Lyndsey's first miscarriage, diagnosed in the Early Pregnancy Assessment Unit, she received no formal bereavement follow-up or support. On the very same day, a close family friend, Matty, who was receiving care at Leicester Royal Infirmary, sadly died aged 49. As Matty's closest friend and advocate, Carmen received a bereavement support call after his death and was struck by the compassion shown through that simple act of reaching out.

Reflecting on this experience, Carmen questioned why her daughter-in-law, who had also experienced a profound loss, had not received similar support. She described how isolating this felt during an already traumatic time.

When Lyndsey later experienced a second pregnancy loss at almost 18 weeks gestation, she was supported by the Trust's Bereavement Midwives because she met the eligibility criteria for specialist bereavement services. Carmen highlighted the inequity this created for families experiencing pregnancy loss before 16 weeks gestation, many of whom have experienced recurrent loss and significant emotional trauma but receive limited follow-up support.

The Early Pregnancy Assessment Unit supports more than 200 families each month who experience early pregnancy loss. Patient feedback has reinforced the need for more consistent and compassionate bereavement care regardless of gestation.

In response, the Clinical Management Group has repurposed existing resources to establish a dedicated Early Pregnancy Bereavement Nurse/Midwife role. Recruitment is now underway. This role will provide specialist support to families experiencing early pregnancy loss, improve continuity of care, and help address the current gap in bereavement provision identified through Carmen and Lyndsey's experience.

Why this matters

This story reminds us that bereavement care is not defined by gestation. Every loss matters, and every family deserves compassionate support. By listening to patient and family experiences, we are taking action to reduce inequity and improve the care we provide to those facing the heartbreak of pregnancy loss.

Recommendation

The board of directors are asked to:

- Listen to Carmen and Lyndsey's story
- Participate in the discussion