

Call for concern

Information and advice for patients and carers

This leaflet contains information that may be helpful to you or your relative during your hospital stay.

Call for Concern is a patient safety initiative run by the Critical Care Outreach Service, that enables patients and families to call for help and advice when they feel concerned that their current health care team has not recognised their own or their loved one's changing condition.

Patient observations and records are now all online and can be accessed remotely. These records will likely be reviewed before a formal review. However we understand that patients and visitors can sometimes recognise that something is wrong despite these recordings.

Please note that this service is intended for patients whose condition is deteriorating and where you feel that even though you have escalated your concerns to your current ward team. The team are not responding in a timely manner. Call for Concern is not intended for complaints. This should be raised with the ward manager or matron or via PALS. Information on how to make a complaint or raise a concern that is not related to a deterioration in condition can be found in this leaflet.

Here's how you can get help if you have concerns about your or your loved one's clinical condition that have not been actively dealt with by your current ward healthcare team.

Step One:

Discuss your concerns about yours or your loved ones clinical condition with your ward team or Matron.

Step Two:

Still worried...

If you notice a sudden change in your or your loved one's breathing, heart rate, or consciousness, or if you are concerned that the current ward team are not responding to treatment as expected, then please raise again with ward team. However, if you feel there are ongoing concerns after discussing them with the ward team, please make a Call for Concern or ask the ward staff to bleep us.

Sandwell: 07970993906

Bleep: 6234

City: 07811715041

Bleep: 6000

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When not to call:

Please always talk to the ward team first. They will be the team who know the situation and are most likely to be able to explain the next steps. This outreach service is a secondary service in an urgent situation when you feel the ward team are not responding in a timely manner.

Outreach is a specialised team that is dedicated to helping patients and

families manage clinical concerns and emergencies. To ensure that they can respond promptly to these types of situations, we ask that you direct all queries whether related to medical care or other concerns, to the ward team in the first instance.

What happens next?

We aim to answer your call immediately but please be aware that we are often dealing with emergencies or extremely sick patients throughout the hospital.

We prioritise calls, review and care for patients based upon the information you provide and the urgency of their condition and we appreciate your patience.

If we are unable to take your call immediately then please leave a message and we will call you back at the earliest opportunity.

To help us respond quickly and effectively, please provide the following information.

- Patient name
- Their ward
- Description of concern

Contact details

We are an extremely busy service and to ensure our service remains efficient please discuss all concerns with the ward staff, doctors and nurse in charge first, before contacting us. The ward staff, doctors, and nurse in charge are often the best point of contact for addressing concerns about your or your loved one's care. They have direct knowledge of your condition and can often provide prompt and effective solutions. If you contact us first, we may ask the ward to resolve any concerns before taking the referral. This will depend on the situation and the urgency of your concern.

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Other services:

If your concern does not relate to an immediate issue or the deterioration of your loved one, please contact either the ward manager or matron or the Patient Advice and Liaison Service (PALS).

They can all deal with any non-urgent concerns that you may have and advise you how best to resolve any outstanding issues you may have. You can contact them on the telephone number below.

Telephone: 0121 507 5836

Giving feedback:

We welcome feedback from every patient and relative who visits our hospital on the quality of care they received.

These can be given in a number of ways:

To give feedback directly to Critical Care Outreach Team



For other feedback please contact:

Patient Opinion Website

Patient Opinion comments card that can be found outside every ward, and post them into the white boxes.

Leave a review on NHS website.

If you would like to suggest any amendments or improvements to this leaflet please contact SWB Library Services on ext 3587 or email swbh.library@nhs.net.



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