Shift handover sheet

Use this with the person taking over. Choose one unfinished job and agree on the next decision.

Worked example

Twelve orders are ready. Order 413 is on hold until dispatch confirms the address. Jo will call the customer at 5.15 pm with an update, even if the address is still unconfirmed.

Work through it

Current position
What is finished? What remains open?

Decision and dependency
What can the next shift decide? What must they check first?

Owner and check-back
Who has agreed to act? When will they report back?

Read-back
Ask the incoming person for their first move. What needs clarifying?

Try it with a colleague

Bring one de-identified handover to your next shift change. Circle the first decision the incoming person has to make. See whether the note gives them enough to make it.

Shift handover sheet

Type in the boxes or print this page. Use a de-identified example.

Current position

What is finished? What remains open?

Decision and dependency

What can the next shift decide? What must they check first?

Owner and check-back

Who has agreed to act? When will they report back?

Read-back

Ask the incoming person for their first move. What needs clarifying?