



Meet the NTPN Martha-CARE Team

Consultants



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Family Support Nurses



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Martha-CARE

Communication Assistance and Rapid Escalation



Information for Families and Carers

A North Thames Paediatric Network Pilot Project





Who are the North Thames Paediatric Network?

We are a team who support all the hospitals which have children's services within London, North of the River Thames and also some hospitals outside of London in the East. We want all children looked after by these hospitals to have equal access to safe and high-quality care.



What is Martha-CARE?

Martha-CARE is a different way to get help if you are worried about your child in hospital. It is a service provided by the North Thames Paediatric Network (NTPN) and is a part of a bigger project looked after by the NHS called **Martha's Rule**.



What is Martha's Rule?

You may have heard about Martha's Rule in the news or seen posters in the hospital. It is also sometimes called '*Call for Concern*'. It comes from a case where a girl named Martha got very sick in hospital and her family's worries about her were not heard. Martha's parents wanted to make sure all families and carers are able to get help and be listened to if they have worries about their child.



How does Martha CARE work?

Martha-CARE is another way to get help in hospital if you still feel worried after using Martha's Rule or Call for Concern. It is a phone number that goes to a different team who are outside of the hospital you are in. It's called the Children's Acute Transport Service (CATS). CATS is a special service which support hospitals with very sick children. You can ask your Doctor or Nurse to make a Martha-CARE call. The number is available 24/7.



What happens on the call?

You will be able to speak to the CATS Consultant once your local team has told them about your child and what has been happening in hospital. You will be asked about your worries and why you needed a Martha-CARE call. In normal working hours there will also be a family support nurse on the call to help you. If there is a specialist team involved in your child's care, then they may also be invited to this call. We will try to work with you and your child's Doctors and nurses to help you with your concerns.



What happens next?

The Martha-CARE family support nurses will contact you about 4-6 weeks after you used the Martha-CARE service to check on how you and your child are and to see what you thought of our service. We want to make sure we are providing the best care so we really want to hear what you think.



Where can I access more information?

Please speak to your Nurse or Doctor if you need more information. Or the following websites have lots more information

NHS England - <https://www.england.nhs.uk/patient-safety/marthas-rule/>
NTPN - Martha's Rule <https://ntpn.co.uk/marthas-rule-2/>