Call 4 Concern© (C4C): patient and relative activated critical care outreach

Karin Gerber
Clinical Nurse Specialist, Critical Care Outreach
Background

Lewis Blackman
www.lewisblackman.net

Josie King
www.josieking.org
Call 4 Concern (C4C) project

- Critical Care Outreach
- Pilot of C4C service with ICU patients transferred to the wards
- Involvement of patients and relatives in project design
- Early results
C4C on the wards

- Ongoing evaluation
- > 30 calls since 2010
- Main concerns of patients and relatives
- Main issues with project
Developing the service

• Advertising to patients and relatives
  • Posters, pamphlets, information cards
  • Local press
• Wider dissemination
  • Publication (British Journal of Nursing), presentation at conferences
  • Maintaining patient and relative involvement
• Application in other hospitals
JUST AMAZING!

Huge potential to be developed further...

We should all be doing this!

This is very good practice
Thank you

Any questions?

For further information:

karin.gerber@royalberkshire.nhs.uk