



Open Disclosure — Written Follow-Up to the Patient or Family

Sent within three days of the first conversation, and again when the review is complete. Two templates

Letter A — after the first conversation (within 3 days)

Dear [name],

Thank you for meeting with [names] on [date]. I am writing to set down what we discussed so that you have it in writing.

What happened: [plain facts, as told in the meeting, including what is not yet known].

I am sorry that this happened. [One sentence, personal.]

What it means for you: [effects, treatment, follow-up].

What we are doing: [review type, who leads it, what it will look at, expected date].

What happens next: we will meet again on [date]. Your contact for anything before then is [name, phone, email]. If you would prefer to raise any concern independently of the hospital, Patient Voice is available at [QR / hotline].

Yours sincerely, [name, role]

Letter B — when the review is complete

Dear [name],

On [date] I wrote to you about [what happened]. The review is now complete and I want to share what it found.

What the review found: [root causes, in plain language; no staff names].

What has changed: [each change, with its date]. [If nothing changed: why.]

I am sorry, again, for what happened and for what it has meant for you. [If applicable: information on support, compensation process, or independent routes.]

I would like to meet to go through this with you on [date], or at a time that suits you. [Name, phone].

Yours sincerely, [name, role]

Both letters go in the medical record. Letter B is also the basis of the anonymised learning shared with staff (Toolkit 8, Tool 5).

ASF standards: Standard 4 — open disclosure; Sentinel Event Policy (closure)