Call 4 Concern Referral Flow Chart

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Take referral from caller:

 Name of referrer

 Contact details of referrer

 Relation of referrer to patient

 Location of patient

 Brief description of concerns

**Have these concerns been raised with the ward or parent team yet?**

 Advise referrer to contact ward team.

(Contact details overleaf)

 Update nurse in charge

 Make entry on electronic record for the patient

Yes

No

Is the concern related to a patient’s clinical condition and/or unclear plan of care?

Yes

No

If the concern is regarding unresolved non-clinical issues, consider signposting to PALS

[Add PALS telephone number and email]

 Update nurse in charge

 Make entry on electronic record for the patient

Assess whether-

Telephone advice

OR

If a physical review is needed

Inform the referrer of your plan

Advice Only

Physical review of patient

Establish consent from patient to disclose information to C4C referrer.

If patient lacks capacity to consent, ensure you are speaking to the documented NOK.

(If C4C referrer not NOK, direct them to discuss concerns with NOK first.)

Once advice given please ensure you;

 Call nurse in charge on ward to update them

 Make entry on electronic record for the patient

 Enter details on CCOT data system

 Give C4C referrer the link to provide feedback, either via text or email (use work phone)

Establish consent from patient to disclose information to C4C referrer.

If patient lacks capacity to consent, ensure you are speaking to the documented NOK.

(If C4C referrer not NOK, direct them to discuss concerns with NOK.)

Conduct a physical review of the patient, review of notes and investigations. Complete the following action points:

 Document review and findings in medical notes

 Update nurse in charge

 Update C4C referrer

 Enter details on CCOT data system

 Give C4C referrer the link to provide feedback, either via text or email (use work phone)

If patient is in maternity/paediatric redirect to appropriate team

[delete if CCOT cover obstetrics/paediatrics]