

Call 4 Concern

 07557490705

Critical Care Outreach Team

A decorative diagonal bar composed of several colored segments: light blue, dark green, purple, magenta, and orange, sloping upwards from left to right.

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Introduction

At East and North Hertfordshire NHS Trust, we are committed to providing safe, compassionate and joined-up care to all patients and our local community. As part of this commitment, we have adopted the Call 4 Concern (C4C) service.

What is Call 4 Concern?

The Trust's Critical Care Outreach Team (CCOT) is dedicated to helping our deteriorating patients at the Lister Hospital and provide prompt assistance and evaluation to patients whose condition may be deteriorating.

Call 4 Concern is a patient safety initiative that enables patients, relatives and carers to call for help/advice from CCOT when they are concerned about the patient's condition. We recognise that patients, relatives and carers can tell when their condition or that of a loved one is changing for the worse.

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

How does Call 4 Concern work?

As a patient, relative or carer, when you use Call 4 Concern and contact CCOT, they will ask you for some details, including:

- your name
- the patient's name (if different)
- the ward name
- a brief description of your concern

The CCOT nurse will prioritise the urgency of the call and will visit the patient on the ward to discuss the concern(s) and assess the patient, if necessary. A note of the Call 4 Concern will be logged in the patient's medical notes summarising the concern raised and the actions taken.

As the team responds to all emergency calls at the hospital and occasionally may already be assessing a patient, there may be occasions when CCOT is unable to promptly answer your call. However, please rest assured that your call will be recorded and will be answered and attended to as soon as possible. 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 feel that your condition is deteriorating
- You are a relative, friend or carer and have concerns about a hospital patient's clinical condition deteriorating
- You have noticed a change in your/their clinical condition and the ward team is not addressing your concern

You should contact Call 4 Concern after you have spoken with the nurse in charge or the doctor responsible for you, or the patient, and you still have concerns.

Please do **NOT** contact 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 should be discussed with a member of staff on the ward in the first instance, or you can contact the Trust's Patient Advice and Liaison Service (PALS) on 01438 285811 or email pals.enh-tr@nhs.net

Contact telephone number

Call 4 Concern (C4C) service

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