

# Patient and Carer Escalation (PACE)

Are you concerned with your care or that of a loved one?

## Step 1

Speak to your nurse or doctor, they will listen and respond to your concerns.

If you are not satisfied with the response and are still concerned, move to Step 2.

## Step 2

Ask to speak to the nurse or midwifery leader or manager.

If you are not satisfied with the response and are still concerned, move to Step 3.

## Step 3

If you are unsatisfied with the response and remain concerned, activate a **PACE Call**:

- **Call 555** from a hospital phone or
- **07 3163 8555** for any other phone
- **Tell the operator 'I am using PACE'** and state your name, ward, bed number and doctor's name.

What happens now? A senior member of staff will see you within 10 minutes.

## What is PACE?

PACE is our Patient and Carer Escalation Process to quickly address any concerns you may have about a patient's condition at any time.