

Call 4 Concern service

Information for children, families and carers

This factsheet explains what the Call 4 Concern (C4C) service is and how to contact the service during your stay or visit to the hospital. We hope it will help to answer some of your questions. If you have any further questions or concerns, please speak to a member of your or your child's healthcare team.

What is the Call 4 Concern (C4C) service?

Here at Southampton Children's Hospital (SCH), we aim to empower our patients and their parents, guardians and carers to have an active role in their own or their child's care.

Call 4 Concern (C4C) is an inpatient safety service at SCH that is run by the paediatric outreach team (a team of senior nurses). The C4C service is here for you if you feel that your or your child's clinical condition has worsened (also known as 'clinical deterioration') and the healthcare team looking after you or your child has not listened to your concerns, and you would like immediate help and advice.

How and when to contact the C4C service

Step one

You should discuss any concerns relating to clinical deterioration with the **ward nursing team** first.

If you do not feel your concerns have been addressed, ask to speak to the **nurse-in-charge**.

Step two

If after speaking to the nurse-in-charge you still feel that your concerns have not been resolved, call the **paediatric outreach team** on **07771 551 508**. The team will ask you:

- your name/the name of your child
- the ward name
- a brief description of your concern

Step three

The paediatric outreach team will:

- listen to your concerns
- assess your or your child's condition (and perform an examination if necessary)
- discuss a suitable plan of care with you

Someone from the paediatric outreach team will then contact you to check you are happy that your concerns have been addressed and that you or your child has received the appropriate treatment, if needed.

Please note that the paediatric outreach team will aim to answer your call and resolve your concerns in a timely manner. However, depending on the demand for the service, there may be times when the team are delayed in responding to your call or visiting you. We thank you for your patience and understanding.

What to do if your concern is not related to a worsening clinical condition

If you have any concerns that are not to do with the health or care of a patient, please discuss these with the **ward nursing team** first.

For example, if you have concerns about:

- the quality or the range of food provided by the hospital
- the cleanliness of the ward
- something else about the environment of the hospital



If you do not feel your concerns have been addressed, ask to speak to the **nurse-in-charge** or the **matron** for the ward area. You can find the matron's contact details on a poster displayed in the ward.



If after that you still feel your concerns have not been resolved, you may wish to contact our **patient advice and liaison service (PALS) team**:

PALS team

Telephone: **023 8120 6325** (Monday to Friday, 9am to 4pm)

Email: **pals@uhs.nhs.uk**

If the PALS team are unable to answer your call, please leave a voicemail with your name, number and a short message, and a member of the team will aim to get back to you as soon as they can.

You can also contact the PALS team if you feel that the C4C service did not resolve your concerns.

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For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalsupport**

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