

Friends and Family Test (FFT)

We have introduced a new way of measuring what people think of our services. We now offer all our inpatients and those who visit our emergency department (A&E) the opportunity to take the 'Friends and Family Test'.

The single question 'how likely are you to recommend our ward to friends and family if they needed similar care or treatment?' has been added to our electronic patient experience trackers (PET) machines. Please take the time to provide feedback so that we can improve the service we provide.

NHS prescription information

You may also find the NHS prescription website helpful to get further information. This website will assist you in finding out more information about your condition. It will give you specialist information from different charities and upon entering your postcode.

For more information visit NHS information prescription at <http://www.nhs.uk/ipg/Pages/IPStart.aspx>

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Critical care outreach team

A patient's guide



.... caring for you 

What is the critical care outreach team (CCOT)?

Critical care outreach teams (CCOT) are usually multi-professional teams and all members have extensive experience in looking after acutely unwell patients. The purpose of the CCOT is to support, advise and help the ward nurses and doctors with your clinical needs. Here at the Whittington we have the lowest mortality rate out of all the hospitals in England and Wales (2012).

When do we get involved?

CCOT get involved in your care if your vital signs are abnormal or there are any other concerns that your clinical condition may deteriorate. We may commence specialist treatment if needed or if a higher level of care is deemed necessary and appropriate, we will ensure a safe transfer to the high dependency unit (HDU)/critical care unit (CCU).

We will also routinely review you before and after you leave HDU or intensive care unit (ITU) in order to monitor your progress and advise on your further management with regards to critical care issues.

We will provide guidance and support to you and your family. We will continue to visit all patients with tracheostomy tubes on the ward as specialist care is required.

CCOT members at Whittington health are:

Mark Madams - lead nurse practitioner
Dr Sarah Gillis – critical care consultant
Dr Magda Cepkova – critical care consultant
Mags Colgan - nurse practitioner
Natasha Pooran - nurse practitioner
Rainer Bohlin - nurse practitioner
Zoe Broadhead - nurse practitioner
Lisa Carrie - nurse practitioner

Working hours and night cover

Our working hours are 8.00am -8.30pm every day of the year. During the week we often also have doctors from the critical care unit joining us on our ward round.

We work very closely with all critical care doctors and may discuss any concerns regarding your condition with them and may also ask them to come and review you.

At night we will hand over to the senior intensive care doctor on duty and may ask them to review you overnight. We also routinely hand over all patients on our list to the night nurse practitioner on duty who will also come to check-up on you.

Some of our team are non-medical prescribers and may write prescriptions within their area of expertise.

Critical Care Follow up clinic

It is well recognised that critically ill patients may experience physical and/or psychological problems that continue well into the period after hospital discharge. The Whittington critical care unit offers a follow-up clinic for patients who have been on a mechanical ventilator (breathing machine) while on the unit.

Aims of the clinic

- Review progress of patients who have been in critical care, giving patients an opportunity to discuss their progress.
- Provide support and guidance to patients and relatives.
- Provide a Medical, psychological and nursing review.
- Obtain feedback from the patient and family.

If you are interested in receiving a follow up appointment please speak to the critical care outreach nurse or email:
kathleen.conneally@nhs.net
CCOT: 020 7272 3070 ask for bleep 2837
Phone: 020 7288 3801