**Appendix 2 – Six Step Door Protocol**

**WUTH ICU - QUICK FIX**

**Trial Critical Care Door 6 step Code**

1. **Whoever is nearest the intercom answers the buzzer as soon as possible (regardless of who you are!)**
2. **We ask whom the relative has come to see, ask them to wait whilst we talk to the nurse caring for their relative, explain that we will be back shortly (there should be a list on the nursing station saying what bed number the patient is in and who is looking after them).**
3. **Bedside nurse to consider if the relatives can nip in for a minute for reassurance?**
4. **If the nurse is busy, explain why to the relative i.e. Ward round, the patient is having a wash, DON’T JUST SAY WE WILL LET YOU IN A MINUTE – please give an explanation, and example of how long this may take.**
5. **Person answering the door notes down the time the relative arrived on a sticker and put it’s on the patient’s computer for the nurse caring for the patient to see.**
6. **Nurse caring for the patient talks to the relatives within as soon as is practicable.**

Case Study: Critical Care’s Adaptation of “What Matters to You?” Conversations