

# Information for inpatients Call for Concern



# Critical Care Outreach

## Call for Concern

We are introducing a new service called Call for Concern. This is a patient safety service and is part of our commitment to providing safe, compassionate and joined up care to all of our inpatients.

Call for Concern enables patients, family and loved ones to access the Critical Care Outreach Team for help or advice.

Call for Concern works alongside other Trust staff to ensure that patients receive the care they need.

### You can use Call for Concern if:

- If you are concerned that you or your relatives or loved ones clinical condition has worsened.
- You have spoken to the nurse in charge of the patient's care and you feel that your concerns have not been listened to.
- You would like help and advice.

**You should only call after you have spoken with the nurse in charge or doctor responsible for the patient**

### Responding to your Call

When the Call for Concern Team receive your call, they will need to know the patient's name and the ward they are on, as well as brief description of the problem.

After prioritising the urgency of the problem, a member of the team will visit the patient on the ward to discuss your concerns and assess the situation.

A note of the call for concern intervention will be made in the patient's notes summarising the concern raised and the actions taken.

Using this service will not have a negative impact on your care/the care of your loved one in any way.

Contact Call for Concern  
directly on **07534 131224**

## Your call is important

There may be times when the Call for Concern team cannot answer your call immediately. In this instance, you will be asked to leave a message for the team who will respond as soon as they are able.

**Please do NOT make a Call for Concern if you wish to discuss problems with any of the following:**

- Parking
- Visiting times
- Hospital food
- Hospital cleanliness
- Complaints
- Any other general issues

These queries can be discussed with the patient advice and liaison service (PALS). Call: **01691 404608** email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

For further information visit: [www.rjah.nhs.uk/patients-visitors/patient-support/call-for-concern](http://www.rjah.nhs.uk/patients-visitors/patient-support/call-for-concern)

## If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

## Feedback

Tell us what you think of our patient information leaflet.  
Please send your comments to the Patient Advice and  
Liaison Service (PALS) email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

Date of publication: December 2024

Date of review: December 2027

Author: Adapted with permission from Medway NHS Foundation Trust

© RJAHS Trust 2024

**The Robert Jones and Agnes Hunt  
Orthopaedic Hospital NHS Foundation Trust,**  
Oswestry, Shropshire SY10 7AG  
Tel: **01691 404000**  
Web: **[www.rjah.nhs.uk](http://www.rjah.nhs.uk)**