

What can you expect from the C4C service:


- 24 hour access to a critical care outreach team member who can prioritise your call and act upon your concerns in a timely manner.
- a highly trained professional deterioration prevention specialist who will work with you and your family to ensure the best health outcomes for your specific health concerns.
- the critical care outreach team member will visit you on the ward to prioritise the severity of your condition. They will do a quick physical review and look at all your health documentation and then act to sort out the life threatening symptoms first. Where necessary they may refer you to higher levels of care such as critical care who provide further specialist opinions and support.
- the critical care outreach team will have discussions with your ward team and start treatment changes and investigations to try and improve your condition.



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t: 01202 303626 w: www.uhd.nhs.uk

: @UHD_NHS : @UHTrust : @uhd_nhs



Call 4 Concern

Are you worried your condition
is getting worse?

Friends and family, are you
worried your loved one is
deteriorating?



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Call 4 Concern

Call critical care outreach when you are worried about your own condition as an inpatient, or that of your relative/friend admitted to our hospital, is getting worse. Also call us if you feel that the health care team needs to provide you with more information or act upon your health concerns.

Call 4 Concern (C4C) is a patient safety initiative. We believe that patients and family members know when their condition/ or that of a loved one is changing for the worse. Contacting the critical care outreach team is a way to add to the safety initiatives already in place at our hospital. The team are contactable via bleep (pager) 24 hours a day.

The main focus of the critical care outreach service is to quickly respond to patients who are deteriorating in the hospital

The critical care outreach team does not routinely respond to the following general concerns:

- basic nursing care issues - these are best dealt with by the nurse looking after you /your loved one, or the charge nurse of the ward, or the divisional matron. Basic nursing care issues would be things such as concerns about the food, the bed or rooms, facilities, or any concerns about staff.
- parking - this is best dealt with by your ward nurse who will escalate your concerns to the travel team.
- issues covered by the Patient Advice and Liaison Service (PALS) - our PALS team offer an impartial and confidential Trust service and can act as a 'friend within the system' by listening and giving support. They listen to concerns and help resolve them in an informal way, as well as provide information about organisations that offer help and support. They can also explain the procedure for making a formal complaint.

How and when to make the C4C call:

- always discuss your concerns with the doctors and nurses responsible for your care on the ward first. In daytime hours this can ensure that members of staff who know the most about your condition can give you advice, support and act upon your concerns.
- call critical care outreach when you feel that information about your condition is confusing, or when the concerns you have raised have not been recognised, acknowledged or addressed.
- call if you are feeling that you are getting more unwell and/or the treatment that you are on is not working.
- remember this is a confidential service and the critical care outreach team will work closely with you and all the health care staff to act on your concerns.
- to improve your care, comfort and safety all the health team members will work together to find solutions to the problems identified.
- if you need help urgently on the ward - speak to the nurse/ doctor in charge of your care for urgent assistance.

Contact us:

When you are calling from within the hospital: dial **0** and ask for the operator. Then ask the operator to bleep **2727**.

When you are calling from outside the hospital dial **07826 220820** or **01202 303626** ask for the operator. Then ask the operator to bleep **2727**.

Please give your/the patient's name, the ward you/they are on and a brief description of the concern

