

MATER—My Access To Early Response

Are you concerned with your care
or that of a loved one?

Step 1

Speak to your nurse or doctor, they will listen and respond to your concerns.

If you are not satisfied with the response and are still concerned, move to Step 2.

Step 2

Ask to speak to the nurse or midwifery leader or manager.

If you are not satisfied with the response and are still concerned, move to Step 3.

Step 3

If you are unsatisfied with the response and remain concerned, activate a **MATER (My Access To Early Response)** call:

- Call 07 4727 4562
- Tell the operator '*I am using My Access To Early Response (MATER)*' and state your name, ward, bed number and doctor's name.

What happens now? A senior member of staff will see you within 10 minutes.

What is MATER?

MATER is our escalation process to quickly address any concerns you may have about a patient's condition at any time.