

## Call 4 Concern

**Hospital telephone service for inpatients and their families to raise concerns if they feel their condition is deteriorating**



Call 4 Concern is available at all of Mid Yorkshire Teaching NHS Trust's three hospitals. These are Pinderfields Hospital, Pontefract Hospital, and Dewsbury and District Hospital.

The service allows adult inpatients and their friends or families to raise concerns through a dedicated telephone line if they feel their condition, or that of a loved one, is worsening.

Any concerns should always be raised with the team caring for the patient on the ward first.

The Trust's Deteriorating Adult Response Team, also known as DART, will handle the call and review what to do next. This may include an assessment of the patient, working alongside the medical team, or they may refer the concern to another health professional. A note of the Call 4 Concern intervention will then be logged in the patients' notes summarising the concern raised and actions taken.

The service is available 24 hours a day, seven days a week, and includes all adult inpatients on a ward, except for the Emergency Department and Same Day Emergency Care.

Call 4 Concern is available for all adult wards. Patients, family, and friends who still have concerns about their own, or their loved one's condition after already raising it with the nurse or doctor in charge, can call the service on:

### **Telephone 01924 541680**

Call 4 Concern is a patient safety initiative for worsening patient conditions. To report other concerns such as food, nursing care, discharge issues, or car parking, please speak to the ward staff. You can also contact the Patient Advice and Liaison Service, also known as PALS, if you feel your concerns have not been addressed. The PALS team can be contacted on 01924 542972 or email [myh-tr.palsmidyorks@nhs.net](mailto:myh-tr.palsmidyorks@nhs.net).

### **If you need support, contact us**

Telephone 01924 787379 or email [enquiries@healthwatchwakefield.co.uk](mailto:enquiries@healthwatchwakefield.co.uk).

If you are Deaf or hearing impaired, you can text us on 07885 913396.

You can also contact us and review service through our website [www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk).

Our office hours are between 9 am and 5 pm, Monday to Friday.