



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Call 4 Concern (C4C)

Information for adult patients, relatives and carers

① For more information, please contact:

Critical Care Outreach Teams

York Hospital 01904 725534

Yhs-tr.CriticalCareOutrea@nhs.net

Scarborough Hospital 01723 385190

Call 4 Concern[©]

A patient safety initiative



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Introduction

Call 4 Concern© (C4C) is a patient safety initiative enabling adult patients, families and carers to make a direct referral to the Critical Care Outreach Team (CCOT) at York and Scarborough Teaching Hospitals.

As a result of 'Martha's Rule,' this initiative will be available in hospitals across England from April 2024. It gives patients and their families round-the-clock access to a senior review from an independent critical care team.

In our Trust, this initiative allows you to call for help, advice and support when you have concerns about your own or your relatives/friend's changing condition. This service is available for adult patients from April 2024. A support service for children is in development.

Patient safety is a high priority in our hospitals. We want to ensure that before a patient's condition deteriorates it is recognised and responded to quickly to prevent them becoming more unwell.

The CCOT nurses are available 24/7 to help support healthcare teams who are caring for acutely ill and deteriorating patients.

What should I do if I am concerned about a patient?

Please speak to the nurse in charge or a doctor about your concerns in the first instance. They may be able to help.

You should make a C4C call if:

- There is a noticeable change in you, or the patient you are supporting, and your concerns are not being recognised, acknowledged, or addressed.
- Or you feel there is confusion over what needs to be done for you or the patient you are supporting.

How to make a C4C call

The Critical Care Outreach Teams (CCOT) have a dedicated phone number that is available 24 hours a day.

York: 01904 725534

Scarborough: 01723 385190

When the CCOT receives your call, they will need to know:

- The patient's name.
- The ward they are on.
- A brief description of the problem.

We will always aim to answer your call. Sometimes due to high demand, we may not be able to answer immediately. In this instance, please leave a message and we will return the call as soon as one of the team is available.

What will the CCOT do?

The team will visit the patient on the ward to discuss your concerns raised and assess the situation. They will then instigate treatment or a further review if necessary.

The CCOT will liaise with the patient's medical team and healthcare professionals as needed, to discuss further treatment options.

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

Please be reassured that using this service will not negatively affect the care or treatment you or the patient will receive. We recognise that sometimes the patient, or a relative/friend can be the first to notice that something is wrong. No one knows your or your relative/friend's healthcare needs better than you and your family/friend.

When not to make a C4C call

C4C is a patient safety initiative, and the focus of the CCOT service is to respond quickly to patients who are getting worse in the hospital. The CCOT does not routinely respond to the following concerns:

- Basic nursing care issues such as concerns about the food, the bed/room, facilities, or concerns about staff. These are best dealt with by the nursing team looking after you or your relative/friend.
- Parking – please speak to the ward staff who will raise your concerns to the relevant team.

Tell us what you think of this service

We hope that you found this leaflet helpful.

If you would like to tell us what you think of the service, please scan this QR code with your smart phone or device to take you to a short survey.



Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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