

Shifting the information giving paradigm



Your Guide to the NHS”, January 2001

“In future, you will be sent copies of letters between any doctors involved in your care unless you ask not to receive these.”



Head in the Sand

.. and I don't think
that the patients
really want it

Sounds like a lot
of effort to me

.... and there's
certainly nothing
in it for me

Robert MacDermott, Consultant Gynaecologist

Copying Letters to Patients, National Conference 30 October 2002



Benefits for doctors

- Compliance with treatment regimes
- Easier follow-up consultations
- Appreciation from the Trust
- Appreciation from the patients
 - Honesty, openness
 - Detailed information about their illness
 - Involvement in decision-making

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Letter sharing

- Gives information
- Evidence I have listened and understood
- Improves and consolidates trust
- Better doctor-patient relationship



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Benefits for patients

“Thank you for the copy of the letter. It made it seem as if I was more involved with my care, It was easier to talk to the GP about my care, without the problem of trying to remember all that was said at the hospital appointment, which would have been very difficult as I was very nervous at the time. I feel more positive knowing that I am fully informed. It has taken some of the worry of having surgery away by creating a more personal liaison between hospital Consultant and patient”