

**NHS**

Royal United Hospitals Bath
NHS Foundation Trust



Martha's Rule

Information for parents, carers and young people who are staying in hospital.



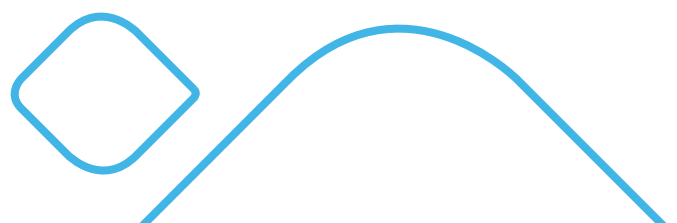
If you are worried about your child's care or treatment you should talk to staff on the ward first.



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



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





It helps 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 the child or young person.



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



When can I contact the Martha's Rule Service?



There is a big change in the child's condition 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 Martha's Rule Team on
07775 821211. Please leave a message and
someone will call you back.

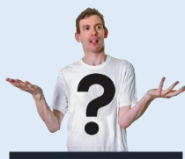
Please tell us:



The child or young person's name



Your contact number and relationship to child



The ward



Your 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.