

Copying Clinical Letters To Patients



Aintree University Hospital **NHS**
NHS Foundation Trust

Where quality matters

Department of Nursing & Patient Services
Lower Lane
Liverpool L9 7AL
Tel: 0151-525-5980

Introduction

In response to Government guidelines, this Trust is giving patients the option to receive copies of letters sent to their doctor after an outpatient appointment or inpatient/day case admission.

The patient is the only person who can ask for a copy of the letter. In the case of children up to the age of 16, parents or guardians can ask for a copy letter.

This leaflet will explain the arrangements in more detail and help you to decide if you want to receive a copy letter and will tell you what you have to do to make this happen.

What kind of letters will I receive?

- Whenever you attend hospital your family doctor [GP] receives a letter from the hospital doctor or healthcare professional in charge of your care, or the person who saw you in clinic, telling him/her about your diagnosis and what treatment is necessary.
- Patients can choose to receive a copy of the letter sent to their family doctor about their attendance at hospital.
- It is important to remember that the purpose of the letter is to give your family doctor medical information about your illness, care and treatment.

- There are many other important and valuable sources of patient information to help you to find out more about your condition.

How can this help me?

These are just some of the benefits:

- Seeing a copy of the letter could help build up trust between you and the staff caring for you.
- You and your carers may have a better understanding of your condition and how you can help yourself.
- You will be informed and more able to make decisions about your illness and treatments.
- When you receive copies of letters you can identify any information which is wrong, especially names, addresses, and dates of birth and help us put this right.
- You will be better prepared for your treatment which may help you to be less worried or anxious.
- Letters may help you to remember advice on self-care and life-style which you have been given at hospital.

Are there any reasons why I would not receive clinical letters?

- There are some reasons it might not be helpful for you to be given a copy of your letter, for instance if:

- The hospital doctor or healthcare professional in charge of your care feels that the information in the letter would be harmful to you.
- The letter includes information about a third party who has not given consent to their details being provided.
- You choose not to receive a copy letter.
- If you have asked for a copy letter and this has been refused, the reason for this will be explained to you by the hospital doctor or healthcare professional in charge of your care.

Why would I choose not to receive the letters?

Some possible reasons include:

- You believe you have all the information you need.
- You have problems maintaining privacy at home or do not want other family members to know about your illness or attendance.
- You do not want written details of what you have been told.
- You feel uncomfortable asking for a copy of the letter.

What if I need the information in a different format?

You can use the form at the end of this leaflet to tell us how you would like the letter to be provided, for instance on an audio tape, in Braille or translated into another language.

Can I have the letter sent to a different address or to someone who is caring for me?

Yes, let us know the details of this when you attend and we will arrange for the letter to go to another address or to a carer acting for you.

Will I need to ask for a copy letter each time I come to hospital?

No, because once you have completed the form you will receive copies of ALL letters sent from the hospital doctor or healthcare professional in charge of your care to your family doctor.

You will need to tell us if you decide that you want to stop receiving copies of your letters. You should do this by telling staff at your next visit to the hospital.

What happens if there is something I don't understand in the letter?

You should ask your family doctor when you next see him/her about your condition or ask the hospital doctor or healthcare professional in charge of your care at your next attendance.

Which letter will you send?

- We will only send the letter written after your last attendance and those written after future attendances until you tell us to stop.
- If you want to receive more information then you will need to apply for 'Access to Medical Records'.
- There is a charge for this and you must write to this address to make your request:

Clinical Information Department
 'Subject Access' Requests
 University Hospital Aintree
 Lower Lane
 Liverpool
 L9 7AL.

Or ring: 0151 529 2023
 Or fax your request to: 0151 529 3352

How will I get a copy of the letter?

This will be sent to you, by second class post, at the same time that the letter is

sent to your family doctor. This could take up to three weeks.

What happens next?

If you want to receive a copy of your letter, fill in the form at the end of this leaflet and hand it to the clinic or ward staff.

If you do not fill in a form or we are unable to read the details provided we will not be able to send a copy letter to you.

Aintree University Hospitals NHS Foundation Trust is not responsible for the content of any material referenced in this leaflet that has not been produced and approved by the Trust.



