

Are you concerned about a patient's condition?

Call 4 Concern
- a patient safety initiative



What is Call 4 Concern?

Patient safety is a high priority at the James Paget University Hospital.

Call 4 Concern (C4C) is a patient safety initiative led by the Critical Care Outreach Team (CCOT) which enables adult inpatients and their significant others, to access advice if they have concerns regarding a noticeable change or deterioration in the patient's condition, and feel that their concern is not being addressed by the ward team.

Who are the Critical Care Outreach Team?

The CCOT are a team of experienced specialist nurses who are available 24 hours a day, 7 days a week. They work within all areas of the hospital, to care for acutely ill patients, those at risk of deterioration and patients recovering from critical illness.

When can I make a C4C call?

If you are a patient and notice a change or deterioration in your condition or the patient you are supporting, we encourage you to first speak to the ward nurse or doctor. If, following this, you feel your concerns are not being recognised or acted upon, then you can make a C4C call.

Please do not feel concerned about making a C4C call. It will not negatively affect the patients care in any way.

How to make a C4C call and what happens next?

A C4C call can be made by a patient themselves or by anyone with a concern about the patients care.

- Call the CCOT directly on **07435936400**
- Give the Critical Care Outreach nurse the patient's name, ward, relationship to the patient, a description of your concern and your contact details.

After prioritising the urgency of the call and where there is concern that a patient is becoming more unwell, the CCOT will visit the ward to assess and liaise with your nursing and medical team.

We aim to answer your call immediately, however, on some occasions we may be with another patient which may delay our response. In this instance you can call us back or leave a voice message providing the same information as above, and we will aim to get back to you as soon as possible. In the meantime we advise that you speak to the ward staff to ensure they are aware of your concern.

When should I NOT make a C4C call?

C4C is a service for adult inpatients. If your concern relates to an outpatient or a paediatric patient, please speak to the nurse in charge of the area.

Please do **NOT** make a **C4C** if you wish to discuss problems with any of the following:

- Parking
- Visiting times
- Hospital food
- Hospital equipment
- Hospital cleanliness
- Complaints
- Any other general issues

C4C is not a complaints service. If you wish to give feedback on things that have not gone so well, please speak to your ward team, the Trusts Patient Experience Team or contact our Patient Advice and Liaison Service (PALS).

- Call 01493 453240 from 8:30am - 5pm, Monday – Friday (Excluding Bank Holidays).
- Email PALS@jpaget.nhs.uk.

If you have accessed our C4C service, your feedback is important to us. Please leave feedback on our C4C service by scanning the QR code.

If you are unable to access the feedback form digitally, please ask the ward nurse for a paper copy.



Call 4 Concern



www.jpaget.nhs.uk