

HEALTH LETTERS SURVEY COMMENTS



People's Panel feedback | Health Letters Survey | May–June 2026

SUMMARY

This workbook brings together all comments shared by members of the People's Panel during the Health Letters Survey. Panel members described what they find clear, confusing or helpful in NHS letters, and their feedback is helping improve how information is written and communicated across local services.

Comments have been lightly checked for spelling, and personal or identifying details have been removed.



DOCUMENT CONTENTS

What does health literacy mean	How panel members describe and understand health literacy.
Main message letter 1	What do you think is the main message of letter example 1?
Best part of letter 1	What was the best part of the letter?
Worst part of letter 1	What was the worst part of the letter?
Main message letter 2	What do you think is the main message of letter example 2?
Best part letter 2	What was the best part of the letter?
Worst part letter 2	What was the worst part of the letter?

FULL REPORT

Read the full report, including key themes and findings, on the Integrated Care Board website:

<https://staffsstoke.icb.nhs.uk/get-involved/peoples-panel/>

Thank you to everyone who took part — your feedback is directly shaping clearer, more accessible NHS letters for our local communities.

Which local council area do you live in? What does “health literacy” mean to you

Cannock Chase	?
Cannock Chase	A level of understanding about health issues including how to interpret and understand medical information.
Cannock Chase	An understanding of health issues/problems even if only the ones that affect you or those close to you?
Cannock Chase	Being able to read health correspondence.
Cannock Chase	Being able to understand health information, either by doing your own reading or being told/given to you by medical staff. Knowing how to and being able to access information and health care.
Cannock Chase	Being able to understand the basic terms used in health care. To be able to understand in a written or oral form information conveyed to you by a medical personnel or patient leaflets etc.
Cannock Chase	Clear information about health.
Cannock Chase	Hard to say - I don't know if the answer.
Cannock Chase	Health literacy is being able to understand and interpret medical information/ guidance.
Cannock Chase	How familiar you are with health terms.
Cannock Chase	I believe that health literacy is about being able to find, understand and use health information such as treatment options and other health information and services.
Cannock Chase	In a way that's easy to understand.
Cannock Chase	Information designed to inform the reader of:- ways to achieve or maintain a healthy lifestyle- the data held in relation to test outcomes, results, medication, referrals, treatment etc and suggested future action.
Cannock Chase	Information leaflets on different health conditions, explaining the condition.
Cannock Chase	It helps me to understand what treatment I am having and also helps me what help is available for any treatment required.
Cannock Chase	It means that I understand the words used with regard to my health issues.
Cannock Chase	Knowledge, understanding and accessing services.
Cannock Chase	Literacy or information provided by health providers about services or health issues.
Cannock Chase	Medical terms used.
Cannock Chase	Medical writings, information about any medical terms.
Cannock Chase	Not sure.
Cannock Chase	Not sure.

Cannock Chase	Showing your understanding of health issues have comes about through effort of reading listening to sound advice on matters.
Cannock Chase	Something that can be read and understood without any difficulty, not using elongated technical terms.
Cannock Chase	That you understand what medical terms mean. Whether verbal or written.
Cannock Chase	The ability to see through all the bullshit in the media about health, diet etcetera that doesn't include sufficient data to explain.
Cannock Chase	This refers to the way information is delivered in a manner that can be understood by all. There are many communications received from the NHS whether it is from your GP surgery, hospital or other departments. The wording needs to be clear and easily understood. The communications need to be delivered to ensure people read and understand them, digital becoming far more
Cannock Chase	Understanding health information.
Cannock Chase	Understanding health issues and implications and maybe how to treat certain problems.
Cannock Chase	Understanding medical terms.
Cannock Chase	Understanding medical terms.
Cannock Chase	Understanding medical terms.
Cannock Chase	Understanding of medical terminology.
Cannock Chase	Understanding of medical terms.
Cannock Chase	Understanding the terms and language used in letters from consultants.
Cannock Chase	Understanding what is communicated from any health person or letter. Some people need translators for language others need translators to assimilate information trying to be conveyed by any health service.
Cannock Chase	Understanding your condition, treatment and how to manage your condition.
Cannock Chase	Understanding your health issues.
East Staffordshire	Ability to live the life you choose unimpeded by symptoms of physical or mental illness.
East Staffordshire	Ability to understand information presented by healthcare professionals.
East Staffordshire	An awareness of your own state of health, requirements, and how to seek help when you feel it is needed. There is also an element of responsibility for personal health and to take appropriate action, particularly to prevent an unnecessary escalation.
East Staffordshire	Being able to read and understand health terminology and abbreviations.
East Staffordshire	Being able to read and understand information related to health.
East Staffordshire	Being able to read, comprehend, interpretation accurately what health vocabulary means, including ability to use digital literacy skills.
East Staffordshire	Being able to read, write, understand and interpretation accurately information in letters. Including using digital skills competently.

