

## Will making a C4C call affect how you or the patient you are supporting is being cared for?

Please do not feel concerned that using this system will have a negative effect on the patient's care in any way.

We recognise that sometimes the patient or a close loved one can be the first to notice that something is wrong. No one knows your health care needs better than you and your family.

## Patient Advice and Liaison Service (PALS)

PALS provide a confidential, patient-led service. They offer on the spot advice and support, helping to resolve any concerns.

- Is an impartial confidential Trust service that can act as a 'friend within the system' by listening and giving support.
- Listens to concerns and help to resolve them in an informal way.
- Provides information about organisations that offer help and support.
- Has access to all Trust staff to help resolve concerns.
- Explains the procedure for making a formal complaint.

The PALS office is open at **Royal Sussex County Hospital** from Monday to Friday 10am to 12pm and 1.30pm to 3pm.  
At **Princess Royal Hospital** from Monday to Friday 10am to 3pm.

## Have you used this service and like to give us feedback?

To provide us a better understanding and continually improve our service, we would really value your feedback in using this service.

You can complete an anonymous survey by scanning the QR code.



Alternatively you can feedback via a text message on the Call for Concern mobile number.

### PRH PALS

Telephone: **01444 448678**

### RSCH PALS

Telephone:

**01273 696955 Ext. 64511 or 64973**

Email:

[uhsussex.patient.experience@nhs.net](mailto:uhsussex.patient.experience@nhs.net)

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This leaflet is intended for patients receiving care in Brighton & Hove or Haywards Heath

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# Are you concerned about a patient?

## Call 4 Concern<sup>®</sup>

A patient safety initiative

## This leaflet contains information that may be helpful during your stay in hospital

At University Hospitals Sussex, we are committed to providing outstanding care. As part of this commitment, we offer a 24/7 patient safety service, Call 4 Concern® (C4C).

### What is Call for Concern?

We recognise that sometimes patients, relatives and carers can tell when something is wrong.

C4C enables inpatients, families and friends to call for urgent help and advice, if you have serious concerns that a patient's health condition is worsening and is not being adequately recognised by their healthcare team.

C4C is delivered by Critical Care Outreach and a team of senior nurses who support ward teams in the care of acutely ill patients.

### When can I make a C4C call?

After you have spoken to the ward team or doctor responsible for the patient.

You notice a serious change or deterioration in your/their health condition, but feel healthcare staff are not addressing your concerns.

## Follow these steps to make a C4C call:

### Step 1 (I'm concerned/worried)

- Discuss your concerns with the patient's ward nurse or doctor.

### Step 2 (I'm still concerned/worried)

- If you feel your concerns are not being appropriately responded to, discuss your concerns with the nurse in charge of the shift.

### Step 3 (I need urgent help/advice)

- Telephone Call for Concern about any serious worries or concerns, about a health condition that is getting worse and still not being adequately responded to.

**You can either ask the ward staff to call us or call us directly on one of the following numbers:**

**Princess Royal Hospital**  
**07747 201999**

**Royal Sussex County Hospital**  
**07917 836543**

**When we receive your call, we will need to know:**

- The patient's name.
- The ward they are on.

- A brief description of your concern, and what has already been done about it.
- Your contact details and relationship to the patient.

We aim to answer your call promptly, however sometimes we may be dealing with an emergency that may delay our response. In this instance we advise that you speak to the ward team again.

Following your call, we will prioritise its urgency and visit the patient on the ward to discuss and assess the situation. Following liaison with the patient's healthcare team, further treatment options will be discussed if needed. A note will be made in the patient's visit records summarising concerns raised and actions taken.

### **Please do NOT make a C4C call if you wish to discuss problems regarding**

- Basic care issues.
- Hospital bed or cleanliness.
- Parking or visiting hours.
- Problems with a discharge home.
- Complaints or any other general issues

Please speak to the ward nurse or doctor.

You can also contact the Ward Manager or Matron to discuss any issues further. Or the Patient Advice and Liaison service (PALS).