

Can the letter be sent to a different address?

Yes – if you want the letters to be sent to a different address **you must tell us** the address that you want them to be sent to.

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

St Helens Hospital
Marshall Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 0151 426 1600

Copying Letters to Patients

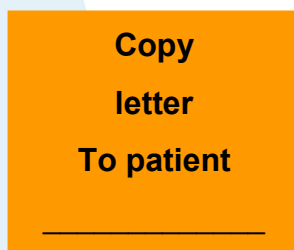
This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatach.

Would you like to receive a copy of letters sent between your doctor here and other health professionals?

If you would, please tell the receptionist and she/he will give you an orange sticker like the one below to give to the doctor or senior nurse



To help you understand your care and treatment and keep you informed, if you choose to, we will send you copies of letters sent between healthcare professionals at the hospital and other healthcare professionals who are looking after you. For example, your doctor here may send a letter to your GP.

You will not receive test results such as blood tests. Your doctor may discuss your results with you or even send a letter explaining the results. It will depend on each doctor.

Who does this apply to?

These arrangements apply to adults in general. In the case of children, copy letters may be requested by a parent/guardian as an individual arrangement. When the child transfers to adult services, **they may choose** to receive copy letters themselves.

Why would I choose to receive copy letters?

- You will be better informed and more able to make decisions about treatment options
- The information may help you to be better prepared for any treatment and be less anxious
- If there are any mistakes e.g. in your address or date of birth, you will be able to tell us

When might I not receive the letters?

Sometimes it may not be possible to send you a copy letter because:

- The doctor or healthcare professional looking after you may think that the information in the letter might be harmful to you or for other reasons
- The letter includes information about someone else who has not given consent
- Special safeguards for confidentiality may be needed

I want a copy, what do I do?

You must tell us if you would like a copy as not everyone wants a copy of these letters. **Please do not be afraid to ask or remind staff** to write it in your file/case notes. We will be pleased to send you a copy.

You will need to tell us every time you attend hospital, so that **you can choose** every time whether you want a copy. We will give you an **orange sticker** (as on the front).

What if I don't want to receive letters?

If you do not want copies of these letters, you do not need to do anything. We will only send them to you if you ask for them.