

Are you worried we haven't heard your concern?



Information for anyone with concerns about a pregnant person or new mother being cared for in hospital.

What is Martha's Rule?

Martha's Rule is a patient safety service for anyone who has concerns about themselves or a loved one being cared for in hospital. This includes concerns about a pregnant person or someone who has recently given birth.

If a loved one suddenly feels unwell, call for help immediately from your ward team.

Who runs the Martha's Rule service?

Martha's Rule is run by a team of specialist nurses who will work alongside the Maternity team to address your concerns.

The team are available **24 hours a day** to help support ward staff in the care of very unwell people. The team can offer help over the telephone and discuss your concerns with the relevant consultant and midwifery team if there is a noticeable change in the person's condition.



When to contact the Martha's Rule service

- There is a **significant change** in a pregnant person/mother's condition and, after discussion with the ward team your concerns have not been addressed.
- You have **ongoing medical concerns** even after discussing them with the ward midwives or doctors.

When not to contact the Martha's Rule service

- Martha's Rule is a patient safety service. It should not be used to report general problems such as issues with bed, room, food or parking.
- Martha's Rule is not for obtaining medical updates or a general second opinion.

Please speak to a member of staff, nurse in charge or ask for the ward manager or matron to discuss these issues.

The difference between the Martha's Rule Service and a general second opinion

The Martha's Rule Service is for acute deterioration. It is for staff, inpatients or their friends/ families to ask for a review if the patient's condition is getting worse and, after raising concerns with the team on the ward, it has not been resolved.

How to contact the Martha's Rule Service

Martha's Rule service Tel: **07775 821211**

- Call directly on the above number.
- Please leave a message and you will be called back as soon as possible
- Please be aware the team cannot give a call back time as they may be with other patients. The team, however, will call back as soon as possible.

What we need to know when you call

1. The name of the person you are concerned about
2. The ward they are on
3. A brief description of your concerns
4. Your contact details and relationship to the person



What happens next?

One of the Martha's rule team will take your call. The team may:

- Offer support and advice over the telephone.
- Visit the ward to discuss your concerns with the ward team.
- Contact the Midwife in Charge or Labour Ward Coordinator and the Obstetric team for further advice and support.

The Martha's rule team will gain consent from the person concerned before discussing with the ward team and will then update you.



If you would like this leaflet in email form, large print, braille or another language, please contact the Patient Support and Complaints team on **01225 825656**.

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