

The information in this leaflet can be provided in large print or on audio tape, on request.



## Mental Health Service

### Declaration

I wish to receive copies of all letters that originate between Clinicians in respect of my care provided by the Mental Health Service. I have read the leaflet entitled "Copying Letters to Service Users" and understand this option. I accept this authority will continue until I authorise you in writing to stop.

### Please Print

Full Name:.....

Date of Birth:.....

Address: .....

.....

.....

Signature: .....

Date: .....

After completing this form please hand it to the doctor or professional you have come to see, who will pass this to our administrative headquarters for processing.

If you require more information about this initiative feel free to contact the Mental Health Act and CPA Manager on 687349.



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## Copying Letters to Service Users

How to obtain a copy of letters written about you

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## **Introduction**

In the UK, since 2004, NHS patients have been entitled to receive copies of letters written about them between Health and Social Care Professionals. In the Mental Health Service we would like to replicate this good practice arrangement for people who use our services. This leaflet offers further information about the initiative and tells you what to do next if you want to receive copies of letters.

## **What is the initiative all about?**

Our aim is for you to feel more involved in your treatment and care. By copying letters to you, we are giving you more information so that you can understand more about your mental health and treatment.

## **Can't I see letters already?**

Yes, you can, under the Isle of Man Data Protection Act 2002. By copying letters to you, we are building on this.

## **Why do I need to see copies of letters?**

Each letter should confirm what arrangements have been made for your care and treatment and may give you advice on how to manage your condition.

Though your Clinician may have explained these to you, it is often useful to share information with the family. It is not always easy to remember all the information you are given in a brief consultation. If you are uncertain about the contents of a letter, please discuss this at the next appointment with the professional concerned.

## **Will I receive copies of all letters written about me?**

Yes, if you want to. If a letter contains new information the clinician may prefer to discuss it with you personally before giving you a copy of the letter so that they can explain what it means.

Copies of certain letters may not be available if it divulges information relating to, or provided by, a third person who has not agreed to the disclosure. Your clinician may also withhold copies of letters if they feel the letter contains significant information, which may be distressing.

## **What happens if the letter is sent to the wrong address, or someone else sees it?**

It is your responsibility to make sure that we have your correct address. If there is someone else in your home with the same initials, tell us how you would like the letter addressed to make sure you receive it.

If you are worried about someone else seeing the letter, you may prefer to pick it up in person, have it delivered to a different address or look at it in another setting.

## **What about my carer. Can they receive copies of letters about me?**

The letter will normally be copied to you as the service user, but you can ask for your Carer to have a copy if you wish. This request will need to be confirmed in writing.

## **I want to receive copies of letters. What do I do now?**

If you decide that you want to receive regular copies of letters sent about your care between professionals you will need to complete the authority at the end of this leaflet. You will then continue to receive copies of letters until you tell us to stop.

Once you have returned your completed form to us, you need do nothing further. We will process your request within two weeks of receiving it. We will then let your clinician know that you wish to receive copy correspondence.

You will start to receive copy correspondence shortly after your next scheduled appointment and you can discuss this with your clinician at this appointment along with any other queries you may have.