East Staffordshire	Being able to understand written and spoken information about health. Also being able to find that information and know how reliable it is.
East Staffordshire	Being aware of symptoms and what to do when they occur.
East Staffordshire	Being informed about your own health needs and your family's health needs.
East Staffordshire	Correspondence regarding a chronic or long term health condition.
East Staffordshire	Having a basic understanding of my body and how it works and what keeps it healthy and what may be considered unhealthy. Being able to understand communications about my health or that of a loved one and interpret them to ensure relevant action. Being able to understand on line health guidance and follow it, being able to use information leaflets supplied with drugs and also
East Staffordshire	Having a good knowledge of health issues especially those that effect you directly.
East Staffordshire	Having an understanding of how to maintain good health. Having an understanding of your health conditions and how they are managed both by clinical staff and yourself as someone living with such conditions.
East Staffordshire	Health Literacy can be interpreted in two ways. Written information sent to a patient after having a test done and receives the results back in the post, they may understand the information, or may need further clarification from their GP surgery for better clarification. Or Information that is online and an individual is able to access this information by doing a web search.
East Staffordshire	Health literacy is all the pamphlet that are available for me to read and learn about my medical condition, also information supplied to me by medical specialist.
East Staffordshire	How health info is written.
East Staffordshire	How knowledgeable, curious and interested I am in my overall health and wellbeing, and understanding what treatments are available for any conditions.
East Staffordshire	How well someone understands medical terms.
East Staffordshire	I assume it means being able to read & understand health matters.
East Staffordshire	I believe it means understanding your own particular health issues.
East Staffordshire	I don't know.
East Staffordshire	I have never heard the term and do not know what it means.
East Staffordshire	I think that NHS correspondence is generally clear. It's knowing whether the documents are to be delivered via NHS app or Patient Knows Best. It's sometimes confusing.
East Staffordshire	Information about health.
East Staffordshire	Information about health.
East Staffordshire	It means an understanding of how to look after your health and understand how to maintain good health through diet exercise etc. It also means understanding when something is not working in terms of your health and understanding the advice and support you are offered, asking questions and ensuring you know what is going on. It can also be augmented by joint support groups.
East Staffordshire	It means being able to access and understand reliable, medical information.
East Staffordshire	It means being able to understand the terms used in communication by a healthcare provider either NHS or commissioned from another provider.
East Staffordshire	It means to have a basic understanding of health terminology - thus enabling best use of medical practice and treatment.

