

### 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.

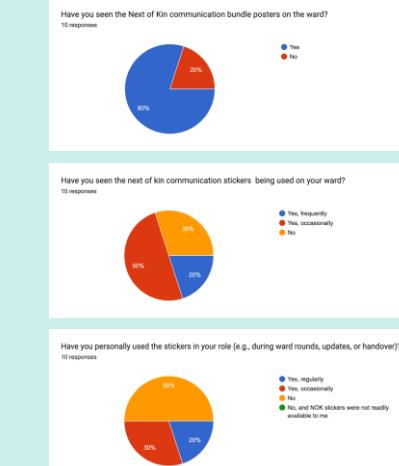
In cycle one we Implemented the sticker and posters across the ward and briefed staff .

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.



Theme | Quality Improvement Project  
Produced by | Dr Yasmin Ahmadi and Dr Giulia Abdel Latif  
Case Study Date |13/11/25



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

### 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.

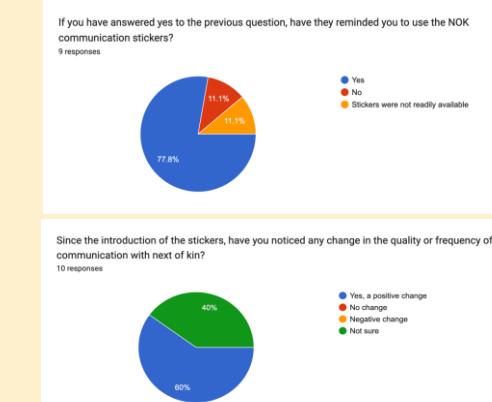
### STUDY

**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)	