

Call 4 Concern




The **Call 4 Concern (C4C)** service has been available in the trust since 2009.

C4C enables patients and relatives to call the Outreach team directly if they have any concerns about the patient. The concept is based on work initiated by the **Josie King Foundation** (www.josieking.org) and a **Condition H** programme in the USA which has been designed to be an additional safety net for patients.

A **Call 4 Concern** can be made directly to the Critical Care Outreach team by a patient, family member or friend if they have any concerns about what is happening to the patient. Information about how to call is provided on pamphlets and posters located around the hospital.

When a C4C call has been made the Critical Care Outreach nurse will visit the patient in the ward to discuss the concerns and assess the situation. They will then liaise with the medical team and other healthcare professionals as needed.

The Critical Care Outreach team are available 24 hours a day and already help and support ward teams in the care of acutely ill patients on general wards.

For further information please contact the Critical Care Outreach team on Bleep , or Nurse Consultant, Critical Care on ext 