East Staffordshire	It means understanding the basic health terms used and understood by the majority of the public.
East Staffordshire	Knowing about your health condition and understanding it so you can converse with professionals about it. Knowing and learning about the different aspects of your health to be able to help yourself in a better way. Knowing yourself.
East Staffordshire	Learning about health.
East Staffordshire	Letters or leaflets with information in GP surgery/hospital.
East Staffordshire	Medical and health terminology.
East Staffordshire	My abilities to be able to access interpret and analyse information/ guidance/ communication about my health needs or general resources or research about health.
East Staffordshire	My doctor does telephone appointments, do not approve, I wish to see doctor face to face, also receptionist asks for me to explain my problem, when I eventually see a doctor they ask why I need to see them, pointless exercise.
East Staffordshire	Not sure.
East Staffordshire	Patients being able to understand their own health and information on it being shared in a way that benefits them I. i.e. Not using medical jargon and acronyms. Using a platform that suits the user - digital/phone/letter/face to face and not what suits the service.
East Staffordshire	People's understanding of health related terminology.
East Staffordshire	Standard of understanding of human biology, health science, wellbeing and care. Added to this more people have some understanding of medical terminology nowadays.
East Staffordshire	The ability to access and understand health related materials.
East Staffordshire	The ability to read/write and understand without difficulty.
East Staffordshire	Understanding your medical conditions, also being aware of how your body feels both when it's "normal" and when something doesn't feel right. Having the confidence to ask questions of a clinician or other health professional.
East Staffordshire	Understanding about health but excluding NHSpeak or jargon.
East Staffordshire	Understanding information about health.
East Staffordshire	Understanding medical terminology.
East Staffordshire	Understanding my own health what is wrong or right with me and understand the treatment I am receiving for my health conditions, why, for how long, the impact and any side effects.
East Staffordshire	Understanding NHS letters.
East Staffordshire	Understanding of medical documents/correspondence.
East Staffordshire	Understanding of medical terms.
East Staffordshire	Understanding the health terms used by health practitioners when discussing my health.
East Staffordshire	Understanding written information provided to patients regarding their appointments, diagnosis and treatment.

East Staffordshire	What you know about health conditions.
East Staffordshire	Your medical health and information about it.
Lichfield	A basic understanding that different factors influence health (diet, stress, environment etc) and that different systems of the body impact each other.
Lichfield	A list of medical terms and their meanings.
Lichfield	Ability to understand health information and advice particularly about risks and benefits if a treatment.
Lichfield	An ability to interpret communications / information about health conditions.
Lichfield	An understanding of written explanations relating to health issues.
Lichfield	Being able to read and understand health related information.
Lichfield	Being informed of or being able to research information on personal health.
Lichfield	Doesn't mean anything to me.
Lichfield	Don't know.
Lichfield	Don't know.
Lichfield	Don't know.
Lichfield	Don't know.
Lichfield	Don't know.
Lichfield	Educated in health matters.
Lichfield	Everyone is able to understand the information they are given regarding their health and care.
Lichfield	Having some knowledge about health.
Lichfield	Health literacy is about how much we know about health and where to find out information such as health websites (NHS for example.)
Lichfield	Health literacy is the ability to understand information about our health, from various sources, and use it to inform decisions.
Lichfield	Health literacy means being able to understand written or verbal text regarding your health or treatment plan.
Lichfield	How well you understand medical terms.
Lichfield	I believe it means understanding what is printed/spoken about health/ill-health and knowing where to look or who to ask for further information.

Lichfield	I can read about health.
Lichfield	I don't know.
Lichfield	I guess it's medical terms.
Lichfield	I suppose anything medical.
Lichfield	I think it's how well you understand your condition if you have been diagnosed with an illness.
Lichfield	I'm not sure people understand the term.... Using simple every day language is important E. G. "what does health mean to you".
Lichfield	Is it all about medical terms?
Lichfield	It is understanding doctors / nurse "speak" when something medical is being explained to you.
Lichfield	It means not a lot to me.
Lichfield	It means that you understand the written or spoken word About anything to do with health.
Lichfield	It relates to the average reading age. For example where I work it's 11 so all of our information has to be appropriate for an 11 year old to ensure it's accessible for all literacy levels.
Lichfield	Knowledge of health terminology.
Lichfield	Leaflets and information about health.
Lichfield	Most of the literature I receive from my GP is easy to understand and is usually well written. Literature from hospitals and clinics is often peppered with medical terms which I think some would find confusing or intimidating.
Lichfield	My understanding of any medical terms.
Lichfield	New to me.
Lichfield	Not got a clue.
Lichfield	Not sure.
Lichfield	Not sure. It would seem to mean understanding any written health information.
Lichfield	Not to sure what to say to this one but how about how to understand.
Lichfield	Personal thoughts on symptoms.
Lichfield	Please use language that every one can understand.. No abbreviations, no medical terms and don't scare people.
Lichfield	Quality of life.

