Introduction
The NHS and this Trust are committed to giving patients the option to receive copies of clinicians' letters about them. We hope that this leaflet will help you to decide if you want to receive a copy of your letters. Only the patient, or in the case of a child, a parent / guardian can request a copy of letters, and you can change your mind at any time.

What kind of letters will I receive?
We will send you copies of any letters sent from this Trust to your GP, to any other hospital doctors or to outside agencies, following a consultation with you. You will not receive test results such as blood tests.

What are the benefits for me?
The Department of Health has identified the following potential benefits:

- More trust between patients and clinicians
- Patients have a better understanding of their condition and how they can help themselves
- Patients are more informed and more able to make decisions about treatment options
- Patients who understand the reasons for following advice are more likely to comply
• More accurate demographic records. For example, any address or date of birth errors can be spotted and corrected by the patient
• Patients are better prepared for their treatment and less anxious
• The letters reinforce advice on self-care and lifestyles

Are there any reasons I would not receive clinical letters?
An exception may be if the doctor or healthcare professional feels it is not in your best interests to receive the information contained within the letter (your doctor will discuss this with you)

Why would I choose not to receive the letters?
Some considerations include:
• You do not want written information about your illness - there may be information in the letter that could upset you
• You believe you have sufficient information
• You have problems with privacy at home and do not want other members of your family to know about your illness

What if I need the information in a different format?
If letters are not suitable, please inform us and we will endeavour to provide the information in another way, such as an audio recording, large print or a different language.
What to do next:

**I want a copy:** If you decide you want a copy of your letters, please tear the consent form from this booklet, ask at the clinic reception or download a copy from the “Your Rights – Our Responsibilities” section of The Clatterbridge Cancer Centre website.

You will need to complete this and give it to your consultant or send it to your consultant’s secretary at The Clatterbridge Cancer Centre. You will receive a follow-up telephone call from a staff member at The Clatterbridge Cancer Centre to confirm your details. Your letters can be sent to another address if you prefer, but you must let us know. We will send letters by 2nd class mail.

Please allow up to six weeks for receipt of the letter. We will make every effort to ensure your confidentiality is maintained, however we cannot be held responsible for postal service breaches of confidentiality where letters are misdirected and read by someone other than the patient. If you change your address, you must inform your consultant’s secretary.

You will continue to receive correspondence until you advise us that you no longer wish to receive them.

**I don’t want a copy:** If you decide you do not want a copy of your clinical letters, you do not need to do anything.

Under the Data Protection Act 1998 you can also request a copy of your medical records. Please visit www.clatterbridgecc.nhs.uk for more details.
Consent form for copying clinical letters to patients

I have read the information in the patient information booklet ‘Copying Clinical Letters: Guidelines for patients’ and would like to receive a copy of my letters following my last consultation and future consultations.

I understand that the doctor may decline under the following circumstances:

• Where the doctor or healthcare professional feels it is not in my best interests to receive the information contained within the letter (my doctor will discuss this with me)

• Where the letter contains information from, or about, a third party who has not consented

Please note that in order to maintain confidentiality, The Clatterbridge Cancer Centre will only send requests for copy letters directly to the patient. A member of our staff will contact you and confirm that you have requested the letters. If you require the letter to be sent to another person or address, you will need to discuss this with your doctor at your next appointment.

Please contact The Clatterbridge Cancer Centre if you do not wish to receive your copy letters anymore, also if you have a change of address. If you require more detailed information, please read the section on our website “Access to Medical Records”.
Your name (please print)______________________________

Your date of birth____________________________________

Your hospital number (if known)________________________

Your address__________________________________________

_____________________________________________________

Your telephone number_______________________________

Your consultant________________________________________

Please state here if you require the information in an alternative format

_____________________________________________________

Signature_________________________ Date_______________

*Please hand this form in to the receptionist on arrival at your next oncology clinic appointment or return this form to your consultant’s secretary at:*

The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral CH63 4JY.

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[ ] Yes  [ ] No
How we produce our information

All of our leaflets are produced by staff at The Clatterbridge Cancer Centre and this information is not sponsored or influenced in any way. Every effort is made to ensure that the information included in this leaflet is accurate and complete and we hope that it will add to any professional advice you have had. All our leaflets are evidence based where appropriate and they are regularly reviewed and updated. If you are concerned about your health in any way, you should consult your healthcare team.

We rely on a number of sources to gather evidence for our information. All of our information is in line with accepted national or international guidelines where possible. Where no guidelines exist, we rely on other reliable sources such as systematic reviews, published clinical trials data or a consensus review of experts. We also use medical textbooks, journals and government publications.

References for this leaflet can be obtained by telephoning 0151 556 5570.

If you need this leaflet in large print, Braille, audio or different language, please call 0151 556 5570.

If you have a comment, concern, compliment or complaint, please call 0151 556 5203.