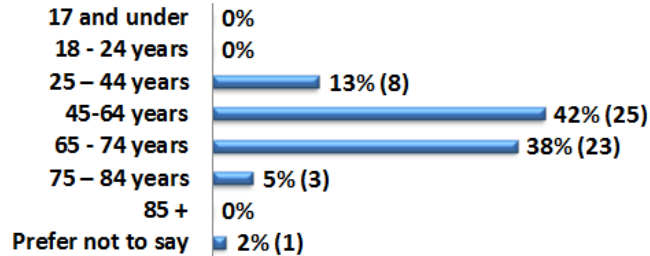


Hot topics - Outpatient letters to patients

About the respondents

- A total of **65** HaRD Net members responded to the survey out of **239** (27% response rate)
- **57% (37)** had recently attended Harrogate hospital for an outpatient appointment

Age



Sexuality

83% (49) of respondents were **Heterosexual/straight**,
12% (7) **Prefer not to say** and the remaining
5% (3) were **Gay/lesbian**

Ethnicity

95% (56) of respondents were **White – British or Other** and one was **British Asian**. **3.4% (2)** **Prefer not to say**

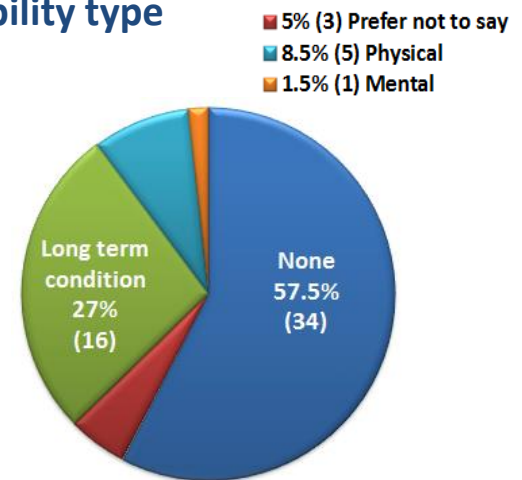
Religion

65% (37) considered themselves to be **Christian** and **35% (20)** had **No religion**.

Gender

61.75% (37) of respondents were **Female**,
36.75% Male & **1.5% Prefer not to say**

Disability type



Hot topics – Outpatient letters to patients

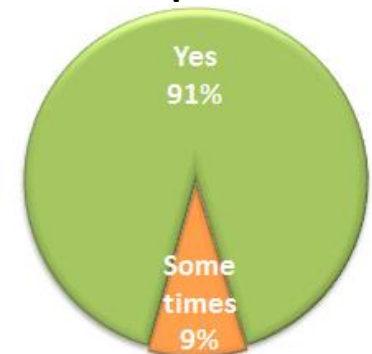
Do you agree that patients should receive a copy of letters sent to their doctor after an outpatient appointment or inpatient/day case admission?

The majority were supportive:

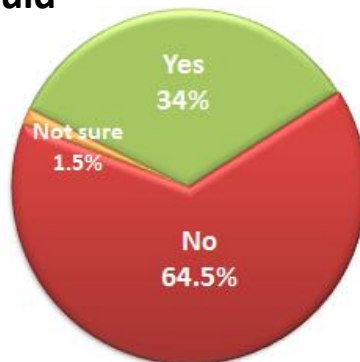
- Equality of access to records
- Closer Consultant/GP relationship
- Improves continuity of care
- Could encourage self-care and prevention

A few had concerns:

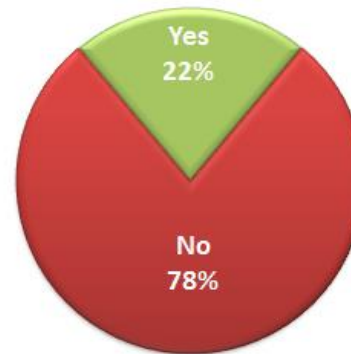
- Plain English
- Consider vulnerable
- Better use of NHS resources
- Consistency of letters



Were you aware that you should be offered a copy of the letter that is sent to your GP Surgery?



Were you offered a copy of the letter going to be sent to your GP surgery?



Did you find the copy of the letter helpful?



Hot topics - Outpatient letters to patients

Overall comments

91 additional comments about the benefits (and a few downfalls) of patients receiving a copy of the letter were made. They are detailed in order of popularity below:

- 24%** Use Plain English for letters and communication
- 14%** Consider that more detail could cause additional stress, for vulnerable people in particular
- 13%** Issuing of letters should be timely and consistent
- 13%** Provides equality of access for patients to their information
- 12%** Only implement where it represents value for money. Choice and method used.
- 9%** Improves continuity of care
- 8%** Improves patient relationship and communication with hospital
- 7%** Enhances patients ability to self-care and better manage their own condition

Meeting diverse needs of our community

30 respondents fed back issues that they felt should be considered in relation to diverse needs and these are covered in the Overall comments section and this word cloud.

English_{Trust} Patients_{Font} Needs
Poor Sight_{Staff} Mean Learning Difficulties