Lichfield	Terminology used by the medical profession.
Lichfield	That the language used in NHS communication is understandable and jargon free.
Lichfield	The ability to understand abbreviations and terms used in medical literature and correspondence.
Lichfield	Understand information given by providers to make an informed decision. Unfortunately, the unity of information given by different providers differs vastly.
Lichfield	Understanding basic health requirements such as nutrition, physical exercise, medical protocols such as understanding how to take prescribed medication. Understanding basic body functions such as organs, muscles etc. Being able to understand basic health guidance such as vaccinations, pregnancy, child rearing.
Lichfield	Understanding basic terms and concepts relating to a person's health.
Lichfield	Understanding illness and treatments.
Lichfield	Understanding medical terminology.
Lichfield	Understanding my health.
Lichfield	Understanding of diagnosis, how to best help yourself and confidently manage your own condition. Know who to contact when something is not right and when to do so.
Lichfield	Understanding of health.
Lichfield	Understanding of health.
Lichfield	Understanding of medical terms and conditions I guess.
Lichfield	Understanding of our health. Able to access services when we need to. Able to communicate our needs. Ability to access information about our health.
Lichfield	Understanding one's condition.
Lichfield	Understanding terms used in medication leaflets, understanding a diagnosis, understanding what a doctor is saying.
Lichfield	Understanding what health issues are and what treatments and outcomes might be.
Lichfield	Understanding written information about your health needs.
Lichfield	Understanding your health.
Lichfield	Understanding your medical conditions.
Lichfield	Understanding your medical conditions.
Lichfield	Understanding your own personal health.
Lichfield	Unsure.

Newcastle-under-Lyme	A knowledge and understanding about health conditions. What they are, how it affects a person and the treatments available.
Newcastle-under-Lyme	A measure of How much people understand basic health language.
Newcastle-under-Lyme	A person's ability to understand health related information.
Newcastle-under-Lyme	A written form of your health.
Newcastle-under-Lyme	Absolutely nothing - it could be understanding my health/ technical knowledge/ knowing what's available... this is not plain English and could be confusing, and a barrier, for many people.
Newcastle-under-Lyme	Any articles which highlight how people can improve on their health and wellbeing.
Newcastle-under-Lyme	Being able to attach meaning and context to the latest research and descriptions used to enable us to make informed decision making as patients.
Newcastle-under-Lyme	Being able to read medical information and understand it, and use any information for my benefit.
Newcastle-under-Lyme	Being able to understand health issues, conditions and diseases, being able to access advice and care, and receive appropriate treatment.
Newcastle-under-Lyme	Being able to understand information provided by the NHS either in letter form or the many health information leaflets the NHS produce. Being able to understand the information on the NHS app.
Newcastle-under-Lyme	Being able to understand the terminology used to explain health conditions & related treatments in a way that's meaningful to you.
Newcastle-under-Lyme	Being able to understand what's going on in the health sector and knowing what it means for someone like me.
Newcastle-under-Lyme	Being informed on health.
Newcastle-under-Lyme	Being up to date with the latest data.
Newcastle-under-Lyme	Don't know.
Newcastle-under-Lyme	Flipping heck x Right, I'd guess it means an understanding of what we need to do to stay healthy.
Newcastle-under-Lyme	For me it means information about health in a written format.
Newcastle-under-Lyme	For me, it means I have a basic understanding of medical terms and how they relate to my health and well-being.
Newcastle-under-Lyme	Have never heard of it.
Newcastle-under-Lyme	Having a basic understanding of the language of health. An ability to understand a reasonable range of medical explanations.
Newcastle-under-Lyme	Having an understanding, and being able to easily find information on health conditions, diseases, drugs, treatment options, trials, new developments and anything else such as complementary therapies.
Newcastle-under-Lyme	Having clear and sufficiently detailed explanations of planned tests and test results in an accessible form for each individual.
Newcastle-under-Lyme	Having some understanding of health issues and what a healthy lifestyle might be.

