

## Patient information

### What Is Call 4 Concern

#### Critical Care Department

Patient Safety is the priority in the Royal Liverpool Hospital, especially in patients whose health is getting worse. Call 4 Concern© is a patient safety service run by the Critical Care Outreach Team, that allows patients and families to call for rapid help when they are concerned that the health care team has not recognised their own or their loved one's worsening condition.

**Call 4 Concern if you are still worried after you have spoken to the ward nurse or doctor.**

Please do not feel concerned that using this system will negatively affect the patient's care in any way. We recognise that sometimes the patient or a close loved one can see that something is wrong. No one knows your health care needs better than you and your family.

**Call: 0151 706 5811**

#### Responding To Your Call

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

- about whom is calling?
- about patient and the ward
- what is the problem?

After assessing the urgency of the problem, the team will visit you on the ward to discuss your concerns and assess the situation and start treatment if needed.

The Critical Care Outreach team will talk to the patient's medical team to discuss further treatment options. Sometimes, we are unable to take your call immediately, as we are on another call. Please ring back.

#### Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further information**

### **When not to make a call**

**Call 4 Concern is a patient safety service. To report problems regarding your hospital bed, room, food, parking or any other general issues, please speak to your nurse or the ward manager. You can also contact the matron's helpline to discuss any issues further on 0151 706 3377.**

### **Patient Advice and Complaints Team**

**The Patient Advice and Complaints Team – PACT – can talk with staff and managers to sort out issues quickly and can provide patients, relatives and carers using the Royal Liverpool Hospital with 'on the spot' help, support and information about hospital services and any concerns.**

**PACT is open Monday to Friday between 9am and 4pm.  
Telephone them on 0151 706 2380,  
email them at [PACT@liverpoolft.nhs.uk](mailto:PACT@liverpoolft.nhs.uk)  
or ask a member of staff to contact them to visit you on the ward.**

**Speak or give written feedback to the nursing team**

**Call the matron's helpline on 0151 706 3377  
Call PACT on 0151 706 2380**

**Email PACT on [PACT@liverpoolft.nhs.uk](mailto:PACT@liverpoolft.nhs.uk)  
Complete a Friends and Family Test ask the ward staff**

**Telephone Number: 0151 706 5811  
Text phone Number: 18001 0151 706 5811**

**Author: Critical Care  
Review date: October 2028**

**All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, moon and electronically.**

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل ائتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكرونيآ.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字

體、音頻、盲文、穆恩體 ( Moon ) 盲文和電子格式，敬請索取。

در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پتوهندیدار بهو نهخوشانهی له لایمن تراستهوه پهسهند کراون، نهگس داوا بکریت له فورماتهکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گهوره، شریتی دهنگ، هیلی موون و نهلیکترونیکی همیه.

所有经信托基金批准的患者信息均可以其它格式提供，包括其它语言、易读阅读软件、大字体、音频、盲文、穆恩体 (Moon) 盲文和电子格式，敬请索取。

Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.

**Call 4 Concern is part of Martha's Rule, a national patient safety initiative to detect rapid deterioration in patients.**

