You know yourself or your loved one best...

Please tell us if you notice any changes. If you or your loved one:

- feels unusually hot or cold
- has more pain than usual
- develops new skin changes or a rash
- becomes very sleepy or is difficult to wake up
- is drinking less than usual
- is breathing differently or is struggling to breathe
- is newly confused / not themselves
- is not passing much urine

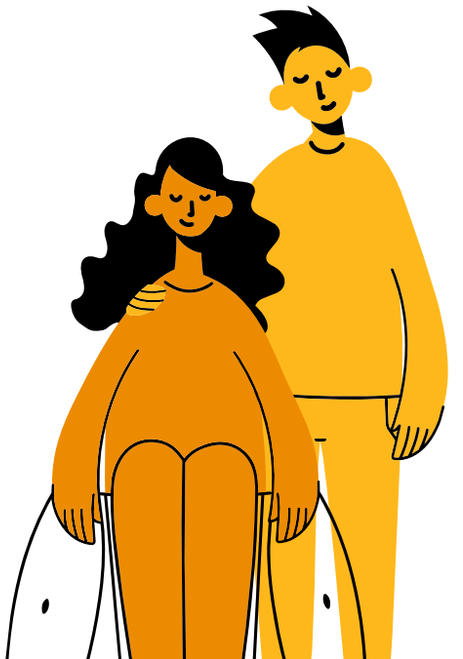
Or anything else that is making you feel worried!

Second Opinion

If you want a second opinion about medical treatment - this is a different process to Martha's Rule and should be arranged for you by the ward team.

Helpful contacts

PALS
(Patient Advice and Liaison Service):
01482 623065
8.30am - 4.30pm,
Monday-Friday
Email: hyp-tr.pals.mailbox@nhs.net



NHS
Humber Health
Partnership

martha's rule
detecting deterioration

If you are worried that you, a family member or a friend are becoming more unwell in hospital,

you can tell us.

Scan the QR Code to make a Martha's Rule referral

Who are Critical Care Outreach?

We are a team of senior nurses that specialise in the review and treatment of very unwell patients. The team are here 24 hours a day, 7 days a week. We may be able to help if someone is becoming unexpectedly more unwell and your concerns are not being listened to.

Please note, this service is available for adult and paediatric inpatients at either Hull Royal Infirmary, Castle Hill Hospital and the Women's and Children's Hospital.



How to make a referral

Speak to your nurse or doctor, or ask to speak to the nurse in charge to raise your concern.

If you are still worried call or text **07384 801822** to leave a message or you can scan the QR code to make a referral:

Please leave your details, the patient's details, their location and a brief description of the concern / deterioration.

The team may be busy at the time of your call, but we will triage referrals and get a response to you in a timely manner.

Non-clinical concerns

Martha's Rule should be used only when you are worried about clinical deterioration.

Please speak to the ward charge nurse for queries related to:

- Parking
- Visiting times
- Hospital food
- Cleanliness
- Concerns about staff
- Complaints (PALS)

