

Will making a C4C call affect how you or the patient you are supporting is being cared for?

Please do not feel concerned that using this system will have a negative effect on the patient's care in any way. We recognise that sometimes the patient or a close loved one can be the first to notice that something is wrong. No one knows your health care needs better than you and your family.

Patient Advice and Liaison Service (PALS)

PALS provide a confidential, patient led service. They offer on the spot advice and support, helping to resolve any concerns a patient or their family may have about the care provided. PALS:

- Is an impartial confidential Trust service that can act as a 'friend within the system' by listening and giving support.
- Listens to concerns and help to resolve them in an informal way.
- Provides information about organisations that offer help and support.
- Has access to all Trust staff to help resolve concerns.
- Explains the procedure for making a formal complaint.
- The PALS office is open Monday to Friday between 9am and 5pm.

PRH PALS

Telephone: 01444 448678

Email: bsuh.pals@nhs.net

RSCH PALS

Telephone:

01273 696955 Ext. 64511 or 64973

Email: bsuh.pals@nhs.net

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This leaflet is intended for patients receiving care in Brighton & Hove or Haywards Heath

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Are you concerned about a patient?

Call 4 Concern[®] A patient safety initiative

This leaflet contains information that may be helpful during your stay in hospital

Patient Safety is a high priority at University Hospitals Sussex.

Call 4 Concern® (C4C) is a patient safety service for adult inpatients, families and friends to call for help and advice if you or your family are concerned that there is a noticeable change or deterioration in condition.

The service is currently at PRH and is delivered by the Critical Care Outreach team who are available 24 hours a day to help support ward teams in the care of acutely ill patients.

We also offer emotional support to patients and their families who have recently been discharged from the Critical Care Unit as this can be an anxious time.

When can I make a C4C call?

- If you notice a change or deterioration in your condition, or the patient you are supporting, and feel your concerns are not being appropriately acknowledged or acted upon then you can directly call our team.

- If you have been a patient in Critical Care on this admission, and are experiencing difficulties such as anxiety, bad dreams, low mood or feeling emotional.

What will the Critical Care Outreach Team do?

The Critical Care Outreach team will visit you on the ward to discuss your concerns and assess the situation. They will also liaise with your medical team and other healthcare professionals as needed.

How to make a C4C call:

Step 1

Discuss your concerns with the patient's ward nurse or doctor.

Step 2

- Have you noticed changes and are still worried?
- Do you feel your concerns are not being appropriately acknowledged or acted upon?
- Are you concerned about an immediate danger?

Step 3

At Princess Royal Hospital -

Ask the ward staff to call us, or call us directly on **07747 201999**

We aim to answer your call promptly, however on some occasions we may be dealing with an emergency that may delay our response. In this instance we advise that you speak to the ward team again.

Step 4

When the Critical Care Outreach team receive your call, they will need to know:

- The patient's name
- The ward they are on
- A brief description of the problem and what has already been done about it
- Your contact details and relationship to the patient.

When NOT to make a C4C call:

C4C is a patient safety initiative. To report problems regarding any basic care issues, hospital bed/room, food, parking or any other general issues please speak to the ward nurse or doctor. You can also contact the Divisional Matron to discuss any issues further.