Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Martha's Rule

Version number: **1**
Last modified date: **12th November 2026**

Martha’s Rule

Patient Information

Critical Care Outreach Team

- Author ID: LJ
- Leaflet Ref: CCOT 001
- Version: 1
- Leaflet title: Martha’s Rule
- Date Produced: April 2025
- Expiry Date: April 2027

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).



Version number: **1**
Last modified date: **12th November 2026**

All rights reserved © 2026
WWL Teaching Hospitals NHS Foundation Trust