

When NOT to make a C4C call:

C4C is a patient safety service.

To report problems regarding your hospital bed, room, food, parking or any other general issues please speak to your nurse or the ward sister. You can also contact the Divisional Matron to discuss any issues further.

Patient Relations

Patient Relations can provide patients, relatives and carers using the Royal Berkshire Hospital with “on the spot” help, support and information.

Patient Relations can liaise with staff and managers to sort out issues quickly, can help you get information about NHS services and can refer you to specialist agencies for further help.

The Patient Relations office is on Level 2 behind the main reception desk and is open Monday to Friday between 9am and 4pm; you can ring them on 0118 322 8338 or get a member of staff to contact them to visit you on the ward.

This document can be made available in other languages and large print upon request.

Location of Yellow and Pay Phones

North Block

Level 1 In link corridor to North Block near the London Rd entrance

Battle Block

Level 1 Next to the lifts near Whitley Ward
Level 2 Next to the lifts near Sidmouth & Castle Wards

Eye Block

Level 1 & 2 near the lifts

Maternity Block

Level 2 Near the security desk and reception

Main Entrance

Level 2 Next to the Welcome Desk

South Block

Level 2 Between orthopaedic clinic and café
Level 3 Between theatre and Lion Ward

Royal Berkshire NHS Foundation Trust
London Road
Reading RG1 5AN
Telephone 0118 322 5111
www.royalberkshire.nhs.uk

Critical Care Outreach Service, July 2012
Reviewed: February 2018
Review due: February 2020

Are you concerned
about a patient's
condition?

Call for Concern:
Creating a safety net
for our patients

This leaflet contains information that may be helpful during your stay / visit in our hospital.

Patient Safety is a high priority in the Royal Berkshire NHS Foundation Trust, especially with regards to the deteriorating patient. The Critical Care Outreach team are available 24 hours a day to help support ward teams in the care of acutely ill patients.

Call 4 Concern[®] is a patient safety service enabling patients and families to call for immediate help and advice when they feel concerned that the health care team has not recognised their own or their loved one's changing condition.

The Critical Care Outreach team can be contacted directly if:

1. A noticeable change in the patient occurs and the health care team is not recognising your concern.
2. You feel there is confusion over what needs to be done for the patient.



How to contact Critical Care Outreach:

Call us directly on our dedicated mobile phone:

0777 475 1352

Responding to your call

When the Critical Care Outreach team receive your call, they will need to know the patient's name and the ward they are on, as well as a brief description of the problem.

After prioritising the urgency of the problem, the team will visit you on the ward to discuss your concerns and assess the situation. The Critical Care Outreach team will liaise with your medical team and other healthcare professionals as needed.

Sometimes, we are unable to take your call immediately, but you can leave a message providing the same information as stated above, and a contact number. We will aim to get back to you as soon as possible.

There are a number of other ways of contacting us:

1. Log on to Hospedia at your bedside.
2. Ring 0118 322 5111.
3. Ask switchboard to bleep 250 for you.
4. Wait on the line until you are put through to the Outreach team.

- Use your mobile to call Outreach using steps 2-4 above.
- Use any payphone using steps 2-4 above.
- Use any Yellow phone and dial 43, wait for instructions, then dial 250 followed by the number of the yellow phone. Replace the phone and wait for someone from the Critical Care Outreach team to call you back.

Call C4C if you have ongoing concerns after you have spoken to the ward nurse or doctor. Please do not feel concerned that using this system will negatively affect the patients care in any way. We recognise that sometimes the patient or a close loved one can see that something is wrong. No one knows your health care needs better than you and your family.

For further information, please contact:
Critical Care Outreach Team – Bleep 250
Nurse Consultant for Critical Care – ext 7053

Further information on patient safety can be found at www.josieking.org