



Corporate

Trust Wide

Copying letters to patients

In the NHS Plan, the Department of Health issued guidelines that require staff employed by Oxford Health NHS Foundation Trust to give you copies of the letters that we write about you.

Types of letters that we may write

- Letters to your GP after you have been assessed for the first time
- Letters to other people within Oxford Health NHS FT that are involved in your care
- Ongoing updates to your GP as to how you are progressing
- Letters providing information to other agencies involved with you such as housing departments

How do I arrange to receive a copy of

letters written about me?

You need to opt into this scheme – in other words, you need to confirm to us that you would like to receive a copy of the letters that we write about you. You can do this by talking to your key worker.

You can also decide how you would like to see a copy of the letter. We could post you a copy or you could collect a copy from us (if you were worried that someone else in your household might open your mail).

You may choose not to have copies of any letters because:

- you are not ready to read

about a diagnosis that has been given to you

- you feel that your key worker provides you with enough information
- you are worried other people may read the letter.

It may be upsetting to read about yourself in these letters but the letters should not contain any surprises. If you do find the letters upsetting, please speak to your key worker about this.

You do not need to do anything. We will only send you copies if you opt into the scheme.

What do I do if I do not want a copy of letters written about me?

What do I do if I change my mind at a later date?

You can discuss this with your key worker and opt into receiving copies of your letter at

any time.

Alternatively, once you have started receiving copies, you may decide that this is not helping you. You can ask your key worker to stop sending you copies of letters about you.

Sometimes it will not be possible to share letters with you. This will be because:

- you chose not to receive a copy of the letter
- the staff member working with you believes it will be harmful to you to receive a copy of a letter about you
- the letter contains information provided to us by someone other than you (this is known as third party information)
- staff are concerned that you will be unable to store the letter in a way that protects your own confidentiality

Copying letters to

your carer

You may decide that you would like us to copy letters about you to the person who is your carer.

This may help your carer understand what you are going through and make it easier for them to support you. With the right information, your carer would be able to support you, make sure you remember your various appointments and help you make best use of your treatment.

We will not copy letters to your carer unless you ask us to do so.

Research has shown that these are some of the potential benefits of copying letters between health and social care professionals to patients:

More trust between patients and professionals: increased openness leads to greater trust between professionals and patients

Better informed patients:
patients and carers have a better understanding of their condition and how they can help themselves

Better decisions:
patients are more informed and better able to make decisions about their treatment options

Better compliance:
patients who understand the reasons for taking medication or treatment are more likely to follow advice

More accurate records:
errors can be spotted and corrected by the patients

Better consultations:
letters act as a reminder of what was said and agreed so that service users are better prepared and less anxious about subsequent appointments

Health promotion:
the letters can be used to

reinforce advice on self-care and lifestyles

Clearer letters between professionals:
letters written between professionals are clear and understandable to both them and lay people

Note

Notes

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরম্যাট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

જો તમને આ માહિતી બીજી ભાષામાં અથવા બીજા આકારમાં જોઈએ, તો કૃપા કરીને અમને પૂછો
यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的版本文本，请与我们联系

नेवत बुवातुं टिठ नाहवावी विमी दुनी ब्राना नां नवल व्हिंच चाहीसी वहे उां विवथा वव वे मातुं पुहो

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہوں تو براہ مہربانی ہم سے پوچھیں۔۔

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