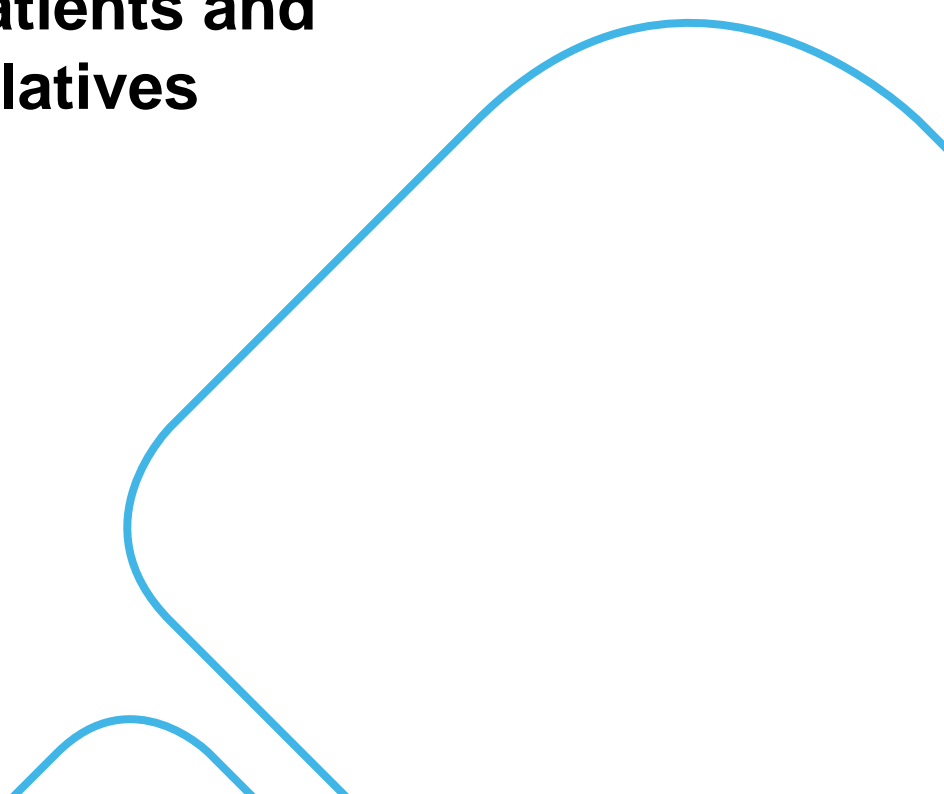


Call for Concern (C4C)

**Information for
patients and
relatives**

Decorative blue lines in the bottom right corner of the page, consisting of several overlapping curved lines that create a sense of movement and depth.

Call for Concern (C4C)

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

If you suddenly feel unwell, call for help from your ward team immediately.

What is Call for Concern?

C4C is a patient safety service for inpatients and their families. You, or your relative or carer can call for urgent help and advice if you/they have concerns about their condition. This service is also known as 'Martha's Rule'.

Who is Call for Concern?

C4C is delivered by the Critical Care Outreach team, who are a team of specialist nurses. We are available 24 hours a day to help support ward staff in the care of acutely ill patients. We can offer advice over the telephone or come to the ward to review the patient's condition if there is a noticeable change.

When to contact Call for Concern

- When there is a significant change in your/the patient's condition and, after discussion with the ward team, your concerns have not been addressed.
- You have ongoing medical concerns after you have spoken to the ward nurses or doctors.

When not to contact Call for Concern

- Call for concern is a patient safety service. It should not be used to report general problems such as issues with bed, room, food or parking.
- Please speak to a member of staff, nurse in charge or ask for the ward manager or matron to discuss these issues.

How to contact Call for Concern

Critical Care Outreach Tel: 07775 821211

- Call us directly on the above number.
- If there is no one available to answer, please leave a message and you will be called back as soon as possible.
- Please be aware that we cannot guarantee a specific call back time as we may be reviewing other acutely unwell patients. We will, however, call back as soon as possible.

What we need to know when you call us

- Your name or the name of the patient you are concerned about, contact number.
- The ward you or they are on.
- A brief description of your concerns.

What happens next?

One of the Critical Care Outreach team will take your call. They may provide advice over the telephone, or, after prioritising the urgency of the problem, visit the ward to discuss your concerns further and assess you/the patient. We will gain consent from the patient before liaising with the ward team and will update you or your relative accordingly.

If you would like this leaflet in email form, large print, braille or another language, please contact the Patient Support and Complaints team on 01225 825656.

Royal United Hospitals Bath NHS Foundation Trust
Combe Park, Bath, BA1 3NG

01225 428331 | www.ruh.nhs.uk

Date of publication: May 2024 | Ref: RUH CCM/010

© Royal United Hospitals Bath NHS Foundation Trust