

Further information on patient safety can be found at [www.josieking.org](http://www.josieking.org)

### 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 matron to discuss any issues further.

### Patient Relations Team

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 2 In link corridor to North Block  
Next to the entrance

#### Battle Block

Level 1 Next to the lifts near Whitley Ward  
Level 2 Next to the lifts near Sidmouth and Castle Wards  
Level 3 Outside Mortimer Ward

#### Eye Block

Level 2 & 4 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 1 Next to the restaurant  
Level 2 Near the lifts  
Next to orthopaedic clinic  
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](http://www.royalberkshire.nhs.uk)

Critical Care Outreach Service, Dec 2011  
Reviewed: September 2019.  
Review due: September 2021



**Royal Berkshire**  
NHS Foundation Trust

Are you  
concerned about  
your child's  
condition?

**Call 4 Concern<sup>©</sup>**  
A patient safety service

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This leaflet contains information that may be helpful during your child's stay in hospital.

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

Call 4 Concern<sup>®</sup> is a patient safety service enabling patients and families to call for immediate help and advice when they feel concerned that patients are not receiving adequate clinical attention.

### The Critical Care Outreach team can be contacted directly if:

1. A noticeable change in your child's condition occurs and the health care team is not recognising your concern.
2. You feel there are inconsistencies on how care is being given and/or confusion over what needs to be done for your child.

### How to contact Critical Care Outreach:

Call us directly on our dedicated mobile phone:

**0777 475 1352**

### Other ways of contacting us:

1. Log on to Hospedia at your bedside.
2. Ring 0118 322 5111 and ask switchboard to bleep 250 for you. Wait on the line until you are put through to the Outreach team.
3. Use any payphone using step 2 above.
4. 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.

### Responding to your call

When the Critical Care Outreach team receive your call, they will need to know the child'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 the Paediatric Co-ordinator,

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.

**Call C4C if you have concerns about the child's condition only after you have spoken to either the nurse in charge of the Paediatric Emergency Department (tel: 0118 322 3995), or the paediatric co-ordinator and / or the doctor on the ward.**

Please do not feel concerned that using this system will negatively affect the child's care in any way. We recognise that sometimes the parents can see that something is wrong. No one knows your child's health care needs better than you – the parents or carers.

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