

**Patient
Information**

Call 4 Concern[©]

Are you worried that your condition or the condition of the person you care for is getting worse?

What is Call 4 Concern[©]?

Call 4 Concern[©] is a patient safety service allowing patients and their families or carers to call for help and advice from the Acute Care Response Team when they feel concerned about a worsening clinical condition.

If you are worried that your condition or the condition of the person you care for is getting worse, you should discuss these concerns with the ward healthcare team in the first instance. Staff will always act professionally and respond to your concerns. However, if you feel that your concerns have not been answered or resolved, you can contact the Acute Care Response Team.

The Acute Care Response Team are a group of specially trained senior practitioners with advanced skills and expertise of clinical deterioration.

A practitioner from the Acute Care Response Team will work with you and your family to ensure the best outcomes for your specific health concerns. The practitioner may visit you on the ward to complete a physical examination. They will also review your health documentation to determine the next steps.

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Department

ACRT

Review due

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The practitioner will hold discussions with the ward healthcare team about your condition and the next steps that have been determined. If needed, treatment changes and investigations will be started to try and improve your condition.

The main focus of the Call 4 Concern[®] service is to involve the Acute Care Response Team to respond quickly to patients whose condition is deteriorating while in the hospital.

When not to use Call 4 Concern[®]

The Acute Care Response Team do not routinely respond to the following general concerns:

- Nursing care issues
- Facilities on the ward
- Bed or rooms/bays
- Food
- Parking

These issues or concerns are best dealt with by the nurse looking after you. Alternatively, you or a family member, can ask to speak to the Nurse in Charge of the ward, the Ward Manager, Matron or the PALS team.

The Patient Advice and Liaison Service (PALS) offer an impartial and confidential service in our hospitals. They will listen to you and help to resolve any issues in an informal way, as well as providing information about organisations that offer further help and support. The PALS advisors will also explain the procedure for making a formal complaint, if needed.

You can contact PALS on freephone 0800 019 3282.

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Contacting Call 4 Concern[©]

If you are an adult inpatient (or a relative or carer) and you are worried that your clinical condition is getting worse, in the first instance talk to your ward healthcare team.

If you are still worried or do not feel satisfied with the response you can either ask the ward healthcare team to contact the Acute Care Response Team or you can contact them directly.

1 Speak to the ward healthcare team about your concerns if you feel that your health condition is worsening or not improving as expected.

2 If you are not satisfied with the response after step 1, ask to speak to the Nurse in Charge or the Ward Manager.

3 If you are still not satisfied that your concerns have been addressed after steps 1 and 2, contact the Acute Care Response Team, who are available to provide assistance and advice 24 hours a day.

For Gloucestershire Royal Hospital

inpatients: Tel: 07976 071 450

For Cheltenham General Hospital

inpatients:

Tel: 07976 071 261

Please have the following details ready:

- Patient's name
- Ward
- Clinical concern

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You might find it useful to makes notes of the things you wish to say or ask the Ward Healthcare Team, Nurse in Charge or Acute Care Response Team.

Content reviewed: January 2024

Making a choice

Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.



Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you are asked to make a choice about your healthcare.

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation

* Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial. Patient Education and Counselling, 2011;84: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>