Newcastle-under-Lyme	Having sufficient awareness and basic understanding to manage ones own health (and maybe others for whom you care) including when, where and how to engage with relevant health care professionals and following healthcare advice.
Newcastle-under-Lyme	Having the ability to find and understand health advice to make informed decisions.
Newcastle-under-Lyme	Having the ability to understand medical information and terminology in context without confusion a.
Newcastle-under-Lyme	Health literacy is understanding what is being communicated.
Newcastle-under-Lyme	Health literacy means being able to understand information about your health, medical information.
Newcastle-under-Lyme	Health literacy means having access to relevant information about my health conditions, that is easy to understand, with links to further information, if required.
Newcastle-under-Lyme	Health literacy means how well a person can find, understand, and use health information to make decisions about their care. It includes things like understanding appointment letters, medication instructions, test results, consent forms, and advice from health professionals. Low health literacy can make it harder for someone to manage their health, so information should be
Newcastle-under-Lyme	Health literacy to myself means that their is specific terminology that clinicians use that patients may not be aware of or understand as they are not trained clinicians.
Newcastle-under-Lyme	How medical conditions are worded.
Newcastle-under-Lyme	How much someone is able to understand or talk about matters relating to their own or others health.
Newcastle-under-Lyme	How well I understand medical terms.
Newcastle-under-Lyme	How well you understand medical terms and information.
Newcastle-under-Lyme	How your health is looked after.
Newcastle-under-Lyme	I take it to mean having knowledge of your health and condition.
Newcastle-under-Lyme	I think it means having an understanding of health terminology.
Newcastle-under-Lyme	I think it's how people understand and interpret the letters that are sent out by NHS.
Newcastle-under-Lyme	I think patients need to be told the information in a format that they can understand rather than trusting Google or such like to try and translate the information for them.
Newcastle-under-Lyme	I would think it means you know, and understand what's written to you in correspondence from any medical facility.
Newcastle-under-Lyme	Information.
Newcastle-under-Lyme	Information advice and guidance on how to live healthily, make healthy choices and manage any health issues.
Newcastle-under-Lyme	Information in writing regarding my health or general health matters, including symptoms and what to do and where to go for further help. Also, prescription information, so when to take medicine, how long for and side effects etc.
Newcastle-under-Lyme	Information you can search and find about your health, what is good for you and what isn't. It can also be about illness, diagnosis and treatments both medical and natural.
Newcastle-under-Lyme	Interpreting medical jargon.

Newcastle-under-Lyme	It doesn't seem to make any sense to me. Exactly what does it mean? Another new buzz word/phrase for something people new about from the 1940's when NHS was formed. Why do we need this and how much did it cost to come up with this? People want a working NHS not buzz words.
Newcastle-under-Lyme	It is not understanding the information that is sent to you from the consultant about your appointment.
Newcastle-under-Lyme	It is understanding the letters I receive from the hospital about my referral and results from a consultation.
Newcastle-under-Lyme	It means getting the information you need to make the best decision on your healthcare.
Newcastle-under-Lyme	It means knowing what the abbreviations mean when you get letters from the NHS, and understanding these abbreviations when been spoken to by a NHS person.
Newcastle-under-Lyme	It means nothing to me.
Newcastle-under-Lyme	It means that I receive information in a format that can be understood without medical knowledge. Or if medical language is used it is still explained in way to be easily understood by a none medical person.
Newcastle-under-Lyme	It means to me understanding what is happening to my body and to make sure I use the necessary tools available to help me should I need it. For example my doctor or chemist for advice. My health is very important to me.
Newcastle-under-Lyme	It's being able to understand the words used in health related issue.
Newcastle-under-Lyme	Just a guess-health literacy is being able to understand communications from GP or Hospital?
Newcastle-under-Lyme	Knowing about my health, my conditions and my treatments.
Newcastle-under-Lyme	Knowing what you health issues are.
Newcastle-under-Lyme	Knowledge and understanding of diagnosis and any necessary medications, understanding and reading instructions/ directions as issued.
Newcastle-under-Lyme	Knowledge of different conditions/ treatments/personal issues.
Newcastle-under-Lyme	Knowledge of what the medical term means in layman's language.
Newcastle-under-Lyme	Means being able to understand tests, vaccines, medications etc.
Newcastle-under-Lyme	Medical terms.
Newcastle-under-Lyme	Medical terms.
Newcastle-under-Lyme	Medical terms and their meanings.
Newcastle-under-Lyme	Medical terms?
Newcastle-under-Lyme	My interpretation is " having the ability to understand condition and when this is not understood being able to discuss".
Newcastle-under-Lyme	Never heard the phrase before.
Newcastle-under-Lyme	Never heard this term before but I would imagine it means understanding the information written in the letters we receive from NHS.

