

Giving feedback

Every patient visiting our hospital wards, emergency departments, maternity services, outpatients and day case departments is able to give feedback on the quality of the care they have received.

The feedback also provides us with a better understanding of the needs of our patients and visitors and enables us to continually improve the care we give.

Ways to give feedback:

- You can give verbal or written feedback directly to the nursing team caring for the patient.
- You can email feedback to PALS@royalberkshire.nhs.uk
- You can complete a Friends and Family Test (either electronically www.royalberkshire.nhs.uk/get-in-touch/friends-and-family-survey.htm or ask for a paper copy).
- You can leave a review on the NHS website www.nhs.uk/services/hospital/royal-berkshire-hospital/X2038/leave-a-review
- Or you can tell your story on Care Opinion www.careopinion.org.uk/tellyourstory

What our patients and relatives have said....

"It was reassuring to know C4C was there."

"You feel so vulnerable when you leave ICU to go to the ward."

"I tried not to be concerned but in my heart I was frightened."

"I put all my efforts into worrying rather than concentrating on getting better."

"...when I raised the issues with her team, they heard but didn't seem to listen."

"If I hadn't had C4C, I would have had to find another way to voice my concerns; taking time and draining energy when I had little of both."

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

Call 4 Concern © RBFT (2010)
Critical Care Outreach Service, October 2023
Next review due: October 2025



Royal Berkshire
NHS Foundation Trust

Are you
concerned about
a patient's
condition?

Call 4 Concern[©]

Creating a safety net
for our patients



Compassionate Aspirational Resourceful Excellent

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 patients whose health is getting worse. **The Critical Care Outreach Team are available 24 hours a day to help support health care teams who are caring for acutely ill patients.** Call 4 Concern[®] is a patient safety service run by the Critical Care Outreach Team, that enables 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 you feel that the health care team is not recognising your concern.
2. You feel there is confusion over what needs to be done for the patient and you need clear information about what is happening.

Contact Critical Care Outreach:

Call or text us on our dedicated mobile phone: **0777 475 1352**

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 patient's 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.

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 and instigate treatment or further review if necessary. The Critical Care Outreach team will liaise with the patient's medical team and other healthcare professionals as needed, to discuss further treatment options. 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.**

Further information and contact

**Critical Care Outreach Team
– Bleep 250**

More information about patient safety can be found at www.josieking.org

Patients for Patient Safety
<https://www.avma.org.uk/resources-for-professionals/patient-safety/patients-for-patient-safety/>



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 manager. You can also contact the matron to discuss any issues further.

Patient Advice & Liaison Service

The Patient Advice and Liaison Service – PALS – can liaise with staff and managers to sort out issues quickly and can provide patients, relatives and carers using the Royal Berkshire Hospital with 'on the spot' help, support and information about hospital services and any concerns. PALS is open Monday to Friday between 9am and 4pm. Telephone them on 0118 322 8338, email them at PALS@royalberkshire.nhs.uk or ask a member of staff to contact them to visit you on the ward.