

Martha's Rule: Call for Concern

Listening When It Matters Most

Every day, our teams work hard to keep patients safe, supported, and cared for. But we also appreciate that **patients, families, and carers often notice changes first**. That's why we have introduced **Martha's Rule: Call for Concern** — a clear and compassionate way to raise worries about a patient's condition and ensure they are reviewed promptly.

What Is Call for Concern?

Call for Concern is a safety process that empowers **patients, families, and carers** to speak up if they are worried about a patient getting worse.

It provides a **direct route to escalate concerns**, no matter how small or uncertain they may feel.

Nuffield Health Call for Concern includes:

- **Twice-daily wellbeing checks** with patients
- **Staff access to a second clinical opinion** if they are worried
- **A direct escalation route for patients, families, and carers**

Why We Are Introducing This

This forms a key part of our Quality Strategy **Delivering outstanding care and experience – Caring and Experience Goal 1**

Martha's Rule strengthens our commitment to **patient-centred care**, ensuring that concerns are:

- Taken seriously
- Responded to quickly
- Reviewed by the right clinical team

This is about **safety**.

This is about **partnership**.

This is about making sure **every voice is heard**.