



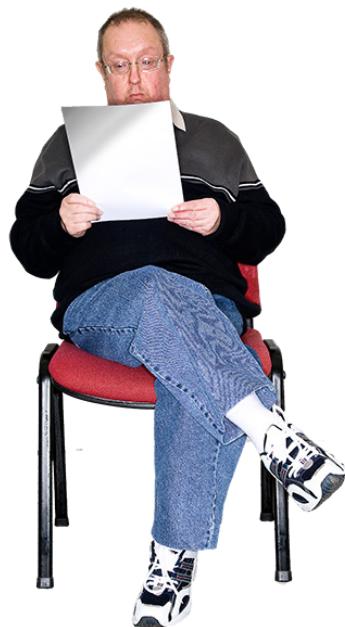
Quality
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**Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust**

Sharing letters with service users

Easy read



A member of staff or a carer can support you to read this booklet. They will be able to answer any questions that you have.

Sharing letters with service users



As part of the NHS plan you can get a copy of any letters written by health professionals about you if you want to.

This service is provided by Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.



Lots of times healthcare professionals write to you and send a copy of the letter to your doctor. The NHS thinks this is a good idea.

Sharing letters is a way of getting you more involved with your care and treatment.



We need to make sure that you know about your right to get copies of letters and your right to say no if you don't want copies.

We need to make sure you are asked if you want a copy of any letter about you.

We need to make sure you get a copy of a letter about you if you want one.



This means the health professional will ask you if you want a copy of the letters about you.

All you have to do is tell them if you would like to have copies or not.



Yes
please



No
thanks

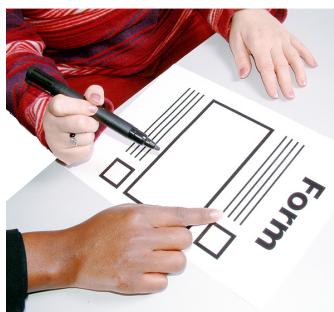
Your letter can be copied to carers or a family member if this would be useful. You will be asked to give your consent to do this.

Sometimes a health professional might decide not to copy a letter to you. This might be because the letter has something in it about somebody else or they think it might do you harm.

Consent



You will be asked to sign a consent form before copies of letters are sent to you.



Choice



Choice is about if you want to receive copies of letters written about you and it is up to you. It does not affect any part of the treatment or care you get.



You can change your mind at any time.

If you have any questions about the letter you should talk to:

References

- The NHS Plan, paragraph 10.3 (2000) Department of Health
- Copying Letters to Patients Good Practice Guidelines (2004) Department of Health
- Policy CNTW(O)22 - Sharing letters with service users



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL, or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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