

Martha's Rule

Call for Concern

Are you concerned about a patient's condition?

Information for patients and relatives

Twenty-four hours a day seven days a week

Introduction

This leaflet provides information that may help you or your relative during their stay in our hospital.

Call for Concern is a safety service for all adult patients on all wards. It enables a patient and/or their relative to call for urgent help and advice.

- There are ongoing concerns after speaking with the ward nurse or doctor about the patients condition
 - Information about the patients condition is unclear or confusing
- or

- The concerns you have raised have not been recognised, acknowledged and addressed

The Royal Wolverhampton NHS Trust strives to provide safe and high-quality care for all our patients, particularly to those who are at high risk of deterioration.

The Critical Care Outreach Team (CCOT)

The Critical Care Outreach Team (CCOT) is available twenty-four hours a day seven days a week to support ward teams in the care of acutely ill adult patients. The team is made up of specialist, experienced practitioners who support the ward teams by assessing and reviewing patients as well as offering advice to nurses and doctors on how to manage the patient's condition.

When should I contact the CCOT Team?

- When there is a significant change in the patient's condition and after discussion with the ward team, your concerns have not been addressed.
- After discussion with the ward team, it is still not clear what the plan is for the patient.

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

What will the CCOT need to know when I call them?

- The name of the patient
- The ward the patient is currently staying on
- A brief description of your concerns
- Relationship to the patient you are calling about.

One of our practitioners will take your call. They may provide over the phone advice or, after prioritising the urgency of the problem, visit the ward to discuss your concerns further and assess the situation. The practitioner will gain consent from the patient before liaising with the ward team and will update you or your relative accordingly.

At times, we may not be able to answer your call immediately, but you can leave a message with the above details and a contact number. We will call you back as soon as possible.

Please ensure you discuss any concerns with the ward teams prior to calling the team.

Please do not feel worried that using call for concern will negatively impact the patient's care in any way.

How do I contact the CCOT team?

Call us directly on our dedicated mobile phone or leave us a message with your name and number, one of our practitioners will call you back as soon as they are available.

Please be aware that we cannot guarantee a specific call back time as the practitioner may be reviewing clinically unwell patients.

 07341 805265

Available 24 hours a day seven days a week

You do not need to contact the CCOT team:

If your concern does not relate to an immediate issue or deterioration that is not being recognised by the ward team, please contact either the Ward Nurse, Ward Manager, Matron or the Patient Advice and Liaison Service (PALS) see more information.

To report any issues regarding your hospital stay, bed, room, food, parking or any other general concerns.

Please speak with the ward nurse or ward sister/ charge nurse. You can also request to have contact details for the Matron to discuss any issues further if needed.

Where can I get more information?

PALS is a free and confidential service that can provide patients, relatives and carers independent help, support and information. They can all deal with any non-urgent concerns that you may have and liaise with staff and managers to address issues quickly. They can also refer you to specialist agencies for further help and support.

You can contact PALS on the telephone number and email address below.

Patient Advice and Liaison Service (PALS)

 01902 695368

E-mail: rwh-tr.pals@nhs.net

8.30am and 4.30pm Monday to Friday (excluding Bank Holidays)

Out of hours, please leave a message on the answerphone

References

Call for Concern

Royal Berkshire NHS Foundation Trust 2010

Sandwell and West Birmingham NHS Trust

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。