

Contact card

Business card shape and size.

Designed to be edited by local staff to include:

- Trust/centre logo and/or local logo (both need to be able to be placed in any corner as per brand guidelines)
- Health and social care professionals name, needs to be able to be edited to suit a team e.g. bereavement team
- Identified individual/team names
- Contact number and extension
- Contact email address.

On the back side, to include a line to highlight reason for card, such as:

If you would like to discuss what you have been told today, or you have any questions, please contact us.

Team logo	Trust/clinic/centre Logo
Jane Smith, Bereavement Lead	
M: 07777 777 777 T: 01000 000000 Ext: 0000	
E: JaneS@nhs.net	
My usual working hours are: Monday and Tuesday 8am – 2pm.	
Outside of these hours, please contact the Lavender Team office on:	
T: 01000 000000 Ext: 0000. You will reach Alex, Sam or Ali.	

If you would like to discuss what you have been told today, or you have any questions, please contact us.

The Lavender Team

Guidance

- Check with your Trust whether they want their logo on this communication.
- Check their brand guidelines/ask for guidance around this logo needs to be placed on the card.
- If your team/hospital/centre has a separate logo, consider including this too – think about positioning.
- You could print individual cards for each member of the team/all relevant staff – as in the example.
- You could create one card to cover a team.
- Keep the design as clear and simple as possible.
- Keep information to a minimum so the key facts can be easily found by parents.
- You can choose to sign the reverse side of the card, or not.
- The line on the backside has been created with bereaved parents and judged as appropriate. You cannot edit this line.
- The font style and colour cannot be edited – again this has been informed by parents.
- Be sure to give the hours you will be most able to respond to contact, and to give at least one alternative name and number for outside of those hours.
- Ensure all changes in staff and contact details are regularly updated on the card and that the card is reprinted when changes occur. Smaller print runs can prompt content updates and ensure there are not lots of out of date copies available after an updated reprint.
- Make it everyone's responsibility to update, reprint and recall all out of date copies.
- Ensure if a number/email address change does occur, that the old number/email is forwarded to the new one or that an answerphone/out of office message is given with the new details.