**Call 4 Concern© A Safety Service for Patients on Adult Wards**

[*Hospital/Trust name*] strives to provide a safe and high-quality care to all of our patients, particularly to those who are at a high risk of deterioration.

Call 4 Concern© is a safety service, pioneered by the Royal Berkshire Hospital, which enables patients, relatives and loved ones to call the Critical Care Outreach Team for urgent help and advice, when they are concerned that a patient’s condition is deteriorating and is not being adequately recognised by the ward team.

Please do not feel worried that using the Call 4 Concern© service will negatively impact the patients care in anyway. We recognise that you and your family can see when something is wrong and know the needs of the patient better than anyone else.

**Critical Care Outreach**

The Critical Care Outreach Team is made up of experienced specialist Critical Care Outreach Practitioners who support the ward teams with deteriorating patients. They do this by assessing and reviewing patients, they are then able to give further advise to nurses and doctors how to manage the patient’s condition.

The team are available 24 hours a day, 7 days a week to support ward teams in the care of the acutely ill patients.

**When to contact the team**

* There is a significant change in the patient’s condition and after discussion with the ward team, your concerns have not been addressed.
* After discussion with the ward team, it is still not clear what the care plan is for the patient.

One of our practitioners will take your call, they may provide advice over the phone or after prioritising the urgency of the problem, will visit the ward to further discuss your concerns and assess the situation. The practitioner will gain consent from the patient prior to liaising with the ward team and will update you or your relative.

**What we need to know when you call**

* The patient’s name you are concerned about.
* A brief description of your concerns.
* The ward they are currently staying on.

**When not to call the team**

* Call 4 Concern© is a patient safety service for deteriorating patients that are on adult wards. For concerns regarding a patient under the care of maternity and obstetric services, you can ask the allocated midwife to contact. [*Amend according to service provision i.e covers paediatrics/ maternity*]
* If you have not first raised your concerns with the ward team. This needs to be done before using the Call 4 Concern© service.
* To report any issues in relation to the patient's hospital stay; including food, parking or any other general concerns with the care provided, please speak with the ward nurse or ward sister. You can also request to have the contact details of the Divisional Matron to discuss further, if needed.

**Call 4 Concern Adult In-patient Services Contact Details**

Please discuss your concerns with the ward team prior to calling.

If we are unable to answer the phone immediately, please leave a message with: -

* your name and telephone number
* the name of the patient you are concerned about
* the ward they are currently receiving care from

At times, we may not be able to answer your call immediately, but you can leave a message with the above details and a contact number. We will aim to call you back as soon as possible. Please be aware that we cannot guarantee a specific call back time as the practitioner may be reviewing clinically unwell patients.

Telephone directly to our dedicated mobile phone; XXXXXXXXXX; 24 hours a day, 7 days a week.

**Patient Information Leaflet**

Call 4 Concern© [*Link to digital leaflet – ensure available in different languages and easy read versions*]