

# WORRIED A HEALTH CONDITION IS GETTING WORSE? TALK TO US.

## — MARTHA'S RULE —

You know yourself or your loved one better than anyone. You may notice small changes before they show up in our routine measurements. Telling us about these changes can help us detect deterioration early, so we can take action to prevent more serious health problems.

### 1 Speak Up

#### Tell us when a change worries you

If you notice changes which could suggest a health condition is getting worse, please tell any of the staff looking after you or your loved one.

### 2 Ask

If you're not satisfied with the response you have received, ask to speak to the nurse in charge.

### 3 Escalate

If, after speaking to the care team, you remain worried and feel your concerns are not being addressed, place a Call for Concern: Call 07976 767471.

The Critical Care Outreach team will perform a rapid review and work with our clinical teams as needed. Call 07976 767471 or ask switchboard to put you through.

*We see you as a partner in the care we are providing.  
You are not bothering us - we want to hear from you.*