

# Call for Concern

Information for patients and relatives

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# Are you worried your condition is getting worse? Family, friends and carers – are you worried your relative is deteriorating?

## Introduction

This leaflet provides information that may help you or your relative during their stay in our hospital.

Call for Concern (also referred to as 'Martha's Rule') is a safety service for patients on wards. It enables you, the patient and/or the relative, to call for urgent help and advice if you are concerned that the patient's deteriorating condition is not being adequately recognised by the ward teams.

United Lincolnshire Teaching Hospitals NHS Trust strives to provide safe and high-quality care for all our patients, particularly to those who are at high risk of deterioration.

The Critical Care Outreach Team is available 24/7 to support ward teams in the care of acutely ill patients. The team is made up of specialist, experienced practitioners who support the ward teams by assessing and reviewing patients as well as offering advice to nurses and doctors on how to manage the patient's condition.

## When to contact the Critical Care Outreach Team

- When there is a significant change in the patient's condition and after discussion with the ward team, your concerns have not been addressed
- After discussion with the ward team, it is still not clear what the plan is for the patient

## What we need to know when you call us

- The name of the patient you are concerned about
- The ward they are currently staying on
- A brief description of your concerns

One of our practitioners will take your call. They may provide over the phone advice or, after prioritising the urgency of the problem, visit the ward to discuss your

concerns further and assess the situation. The practitioner will gain consent from the patient before liaising with the ward team and will update you or your relative accordingly.

At times, we may not be able to answer your call immediately, but you can leave a message with the above details and a contact number. We will call you back as soon as possible.

Please ensure you discuss any concerns with the ward teams prior to calling the team.

**Please do not feel worried that using Call for Concern will negatively impact the patient's care in any way.**

## How to contact the team

Call us directly on our dedicated mobile phone or leave us a message with your name and number; one of our practitioners will call you back as soon as they are available.

Please be aware that we cannot guarantee a specific call back time as the practitioner may be reviewing clinically unwell patients.

Lincoln - 07393 009049

Boston - 07761 053863

## You do not need to contact the team:

- To report any issues regarding your hospital stay, bed, room, food, parking or any other general concerns
- For this please speak with the ward nurse or ward sister/charge nurse. You can also request to have contact details for the Divisional Matron to discuss any issues further if needed

## More information

Patient Advice and Liaison Service (PALS)

Lincoln - 01522 707071

Boston - 01205 446243

Opening hours: Monday to Friday, 9am to 3pm

Out of hours, please leave a message on the answerphone.

PALS is a free and confidential service that can provide patients, relatives and carer's independent help, support and information.

PALS can also be used to comment on any aspect of your care; they will liaise with staff and managers to address issues quickly. They can also refer you to specialist agencies for further help.

Find out more about the PALS service on the United Lincolnshire Teaching Hospitals NHS Trust website: [www.ulh.nhs.uk/patients/pals](http://www.ulh.nhs.uk/patients/pals)

## References

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Royal Berkshire NHS Foundation Trust 2010

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[www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust](http://www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust)

United Lincolnshire Teaching Hospitals NHS Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language or alternative format, please email the Patient Information team at [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)