

Information for patients and carers

Call 4 Concern

**Are you worried your condition is
getting worse?**

**Family, friends and carers are you worried
your loved one is deteriorating?**

What is Call 4 Concern?

Call 4 Concern (C4C) is a patient safety initiative.

Experience tells us that, for patients in hospital, they or their family members or carers, can identify the early subtle signs of deterioration often before hospital personnel due to familiarity and awareness of the individual's normal health and behaviours.

C4C enables patients and their relatives to call for help or advice from the Critical Care Outreach Team (CCOT) when they are concerned about a patient's condition, and they feel that their concern is not being heard by the ward team.

It empowers patients and relatives with the opportunity to request a second opinion and raise awareness of any deterioration.

Using this service will not have a negative impact on your care or that of your loved one in any way.

How does Call 4 Concern work and what can you expect from the service?

CCOT are a team of nurses experienced in the management of acutely unwell and deteriorating patients. We may be unable to take your telephone call immediately, please leave a message to include:

- The name of the patient
- The ward
- A contact number
- A brief overview of your concern

We will aim to get back to you as soon as possible.

CCOT will prioritise the urgency of the call and visit the patient on the ward to discuss the concern and assess as necessary.

The team will work with you, your family and ward staff to ensure the most appropriate management plan and treatment options are in place to address your specific health concerns. We will keep you informed of any discussions regarding your care.

When to make the Call 4 Concern?

If you have concerns, these should first be discussed with the responsible doctors and nurses on the ward. If, after doing so, you feel your concerns are not being addressed, you can make the Call 4 Concern:

- As a patient worried about your clinical condition
- As a relative worried about a patient's clinical condition
- If you feel there are inconsistencies in how care is being given

When not to use Call 4 Concern

Call 4 Concern is not able to assist with the following issues:

Patients at home

Parking

Visiting times

Hospital food

Hospital cleanliness

Complaints

Any other general issues

The following teams may be able to help:

Ward nurses and doctors

Ward managers

Ward Matron

Patient Experience and PALS

Chaplaincy team

How to make the Call 4 Concern call

Call us directly on our dedicated mobile phone. Please leave a message if there is no immediate answer.

07704 021244

Should you require further advice for concerns not related to a clinical condition please contact:

Switchboard - **01772 716565** and request appropriate department.

Patient Experience and PALS - **01772 522972** / email: PALS@lthtr.nhs.uk

Monday to Friday, 9am-4pm (excluding Bank Holidays)

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

Follow us on social media @lancshospitals

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

**Please ask a member of staff if you would like help in understanding this information.
This information can be made available in large print, audio, Braille and in other languages.**

Department: Critical Care Outreach Team

Division: Diagnostic and Clinical Support

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