

Martha's Rule

Patient Information

Critical Care Outreach Team



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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Introduction

Martha's Rule is a national patient safety service designed to enable patients, carers or family members to call for help and advice if they are concerned that the healthcare team has not recognised a change in their or their loved one's condition.

If you have noticed a decline in your, or your loved one's condition, you should always report this immediately to the healthcare staff on the ward as the first step.

If, after speaking to healthcare staff, you feel that your concerns have not been properly addressed, you can contact the Critical Care Outreach Team (CCOT).

How to Contact CCOT

1. Any concerns relating to clinical deterioration should be raised first with the ward nursing team, ward manager or matron
2. If, despite the above, you feel that your concerns have not been resolved, please phone 01942 822362
3. When you call, please have the following information
 - a. Patient name
 - b. The ward they are on
 - c. A brief description of your concerns

We aim to answer calls as quickly as possible, but sometimes the team may be dealing with an emergency that may delay the response. You can leave a message, and the team will get back to you.

When to use Martha's Rule/Contact CCOT

1. You have noticed a clinical deterioration that you have discussed with the ward team, but you remain concerned
2. The patient concerned is an adult on an inpatient ward at WWL

When should I not contact CCOT?

This is a patient safety initiative only.

If you have concerns regarding food, nursing care, discharge, parking or other general issues, please contact the matron for the clinical area or PALS (patient advice liaison service).

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



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