

Patient information factsheet

Martha's Rule - Call for Concern service

This factsheet explains what the Call for 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 loved one's healthcare team.

What is the Call for Concern (C4C) service?

Here at University Hospital Southampton NHS Foundation Trust (UHS), we aim to empower our patients and their families, friends, and carers to have an active role in their own or loved one's care.

Call for Concern (C4C) is part of Martha's Rule. C4C is an inpatient safety service at UHS that is here for you if you feel that your or your loved one's clinical condition has got worse (also known as 'clinical deterioration') and the healthcare team looking after you or your loved one has not listened to your concerns, and you would like help and advice.

How and when to contact the C4C service

Step one

You should discuss any concerns relating to clinical deterioration (you or your loved one becoming more unwell in our care) with the **ward nursing** or **midwifery team** first.

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

Step two

If after speaking to the **midwife** or **nurse in charge** you still feel that your concerns have not been resolved, call the hospital switchboard on **023 8077 7222** and ask to speak to the '**Call for Concern team**'.

The hospital switchboard team will ask you where you or your loved one is located (for example, on the labour ward at Princess Anne Hospital or on ward D6 at Southampton General Hospital). This is so that you can be put through to the correct C4C team.

The C4C team will ask you for:

- your name/the name of your loved one
- the ward name
- a brief description of your concern



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Step three

The C4C team will then assess how best to help you or your loved one and decide on the best course of action to try to resolve your concerns. This may involve:

- asking your or your loved one's healthcare team to visit you on the ward to perform an assessment
- sending members of the critical care outreach team (experienced clinical practitioners specialising in reviewing and assessing unwell patients) to assess your or your loved one's current state of health

Someone from the C4C team will then contact you to check you are happy that your concerns have been addressed and that you or your loved one has received the appropriate treatment, if needed.

Please note that the C4C 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** or **midwifery 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 **midwife** or **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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Contact us

C4C service
University Hospital Southampton NHS Foundation Trust
Tremona Road
Southampton
Hampshire
SO16 6YD

Telephone: **023 8077 7222**

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Useful links

www.uhs.nhs.uk/departments/intensive-care/critical-care/call-for-concern



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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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