

**Please note:** We aim to answer the phone immediately; however, there may be times when this is not possible as we may be dealing with an emergency.

Please do not be discouraged.

Leave a message on our voicemail identifying:

- You are making a Call 4 Concern
- Your name and relationship to the patient
- A **clear** contact number

Alternatively leave it a short while and call again.

You have used this service and would like to give us feedback

We are very keen to constantly improve our service and your feedback, good and bad, will help enable us to do this.

You can email the Critical Care Outreach Team directly on [fhft.ICUoutreachFPH@nhs.net](mailto:fhft.ICUoutreachFPH@nhs.net) with your comments and suggestions.

You could also complete an anonymous [satisfaction survey](#) by following the link or scanning the QR code.



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**For a translation of this leaflet or for accessing this information in another format:**

**Large Print**

Please contact (PALS) the Patient Advice and Liaison Service on:

**Frimley Park Hospital**  
Telephone: 0300 613 6530  
Email: fhft.palsfrimleypark@nhs.net

**Wexham Park & Heatherwood Hospitals**  
Telephone: 0300 615 3365  
Email: fhft.palswexhampark@nhs.net

**Translation** **Audio**

**Easy to Read** **Braille**

<b>Frimley Park Hospital</b> Portsmouth Road, Frimley, Surrey, GU16 7UJ
<b>Heatherwood Hospital</b> London Road, Ascot, SL5 8AA
<b>Wexham Park Hospital</b> Wexham, Slough, Berkshire, SL2 4HL
<b>Hospital switchboard: 0300 614 5000</b> <b>Website: www.fhft.nhs.uk</b>

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**Legal Notice**

Please remember that this leaflet is intended as general information only. We aim to make the information as up to date and accurate as possible. Please therefore always check specific advice or any concerns you may have with your doctor.



**Frimley Health**  
NHS Foundation Trust

Are you concerned about a patient's clinical condition?

# Call 4 Concern©



The Rapid Response Team - improving Patient Safety across Frimley Park Hospital

## Who are the Rapid Response Team?

The **Rapid Response Team** consists of Critical Care Outreach Practitioners and Resuscitation Practitioners who are experts in the care of the acutely unwell and deteriorating patient and respond to emergency situations throughout the trust.

We support clinical staff and patients in all locations throughout the trust 24/7. We have close links to Critical Care and ED with extensive knowledge across all disciplines.

We also offer psychological and emotional support to patients and their families who have recently been discharged from the Critical Care Unit as this can be an anxious time.

## What is Call 4 Concern?

Call 4 Concern is a patient safety initiative to increase the early recognition and appropriate escalation of a deteriorating adult patient.

It recognises the intuition and unique insight close friends, family members and junior clinical staff have in identifying small cues signifying a patient's changing condition before it may be quantifiable.

## Who can Call 4 Concern?

Patients, family members and friends can call to refer an adult in-patient to the Critical Care Outreach Practitioners directly for immediate help and advice 24/7.

## When is it appropriate to Call 4 Concern?

1. If you have noticed a clinical deterioration that you have discussed with the ward team but you remain anxious.
2. The patient is an in-patient on a ward
3. If you have been a patient in Critical Care and are experiencing anxiety, bad dreams, low mood or feeling emotional.
4. If you are a tracheostomy or laryngectomy patient.
5. If you are afraid.

## I am worried about using Call 4 Concern

Do not worry that using the service will negatively affect the patient's care in any way. We are all part of the same team here to support you.

## When do I not use Call 4 Concern?

### Do not call to report issues with:

- Your hospital bed, room or food
- Parking or general issues
- Rehabilitation or discharge needs

Please speak to the ward staff in this instance. You can also contact the ward Matron or Patient Advice and Liaison Team (PALS) to discuss these issues further.

## How to Call 4 Concern?

1. **Call us directly on our dedicated mobile phone:**

**07768 131 445**

2. Scan the QR code using your smartphone camera to be directly put through.



3. Call the trust switchboard on **0300 6145000** and ask for the Frimley Park Rapid Response Team.

## How will we respond to your call?

### We will need to know:

- The patient's name
- Ward and location
- A brief description of the problem

We will prioritise the urgency of the problem in relation to our other workload and visit you and the patient on the ward to discuss the concern and assess the situation within an agreed time frame. We will then liaise with your medical team and other healthcare professionals as needed.