

**NHS**

Royal United Hospitals Bath
NHS Foundation Trust



Martha's Rule



If you are worried about your care or treatment you should talk to staff on the ward first.



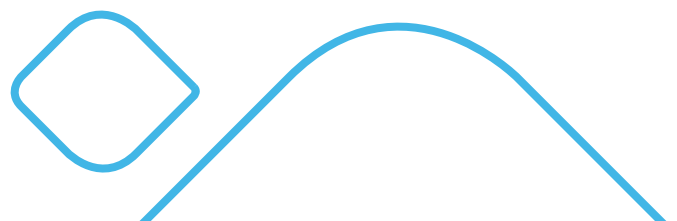
If you are still worried after you speak to them about feeling unwell, you can speak to the Martha's Rule Service.



It is a service to help keep you safe when you are in hospital.



It helps patients and their families and carers to call for urgent help.





It is run by nurses who are very experienced in looking after unwell patients.



They can come to the ward to see you.



Or they can provide advice to the ward over the phone.



When can I contact the Martha's Rule Service?



If you are feeling more unwell and after speaking with the ward team you are still worried.



Ongoing medical concerns after speaking to ward nurses or doctors.



When should I not contact the Martha's Rule Service?



If you have a general problem. For example, issues with bed, room, food or parking.



You can talk to a member of staff on the ward about this.



You can contact the Critical Care Outreach Team on 07775 821211.



If there is nobody available to answer, please leave a message. Someone will call you back.

Please tell us:



Your name



Contact number



Ward



Concerns

Royal United Hospitals Bath NHS Foundation Trust
Combe Park, Bath, BA1 3NG

01225 428331 | www.ruh.nhs.uk

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.