



Call4Concern

Critical Care

Patient Information Leaflet

Are you worried that your condition or the condition of the person you care for is getting worse?

Introduction

The Dudley Group strives to provide safe and high-quality care for all our patients, particularly to those who are at high risk of deterioration.

Call for Concern© is a safety service for patients on all wards. It enables patients and/or relatives, carers, advocates to call for urgent help and advice when they are concerned that the patient's deteriorating condition is not being adequately recognised by the ward teams.

The Critical Care Outreach Team is available 24/7 to support ward teams in the care of acutely ill patients.

The team is made up of specialist, experienced practitioners who support the ward teams by assessing and reviewing patients as well as offering advice to nurses and doctors on how to manage the patient's condition.

When to call the Critical Care Outreach Team

The steps of Call4Concern©:

1. Speak to the patient's healthcare team about your concerns.
2. If you're not satisfied with the response you have received, ask to speak to the nurse in charge.
3. If you are still not satisfied that your concerns have been address and the clinical condition is deteriorating, this is the time to place a Call4Concern©.

What we need to know when you call us

- name of the patient
- location of the patient
- brief description of your concerns
- your details and relationship to the patient

One of our practitioners will take your call. They may provide over the phone advice or, after prioritising the urgency of the problem, visit the ward to discuss your concerns further and assess the situation.

At times, we may not be able to answer your call immediately, but you can leave a message. We will call you back as soon as possible.

Please be reassured that placing a C4C© will not negatively affect the patient's care in any way.

Please ensure you discuss any concerns with the ward teams prior to calling critical care outreach.

How to contact the team

07976 767471

Available 24 hours a day; 7 days a week.

Please **do not** contact the team to report any general issues or concerns regarding your hospital stay. For this please speak with the ward nurse in charge.

You can also request to have contact details for the Divisional Matron or speak to our Patient Advice and Liaison Service (PALS).



The Dudley Group
NHS Foundation Trust



Call 4 Concern

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- 1 Speak to the patient's healthcare team about your concerns.
- 2 If you're not satisfied with the response you have received, ask to speak to the nurse in charge.
- 3 If you are still not satisfied that your concerns have been addressed and the clinical condition is still deteriorating, place a Call4Concern. Our Critical Care Outreach team will assess the situation:

07976 767471

When calling, please have the following details ready:

▶ Patient's name ▶ Ward ▶ Clinical Concern

Please note, this service should not be used for any non-medical matters. All non-medical matters should be addressed by to the ward's lead nurse or Trust PALS team.



Please scan the code for more information on Call4Concern

If you have any questions, or if there is anything you do not understand about this leaflet, please contact:

Critical Care Outreach Team

Russells Hall Hospital switchboard number: 01384 456111

This leaflet can be downloaded or printed from:

<http://dgft.nhs.uk/services-and-wards/>

If you have any feedback on this patient information leaflet, please email dgft.patient.information@nhs.net

Acknowledgement: Call 4 Concern © Royal Berkshire NHSFT 2010

This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta brosură poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