If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please contact the Customer Services on:

ان كنت تريد نسخة خاصة من هذا الكتيب يمكنك الحصول على هذا الكتيب بطباعة اكبر او بطريقة برايل للمكفوفين او على شريط او مطبوع على سيدي و للحصول عليك الاتصال بنا على الرقم التالي:

如果需要特殊印刷這個專單
根據需要，這個專單可以加大列印，添加盲文，其他語言，
並且可以做成磁帶錄音或者光碟。如果有什麼需要，請聯繫
客服。

Si vous avez besoin d'une brochure adaptée pour malvoyants

Vous pouvez obtenir, sur demande, ce prospectus imprimé en grands caractères, en Braille, en livre audio (cassette ou disque compact) ou dans une autre langue. Veuillez contacter le service clientèle au:

यदि आप इस पुस्तिका की एक विशेष संस्करण की आवश्यकता होती है तो

इस पुस्तिका बड़े प्रिंट, ब्रेल (उत्कीर्ण लेखा)में, ऑडियो टेप या डिस्क और अन्य भाषाओं में अनुरोध पर उपलब्ध है। कृपया कस्टमर सर्विसिस (ग्राहक सेवा)से उपर दिए गए नंबर पर संपर्क करें:

Si necesita una edición especial de este folleto

Este folleto está disponible en letra grande, en Braille, en cintas de audio o en disco y en otras lenguas a petición. Por favor, contacte con el Servicio de Atención al cliente en:

Haddii aad u baahantahay cadad khaas ah oo ah warqadan

Warqadan waxaad ku heli kartaa haddii aad codsato iyadoo ku qoran far balaadhan, Braille (waa farta ay akhriyaan dadka indhaha la'), iyadoo hadal cajalad ama disk ku duuban ama ku turjban luqad kale. Fadlan ka la soo xidhiidh Adeega Macaamiisha:

اگر آپ کو اس معلوماتی پرچے کی خصوصی اشاعت درکار ہے

یہ معلوماتی پرچہ بڑی لکھائی، پریل (اندھوں کا رسم الخط) سماعت کرنے والی ٹیپ یا ڈسک یا پھر اور زبانوں میں درخواست پر دستیاب ہے۔ برائے مہربانی کسٹمر سروس سے دیئے گئے نمبر پر رابطہ کریں:

Os oes arnoch angen rhifyn arbennig o'r daflen hon

Mae'r daflen hon ar gael mewn print bras, Braille, ar dâp sain neu ddisg ac mewn ieithoedd eraill ar eich cais. Cysylltwch â Gwasanaethau i Gwsmeriaid ar:

W przypadku, gdy potrzebujesz specjalnego wydania tej broszury

Broszura ta jest dostępna w dużej trzcionce, Braille'u, na kasecie do odsłuchu lub na dysku jak również w innych językach na życzenie. Prosimy o kontakt z Serwisem dla Klientów pod numerem:



Telephone
0151
529 3287



Textphone
0151
529 2523



Fax
0151
529 2019

[for the hearing impaired]

**If you do NOT want to receive a copy of your letter
YOU DO NOT NEED TO DO ANYTHING
and should NOT fill in this form.**

I have read the Copy Letters to Patient's leaflet and wish to receive a copy of the letter which will be sent to my family doctor.

(Please provide your details so we can send a copy of the letter to you – please write clearly)

Name:

Address:

.....

..... **Postcode**

Date of Birth: **Your hospital number:**

Do you need the letter in a special format: YES/NO

If yes – please give details of the format needed:

.....

If you wish the letter to be sent to a different address, please write the other address here:

.....

.....

..... **Postcode**

Name of the hospital doctor or healthcare professional in charge of your care:

Clinic or admission date:

Signed: **Date:**

Completed forms should be handed to a member of the clinic or ward staff or can be sent to the Medical Secretary of the hospital doctor or healthcare professional in charge of your care.

NOTE TO HOSPITAL STAFF: Please ensure completed forms are passed to the medical secretary of the doctor/healthcare professional named above. Please inform the medical secretary if you are advised that the patient no longer wishes to receive copy letters.