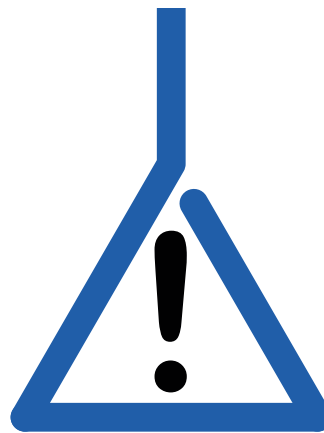




PATIENT SAFETY IS OF THE HIGHEST PRIORITY AT SOUTHEND HOSPITAL. THE CRITICAL CARE OUTREACH TEAM PROVIDES A 24-HOUR 'SAFETY NET' TO SUPPORT OUR ACUTELY ILL PATIENTS.

On receiving your call, we will prioritise the urgency of the issue and contact you to clarify the details. If we cannot resolve the problem by phone, we will make every effort to discuss your concerns on the ward. We will liaise with the ward team and review the patient who you feel is at risk of deterioration.

REMEMBER: Nobody knows your healthcare needs better than you and your family. This call may save a life and will not negatively affect the patient's future care in any way.



To ensure our service remains efficient, please discuss your concern with the ward staff **before contacting us**. If the issue is unrelated to medical care and does not require urgent attention, please make full use of the Patient Advice and Liaison Service (PALS) on **01702 385333**. We apologise in advance, but if necessary we may need to direct you to a more appropriate service.



WE'RE LISTENING

- **ARE YOU WORRIED ABOUT YOURSELF OR YOUR LOVED ONE'S CONDITION?**
- **HAVE YOU ALREADY SPOKEN WITH YOUR WARD NURSES AND DOCTORS?**
- **DO YOU FEEL THIS HAS NOT BEEN APPROPRIATELY RECOGNISED OR ADDRESSED?**

PHONE CRITICAL CARE OUTREACH:
07795 590723

WHO ARE WE?

We are the critical care outreach team and identify patients who may benefit from care within our critical care unit or higher dependency units. This care can be provided on your current ward and might not mean they need to be transferred to the critical care unit.

We can access remotely patient information about a patient's vital signs, such as respiratory rate, oxygen level, blood pressure and heart rate. However, we understand that patients and visitors can sometimes recognise that something is wrong despite these recordings.

We want to empower your instincts and welcome your help in improving patient care.

This service has been developed so you the patient, your friends and family can alert our team if you have concerns that need listening to.

HERE'S WHAT TO DO

STEP ONE

Discuss your concerns about your/ your loved one's clinical condition with your ward team or matron.

STEP TWO

- Are you still worried?
- Have noticeable changes occurred and you need help to avoid further deterioration?
- Are you concerned about an immediate danger?

Please call the outreach team now, or ask the ward staff to bleep us!

CRITICAL CARE OUTREACH

MOBILE: 07795590723

BLEEP: 3329

Email: outreach@southend.nhs.uk



WHAT HAPPENS NEXT?

We aim to answer your call immediately but please be aware that we are often dealing with emergencies in other areas but we will get back to you as soon as possible. We care for the sickest patients first and appreciate your patience. If we are unable to answer please leave us a message.

The information we need:

- The patient's name;
- Their ward;
- A brief description of the problem and ideally, what has already been done;
- Your contact details and relationship to the patient.

Thank you.