Newcastle-under-Lyme	No such thing as health literacy - There is one language - English -0 everything should be in as simple terms as possible. Automatic generated letters from the NHS are awful.
Newcastle-under-Lyme	Not a term I have previously heard, so can only guess! Written information on health issues.
Newcastle-under-Lyme	Not totally sure, but I suppose it means that the letter contains healthy information.
Newcastle-under-Lyme	Our ability to understand and find appropriate health services and information.
Newcastle-under-Lyme	Patient records & correspondence.
Newcastle-under-Lyme	People's understanding of medical jargon.
Newcastle-under-Lyme	People's understanding of the terms used by health professionals to describe their treatment, condition etc.
Newcastle-under-Lyme	That I understand health information that I'm presented with and can research conditions as appropriate.
Newcastle-under-Lyme	The ability of someone to understand health advice from different multiple sources.
Newcastle-under-Lyme	The ability to express, read and understand matters of health in a way that is accessible.
Newcastle-under-Lyme	The ability to understand health conditions, particularly common health conditions or those that affect the individual.
Newcastle-under-Lyme	The ability to read and understand written medical terms, treatments and drug usage. Also to understand how the health system works and how to use it for your own/ other's benefit.
Newcastle-under-Lyme	The ability to use and understand health information from letters, to signs, to data, to result, to leaflets for example. Are you able to understand health information that is put out for the general public to understand, how confident are you in understanding that information.
Newcastle-under-Lyme	The language used in information in order to understand new information.
Newcastle-under-Lyme	The provision of clear health information to include clear test outcomes, diagnosis, treatments, findings, clear explanations etc.
Newcastle-under-Lyme	This is vital so that patients can understand exactly what the letter is concerning.
Newcastle-under-Lyme	To be able to receive, understand and use information to help and individual to understand their health, but also to use this information to be involved and make informed decisions. To be able to express these decisions.
Newcastle-under-Lyme	To me it means 'knowing your own health'.
Newcastle-under-Lyme	To me.... Put simply... It is being able to find any information on a given health problem & to be able to understand said information.
Newcastle-under-Lyme	To understand and use health information and services that are provided for our well-being.
Newcastle-under-Lyme	Understandable text regarding health.
Newcastle-under-Lyme	Understanding basic medical information, including medications and what they are for, as well as advice from medics.
Newcastle-under-Lyme	Understanding health information on leaflets or posters or as seen on TV or in medical appointments.

