



Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
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Ffôn/Phone : (029) 20196161
<https://velindre.nhs.wales>

Date: 14th April 2025
Ref: CORP 2025 - 073

Dear xxx

Freedom of Information request: Martha's Rule (CORP 2025 – 073)

Thank you for your request for information which the Trust received on the 28th March 2025.

Your Request:

Given the importance of this initiative in preventing avoidable patient harm, we are keen to understand whether your current processes align with the principles of Martha's Rule. Specifically, we are interested in the following:

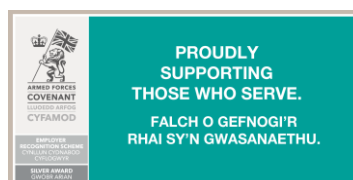
- Compatibility with Martha's Rule:** *Do your current protocols provide patients, families, carers, and staff with round-the-clock access to a rapid review by a critical care team in cases of acute patient deterioration?*
- Implementation Plans:** *If your processes are not currently aligned with Martha's Rule, what steps are you planning to take to implement these principles? Are there any timelines or specific strategies you can share with us?*

Please find the Trust's response below:

- Compatibility with Martha's Rule: Do your current protocols provide patients, families, carers, and staff with round-the-clock access to a rapid review by a critical care team in cases of acute patient deterioration?**

The Trust received the Welsh Health Circular WHC (2024) 040 in October 2024 from Welsh Government. This Welsh Health Circular sets out our expectations in relation to adopting a patient and family-initiated escalation approach which will enable the patient or their family to call for immediate help and advice if they are worried about instances of deteriorating health. The Trust has developed an implementation plan that is being monitored by the Senior Leadership Team and the Integrated Care Group in Velindre Cancer Service. The current target date for implementation is September 2025. The WHC recognised that approach and implementation plan will naturally be different for each organisation, dependent on the spectrum of their services. There was an expectation that organisations to work with the NHS Executive to develop their approach and ensure it enables patients, families and carers to escalate their concerns and provide a fresh pair of eyes to support them and the clinical team in a timely response to those concerns. The Trust is represented at this national group and our progress reported as required.

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.





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Velindre Cancer Service has a protocol that partially meets Martha's rules requirements with escalation / Call for Concern cover currently provided Monday to Friday 10am until 6pm and Sunday 9am until 5pm. These hours are based on the highest peaks of acuity and footfall. We are currently working on expanding this to 24/7 in line with Welsh Government timescales.

2. Implementation Plans: If your processes are not currently aligned with Martha's Rule, what steps are you planning to take to implement these principles? Are there any timelines or specific strategies you can share with us?

The Trust has an implementation plan and is working on full implementation by September 2025. This is being monitored through the Trusts Professional Nursing Forum and Executive Management Board. These actions include:

- Expanding existing Acute Oncology (AO) Advanced Clinical Practitioner (ACP) workforce to work 24/7, 7 days a week.
- Holding a patient, family, & carer engagement event
- Adding 'Call 4 Concern' to the Clinical Support database referral list to ensure rich data capture
- Developing pathways for referrals and out of scope calls.

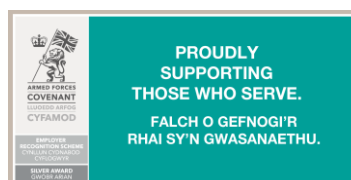
I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
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Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

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Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
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Cardiff,
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

Yours sincerely

Non Gwilym
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