

Whittington Health: Staff-Patient Communication Audit

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 Auditor:

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Department:	Prof.cat:			Prof.cat:			Prof.cat:		
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A
1. Was the name of the nurse in charge written within the room?									
2. Did the member of staff knock or ask to enter the patient's space?									
3. If the patient arrived via ambulance and the patient was able, did the staff member engage the patient during the hand-over?									
4. Did the member of staff introduce themselves by name?									
5. Did the member of staff relay their position in the hospital (e.g. doctor, nurse, ENP) to the patient?									
6. Did the member of staff let the patient talk without interruption?									
7. Was the patient treated with privacy and discretion (i.e. was the curtain or door completely closed?)									
8. Did the member of staff explain what they were doing before proceeding with any/all tasks?									
9. Was the patient told when they would be discharged or when they would receive their discharge letter?									
10. If transferred, was the patient informed where they were being transferred to?									
11. Was the patient informed of what to do if their condition becomes worse?									
12. Was the patient informed that their records would be transferred to their general practitioner?									
13. If a patient was given either a 'Friends and Family Test' or a 'Rethink Your Drink' test, was it explained to the patient?									
14. Was their clear face to face interaction between the patient and clinician when ambulance handover occurred?									

Comments:

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