

REASON WHY?

The first cycle identified: NOK were not always informed, or documentation was inconsistent.
Intervention included the introduction of a NOK communication sticker and awareness posters.

PLAN

We Identified inconsistent NOK documentation and designed a NOK Communication Sticker with supporting awareness posters.

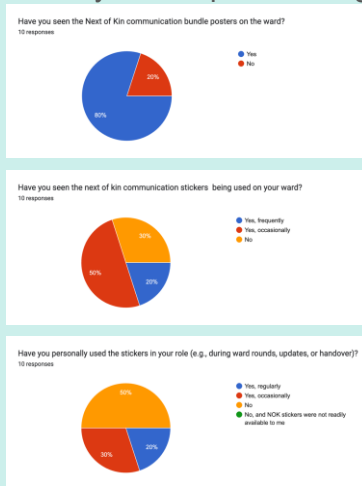
In cycle one we Implemented the sticker and posters across the ward and briefed staff .

Initially positive feedback was given but there appeared to be issues with use.

We planned a staff feedback survey to ascertain if there were issues with awareness, use or the perceived helpfulness of the sticker.

DO

Cycle two Collected feedback from staff through surveys to assess awareness, usage, and helpfulness
Ten doctors responded with 80% responding that they had seen the NOK posters.. 70% had seen them in use but only 50% reported using them.



SMART AIM

To evaluate the awareness, use, and perceived helpfulness of the NOK communication sticker among ward staff following its implementation in Cycle 1 by 31st October 2025 as evidenced by staff feedback survey results.

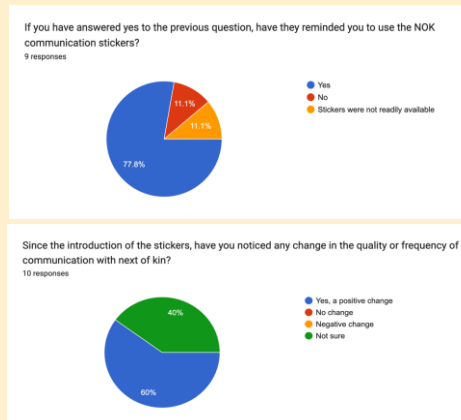
STUDY

Key Themes Identified: Accessibility: Some difficulty locating stickers once the wall file ran out.

Supply issue: Limited printing and restocking; delays impacted consistency.

Sustainability: No clear process for long-term maintenance or ownership.

Engagement: Those who used it reported improved NOK communication and better clarity in documentation.



REMEMBER TO USE THE NOK COMMUNICATION BUNDLE STICKER



when communicating with NOK of patients

Next of Kin Communication Bundle	
Reason for Communication	<input type="checkbox"/> Deterioration <input type="checkbox"/> EOL Care
	<input type="checkbox"/> DNACPR <input type="checkbox"/> EOL care plan
	<input type="checkbox"/> Investigation <input type="checkbox"/> Other _____
Was Communication Completed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date Communication Completed	_____
NOK Contacted (Name/Relation)	_____
Staff Name & Signature and GMC (Stamp)	_____

ACT

To **ADOPT** the use of the NOK sticker.
To **ADOPT** and maintain posters in key areas.

To **ADAPT** by having a discussion with ward clerks/admin about stock replenishment.

To **ADAPT** by escalation to management for ongoing printing and inclusion in standard documentation packs

To **ADAPT** by exploring digital options (e.g., prompt in electronic notes) long-term.