

# Call 4 Concern<sup>©</sup>

Royal Berkshire NHS FT 2010

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## Are you concerned about a patient's condition?

We are committed to providing safe, compassionate and joined-up care to all patients and our local populations. As part of this commitment, we have adopted **Call 4 Concern** ©.



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safe • compassionate • joined-up care

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## What is Call 4 Concern ©?

The Trust's Acute Intervention Team is committed to supporting all areas across our three main sites - University Hospital of North Durham, Bishop Auckland Hospital and Darlington Memorial Hospital - in caring for very unwell patients of all ages.

**Call 4 Concern ©** enables patients, relatives and carers to call for help/advice from the Acute Intervention Team when they are concerned about a patient's condition, and/or they feel that their concern is not being addressed by the ward team.

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

We recognise that sometimes patients, relatives and carers can tell when something is wrong.

## How does Call 4 Concern © work?

As a patient, relative or carer, when you use **Call 4 Concern ©**, the Acute Intervention Team will ask you for some details including your name, the patient's name (if different), the ward name/number, and a brief description of the concern.

The Acute Intervention Team Practitioner will prioritise the urgency of the concern and will visit the patient on the ward to discuss the concerns and assess the patient, if necessary.

There may be times when the Acute Intervention Team Practitioner cannot answer your call immediately, as the team responds to all emergency calls in the hospitals, and at times may already be assessing a patient.

A note of the **Call 4 Concern** © will be logged in the patient's medical notes summarising the concern raised and the actions taken but please be assured that the call will be logged and that it will always be picked up and responded to at the earliest opportunity. Please use the answerphone to provide your details as highlighted on the previous page.

## When to contact **Call 4 Concern** ©

- You are a patient and have concerns about your clinical condition
- You are a relative and have concerns about a hospital patient's clinical condition
- You have noticed a change in your/their clinical condition and the ward team is not addressing your concern
- You feel there are inconsistencies in how care is being given

You should only call after you have spoken with the nurse in charge or the doctor responsible for the patient.

Please do NOT make a **Call 4 Concern** © if you wish to discuss problems with any of the following:

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

These queries can be discussed with the Trust's Patient Experience Team 0800 7835774 or [cdda-tr.PatientExperienceCDDFT@nhs.net](mailto:cdda-tr.PatientExperienceCDDFT@nhs.net).

## When to contact **Call 4 Concern** ©

To contact **Call 4 Concern** © you can call one of the following numbers:

Bishop Auckland Hospital:  
**01388 455640**

Darlington Memorial Hospital:  
**01325 743743**

University Hospital of North Durham:  
**0191 3332700**

Patients, relatives, visitors and staff can use this service if they have concerns about a patient's care.

The Acute Intervention Team is happy to take a call from a patient, relative or carer. When you call the team, they will need to know your name, the patient's name, the ward name and a brief description of the concern.

A note will be made in the patient's records of the **Call 4 Concern** © which will summarise the concern raised and actions taken.

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