

Date: 11/06/2018

FREEDOM OF INFORMATION REQUEST FOI/014140 – Patient letters

**Could you please inform us what your trust policy is regarding patient letters containing clinical information (e.g. consultation letters, results, inpatient events) via post ?**

**1. Are all letters marked as 'confidential' and /or 'private'?**

Single letters, for example appointment letters to patients are addressed to the addressee with their full name and address, but are not marked 'confidential' or 'private'.

The envelopes of these letters have the Trust's return details on the back of the envelope, unless it is specified at the time of posting that this is not wanted.

Copies of notes (containing special category/sensitive data) are sent by tracked delivery.

Patients receive a copy of their discharge letters containing clinical information, by hand, at the time of their discharge from our wards.

**2. Are all letters sent by tracked delivery?**

The Trust is now sending clinical outpatient letters to GPs electronically which allows them to be directly imported into patient electronic records.

This forms part of our plan to achieve the goal of becoming paperless by 2020 and also supports our

GP colleagues.

Medical secretarial teams	Max Fax	Pathology
in the following	Neurology	Plastics
departments are now	Obstetrics & Gynaecology	Renal
exporting their clinical	Older People/Rehab	Respiratory
outpatient letters	Ophthalmology	Rheumatology
electronically to GPs via	Orthodontics	Stroke
secure portal: Cardiology	Paediatrics	T&O
Dermatology	Pain	Urology
EAU		
Endocrinology		
ENT		
General Surgery		
GI		
Haematology/Oncology		
Immunology		