

4. SAFETY ESCALATION

It is essential to identify any changes in patients' health and wellbeing and if necessary to take action defined in Figure1 (Escalation Process). Please also report any action taken or concerns to the Project Manager for Discharge Support Service on 0208 934 3053 or email khft.dischargevolunteers@nhs.net

This also needs to be documented in the patients notes. Please note that patients notes are not read on a daily basis so if urgent please call in or mark the email as urgent.

Key Reminder: Patient safety is our highest priority, so if you have any concerns or doubt, please call us on 0208 934 3053

Figure1 ESCALATION PROCESS



- Defined as a scenario where the call was completed but requires further advice after the call
- Call Bianca Larch on 020 8934 3053 / 07917 721 870 or email khft.dischargevolunteers@nhs.net



- Defined as a scenario where the volunteer is unsure whether to proceed with the call and requires further advice during the call. These scenarios may or may not require further action.
- Call Bianca Larch on 02089343053/ 07917721870 or Laura Greene on 020 8934 2959/ 07736 682181



- Defined as anything that the volunteer feels is an emergency.
- Ring 999 or refer patient to 999/111 if able.
- Please alert Bianca Larch on 02089343053/ 07917721870 or Laura Greene on 020 8934 2959/ 07736 682181
- AND email khft.dischargevolunteers@nhs.net

If you contact the volunteering team please document this in your patients workbook