

## Posters

### Clinical Quality - Patient Centredness

#### 680 IMPROVING COMMUNICATION IN THE TIME OF COVID-19 - USING A DEDICATED COMMUNICATION SHEET

O. Misquitta, G. Angeles, D. Overin, L. Green  
*Royal Surrey County Hospital; Royal Surrey County Hospital; Royal Surrey County Hospital; Royal Surrey County Hospital*

Title Improving ease and consistency of communication with Next of Kin (NoK) on an Acute Frailty Ward.

**Background:** A dedicated Communication Sheet was introduced on an Acute Frailty ward at the Royal Surrey County Hospital (by a Nurse-in-Charge and foundation doctors under the supervision of a Consultant Geriatrician) to improve communication between the Multidisciplinary team (MDT) and patients' NoK/families.

**Introduction:** Communication with patients' NoK is an essential part of providing holistic care & has become important given the COVID-19 visiting restrictions. Multidisciplinary

Team (MDT) members were facing difficulties in knowing the following while updating NoK: 1. The correct contact details of the Next of Kin and other significant persons involved in care. 2. When the last NoK update was done and what was discussed. 3. If the patient has consented to NoK updates. This led to dissatisfaction and complaints from families regarding the frequency and consistency of updates. To make this easier for staff, a communication sheet was introduced.

**Methods:** A Plan-Do-Study-Act **Method:** was used. Following discussion at a ward governance meet, a survey was conducted to assess the difficulty faced by MDT members in NoK updates. A Communication Sheet designed by a Nurse-in-Charge and Foundation Doctors was trialled for 1 month. The sheet was updated following feedback. A repeat Survey was conducted to assess if NoK updates were easier after the intervention.

**Results:** After the **Introduction:** of the Communication Sheets, the number of staff facing 'significant difficulty' in the above-mentioned parameters reduced and those facing 'no difficulty' increased. Feedback from MDT members suggested that they found the intervention useful.

**Conclusion:** Dedicated communication sheets made updating families/NoK easier. This ensures consistent updates especially when visiting is restricted. This fosters a better patient-clinician relationship. Given its success, we plan to share this with other frailty wards to scale up this intervention.