

Are you worried about your care?

Are you worried about the care of a Patient?

Call for Concern

A Patient Safety Initiative

Information for Patients, Relatives and Carers.

November 2025



What is **Call for Concern**

At Gateshead we are dedicated to ensuring that our patients receive high-quality, safe and effective care. We understand that you know yourself or your loved one better than anyone. You may notice small changes before we do, and these changes could be early warning signs of deterioration.

We have introduced **Call for Concern** to help detect any unexpected signs of deterioration early. If you are worried or concerned you or your loved one's condition is getting worse, please speak to the team looking after you or your loved one.

If you are still worried and feel that the team looking after you or your loved one is not dealing with your concerns, please contact **Call for Concern**. **Call for Concern** gives you the right to ask for a rapid review if you're worried you or your loved one is getting worse.

How to contact **Call for Concern**

Call for Concern operates 24 hours a day, 7 days a week. Please call 0191 445 6391 and ask for **Call for Concern**. This will connect you to a member of our Deteriorating Patient Team – DART. DART are a team of highly trained nurses who specialise in caring for our most unwell patients.

Alongside the team caring for you or your loved one, they will work with you to arrange further review, and any other additional treatment required.

If the team are busy with a patient, please leave a message and someone will return your call at the earliest opportunity.



What to expect from **Call for Concern**

Our team will start by listening to your concerns. We will then arrange to visit the Ward where you or your loved one is being cared for.

We will discuss your concerns with the Ward team and shall come and review you or your loved one as soon as possible.

Together with the Ward team looking after you or your loved one, we will work with you to ensure your worries and concerns are being investigated. We will arrange any appropriate actions and treatment if required.

We will arrange to come back to review you or your loved one again if we feel this is necessary or beneficial.

When **NOT** to contact **Call for Concern**

While we value any concerns you may have, **Call for Concern** cannot provide help with the following:

- General nursing care issues – this includes visiting times, hospital food, Ward environment etc. Please discuss these with the nursing team on the Ward.
- Parking – Please discuss this with our facilities team.
- Concerns, Comments or Complaints – Please discuss this with our Patient Advise and Liaison Service (PALS).



Giving Feedback

Feedback is always appreciated as it helps us gain an understanding of the needs of our patients. This helps us improve standards and tailor the care we provide. There are many ways to provide feedback:

You can provide verbal or written feedback directly to the ward staff

You could complete a Friends and Family Test on the ward or take one home with you to complete (all comments are anonymous).

You can leave a review on the NHS website (<https://www.nhs.uk/services/acute-trust/gateshead-health-nhs-foundation-trust/RR7/leave-a-review>)

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any suggestions or comments about your visit, please either speak to a member of staff or contact the patient advice and liaison service (PALS) on 0191 445 6129 (09.00 – 17.00, Monday to Friday).

You can also email PALS at ghnt.pals.service@nhs.net

Alternatively, you may wish to complain by contacting our complaints department:

Chief Executive,
Gateshead Health NHS Foundation Trust,
Trust Headquarters,
Queen Elizabeth Hospital,
Sheriff Hill,
Gateshead,
NE9 6SX

The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.



Data Protection

Any personal information is kept confidential. There may be occasions where your information needs to be shared with other care professionals to ensure you receive the best care possible.

In order to assist us to improve the services available, your information may be used for clinical audit, research, teaching and anonymised for National NHS Reviews and Statistics.

Further information is available via Gateshead Health NHS Foundation Trust website ([Privacy - QE Gateshead](#)) or by contacting the Data Protection Officer by telephone on 0191 445 8418 or by email ghnt.ig.team@nhs.net.

This leaflet can be made available in other languages and formats upon request

