

Midland Metropolitan University Hospital

Call for Concern

Information and advice for patients

Critical Care

Call for Concern is a patient safety initiative run by the Critical Care Outreach Service, that enables patients and families to call for help and advice when they feel concerned that their current health care team has not recognised their own or their loved one's changing condition.

Please note that this service is intended for patients whose condition is deteriorating and where you feel that even though you have escalated your concerns to your current ward team, the team are not responding in a timely manner. Call for Concern is not intended for complaints, these should be raised with the ward manager, matron or via PALS. Information on how to make a complaint or raise a concern that is not related to a deteriorating condition can be found in this leaflet.

Here's how you can get help if you have concerns about your or your loved one's clinical condition that you feel has not been actively dealt with by your current ward healthcare team.

Step One:

Discuss your concerns with your ward team or Matron.

Step Two:

Still worried...

If you notice a sudden change in your or your loved one's breathing, heart rate, or consciousness, or if you are concerned that you or your loved one isn't responding to treatment as expected, then please raise again with the ward team. However, if you feel there are still ongoing concerns after discussing them with the ward team, please make a Call for Concern or ask the ward staff to bleep us.

When not to call

To report problems regarding any basic care issues, hospital bed/room, food, parking or any other general issues please speak to your nurse. You can also contact the matron to discuss any issues further.

What happens next?

The team will visit the ward to discuss your concerns and assess the situation. The Critical Care Outreach team will liaise with your current ward team and other healthcare professional as needed.

We aim to answer your call immediately but please be aware that we are often dealing with emergencies or other extremely sick patients throughout the hospital.

If we are unable to take your call immediately then please leave a message and we will call you back at the earliest opportunity.

To help us respond quickly and effectively, please provide the following information.

- Patient name
- The ward name/number
- Description of concern

Call for Concern Outreach Service Contact details:

Mobile: 07811715041 Bleep: 6000

Other services

If your concern does not relate to an immediate issue or a deteriorating condition, please contact either the ward manager, matron or the Patient Advice and Liaison Service (PALS).

They can all deal with any non-urgent concerns and advise how best to resolve any outstanding issues you may have. You can contact them using the details below.

Telephone: 0121 507 5836

E-mail: swbh.patient-experience@nhs.net

Giving feedback

We welcome feedback from every patient and relative who visits our hospital on the quality of care they received.

To give feedback directly to the Critical Care Outreach Team by emailing swbh.swb-tr.swbh-gm-marthaslaw@nhs.net or scan the QR code:



If you would like to suggest any amendments or improvements to this leaflet please contact SWB Library Services on ext 3587 or email swbh.library@nhs.net.



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