

Patients' letters

As part of their Plan for the NHS, the government wanted to give patients the choice of receiving a copy of any letter that we wrote about them.

Your letter will contain information that is personal to you. You may not want other people, even close relatives, to see your letter. Please bear this in mind when making your decision.

What is included?

A 'letter' includes communications between different health care professionals, for instance those to GPs as a result of an outpatient visit, and letters from doctors, nurses and therapists. It does not include test results such as X-ray reports or blood tests.

What are the benefits of receiving letters?

- you will have a useful reminder of what was discussed during your consultation.
- you will be better informed and know about any future plans for your care.

Some interesting facts

- each year, we see over 232,000 people as outpatients in this hospital.
- the approximate cost of giving all patients a copy of his or her letter is £150,000 a year.

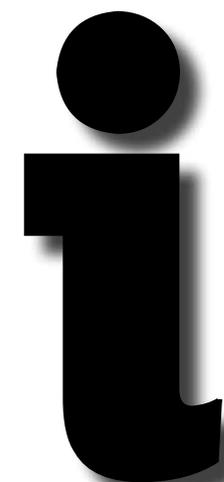
How do I get a copy of the letter?

- when you come to the hospital, please let a clinic nurse know that you would like a copy of your letter.
- it is very important that you give us your up-to-date personal details otherwise your letter could be sent to the wrong address.

Information in the letter is confidential to the named individual.

While every effort is made to ensure correct delivery, if you receive someone else's letter please notify the health care professional's secretary immediately. Any disclosure, copying and distribution is prohibited.

Occasionally you will receive a different letter from the one sent to the healthcare professional. Please feel free to ask for more information about this during your appointment.



If you need your information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: customercare@salisbury.nhs.uk

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: www.salisbury.nhs.uk/FriendsFamily or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: patient.information@salisbury.nhs.uk if you would like a reference list.