

Draft report cover letter

This draft report cover letter has been designed to sensitively remind the patient or family of the purpose of the report, what to expect and that you are there to answer any questions. Where necessary, the text can be amended to suit your organisational processes and the circumstances of the patient or family. Any text written in red should be amended.

Dear *[name]*,

Sorry that *[you have OR name of patient has]* been involved in a patient safety incident that is being investigated as part of a patient safety incident investigation.

Everyone is different, but I understand that this might be a difficult time for you and anyone else who may have been affected by what happened.

Please find enclosed a copy of the patient safety incident investigation report.

Before reading the report, please read the following information:

- The purpose of the investigation is to **identify organisational learning to improve systems, and not to blame people**. When things go wrong it is usually caused by many things, rather than just one thing.
- You might want to **read the report together with others who have been affected by the patient safety incident**, such as your family, for support.
- You might want to **meet with me after taking some time to read through the report**. I will try to answer any of your questions and direct you to support specific to your circumstances, if necessary.
- **You do not have to read it all at once**. You might find it useful to read it a section at a time. You can always come back to other sections when you feel ready.
- Any information you provided has been brought together with information from other relevant sources, such as healthcare staff and clinical notes. **All information is equally valuable. However, there may be points of disagreement** clearly highlighted in the report. Please speak to me about these points of disagreement in more detail if you are unsure, and highlight any additional points of disagreement that aren't made clear.
- **The report is written for different audiences which includes you**, but also includes others such as healthcare staff and senior management. Because of this, the report is written in non-technical language and use a factual tone which might appear insensitive. This is not the intention. This is to make the report accessible to all.

However, **if there is anything you do not fully understand (e.g. any medical terms) please speak to me** for a detailed explanation.

- **Within the report, *[the patient and/or staff have or has]* been anonymised.** Rather than referring to them by name, they are referred to as *[pseudonym]*. This may appear insensitive but that is not the intention. This is due to *[reason(s)]*.
- As this stage, the report is in draft. While there are unlikely to be any fundamental changes to report required, **I welcome your thoughts, reflections and feedback using the enclosed ‘Checking the report’ document.** This is also available on page 32 within your Patient and Family guide. As well as sending the draft report to you, it will also be sent to *[teams within the Trust]* for checking.

Once you have taken some time to read through the report, please provide your feedback by *[date]*. If you feel like you need more time, please let me know. You can answer the questions contained within the ‘Checking the report’ document using a format that is most convenient for you. For example, you might want to hand write on the document and provide me with the physical copy or a scanned copy. You might prefer to write your answers to the questions in an email. Alternatively, we can have a discussion in-person or over the phone.

If you have any questions or there is anything you would like to discuss, please don’t hesitate to contact me.

Best wishes,

[Name of engagement lead]

Telephone number: *[add details]*

Email address: *[add details]*

[any other contact information]

Please note that my working hours are: *[add working hours]*