

Are you worried

about a recent **change** in your **condition** or that of your loved one?

If you recognise a worrying change in your condition, or in the person you care for, follow the steps below.

1

Tell the nurse or doctor your concerns.

2

If they do not help you with your concerns ask the nurse in charge for a 'clinical review*'. This should occur within 30 minutes.

*This is a review of the patient's medical condition by a doctor or a nurse.

3

If you are still worried make a 'R.E.A.C.H.' phone call to the emergency team.

You can use your bedside phone or ask for a ward phone.

Your R.E.A.C.H. number is:

Phone:

Hospital

R	Recognise
E	Engage
A	Act
C	Call
H	Help is on its way

Remember: Speak to your nurse or doctor first. They may be able to help with your concerns.

WHAT IS R.E.A.C.H.?

R.E.A.C.H. is a system for patients, their families and carers to raise their concerns with staff about worrying changes in a patient's condition. We know you know yourself or the person you care for best.

HOW DOES IT WORK?

You may recognise a worrying change or have a serious concern about your condition or in the person you care for.



If you do, speak to the nurse or doctor. Tell them your concerns.



If they do not help you with your concerns or the condition is getting worse then ask to speak to the Nurse in Charge. Ask for a "Clinical Review". This should occur within 30 minutes.



If you are still worried make a R.E.A.C.H. phone call to the Emergency Team. Call the number on the other side of this page. You can use the bedside phone or ask for a ward phone.



A nurse or doctor will follow up with you shortly to review your concern.

HOW DO I CALL THE EMERGENCY TEAM?

If you don't speak English ask your nurse for an interpreter or ask another person to make the call for you.

MAKING THE R.E.A.C.H. PHONE CALL

Tell the operator:

- Who you are – a patient, family member or carer
- That you are making a 'R.E.A.C.H.' call
- The name of the ward
- The bed number you, or the person you care for, is in.

WILL I OFFEND STAFF IF I MAKE A R.E.A.C.H. CALL?

No. We want patients, carers and families to be involved. Work with us to create the best experience for you or the person you care for during the hospital stay.

WHAT IF I HAVE QUESTIONS ABOUT THIS INFORMATION?

Please speak with your nurse or doctor. They can arrange for an interpreter to help explain the information in your language at no cost to you.