Newcastle-under-Lyme	Understanding health terminology and how it works.
Newcastle-under-Lyme	Understanding health terms.
Newcastle-under-Lyme	Understanding hospital paperwork.
Newcastle-under-Lyme	Understanding how to keep yourself healthy from information available.
Newcastle-under-Lyme	Understanding of different words, jargon regarding health.
Newcastle-under-Lyme	Understanding of your health issues.
Newcastle-under-Lyme	Understanding the terms of your health condition during consultation.
Newcastle-under-Lyme	Understanding what my condition is and what the treatment is.
Newcastle-under-Lyme	Understanding what terminology means in relation to your health?
Newcastle-under-Lyme	Understanding your health conditions and what they mean to you.
Newcastle-under-Lyme	Understanding your health issues and being able to make decisions regarding them.
Newcastle-under-Lyme	Understanding your medical conditions.
Newcastle-under-Lyme	Understanding your own health and health impacts of lifestyle choices. Also the effects and side effects of any medication and their usage.
Newcastle-under-Lyme	Understanding health information maybe seen on TV or in leaflets or during medical appointments/meetings.
Newcastle-under-Lyme	What you can read and understand anything you are given that regards your health.
Newcastle-under-Lyme	Writing in a way that all people understand without too many long complicated medical terms.
Newcastle-under-Lyme	Written communication of health, healthcare. Being able to communicate it, and to understand it.
Newcastle-under-Lyme	Your understanding off your health.
South Staffordshire	A way to communicate health terminology to inform people who may not have medical knowledge, about health/treatment/conditions etc in a way that can be understood.
South Staffordshire	Absolutely nothing together! Apart health means one's health and well being, literacy would suggest the way it's written down or communicated.
South Staffordshire	Awareness of health issues egg conditions, drugs and other treatments.
South Staffordshire	Being able to understand health conditions and being able to understand information. Given to me about health conditions therefore being able to manage my health condition.
South Staffordshire	Being able to understand the medical / health information that is provided to you.

South Staffordshire	Being aware of your health.
South Staffordshire	Can you understand what is written down about your health.
South Staffordshire	Don't know.
South Staffordshire	Having knowledge regards to health issues in general or your own personal health.
South Staffordshire	Health literacy means literature explaining health issues, awareness and illness's to patients and members of the public.
South Staffordshire	I actually don't know but I will hazard a guess at written words to do with health.
South Staffordshire	I am literate and can read and understand about my health!
South Staffordshire	I had not heard the term until I started the survey.
South Staffordshire	I have not heard this term before, but would understand it to mean, the quality and quantity of NHS communication to me?
South Staffordshire	I understand most of the terminology used in NHS communications.
South Staffordshire	It sounds like it means how much people understand about health in general, or their health- I. E. A person's general knowledge of health and health issues.
South Staffordshire	Means being up to date with news from the NHS by email, posters, texts.
South Staffordshire	People's level of understanding of the language used.
South Staffordshire	Terminology used by health professionals.
South Staffordshire	That information in any correspondence from NHS is written in language I understand. Am I capable of understanding what is written.
South Staffordshire	To be able to read and interpret information sent to me about my health needs.
South Staffordshire	To be honest I'm not really sure what it means. Something about health in writing?
South Staffordshire	To me it means a basic knowledge of simple and common health issues and what to look out for in things like strokes heart attack etc.
South Staffordshire	Understanding health related terminology.
South Staffordshire	Understanding of any medical condition you may have.
South Staffordshire	Understanding of health.
South Staffordshire	Understanding the importance of a healthy diet, regular exercise and social inclusion. Taking your own health seriously but not relying on a pill for all ills.
South Staffordshire	Understanding your health status and the issues around any illness.

South Staffordshire	Written printed information about health issues and concerns.
South Staffordshire	Written printed information regarding health conditions.
Stafford	A basic understanding of the major systems of the human body, how best to look after our bodies (diet and exercise) what may go wrong with our health and current approaches to dealing with these problems.
Stafford	Able to understand correspondence relating to my health.
Stafford	All your information that you can access about everything easily. Appointments, medical info etc.
Stafford	An understanding of what constitutes a healthy lifestyle.
Stafford	An understanding of your own health and health conditions.
Stafford	Aware of the different terms used and how they're used.
Stafford	Basically understanding medical details.
Stafford	Being able to understand information about health.
Stafford	Being able to understand what a medic is saying to you or has written about you.
Stafford	Being or becoming knowledgeable about health matters that affect you personally and generally.
Stafford	CLARITY! Any health literature should be written clearly, precisely and basically in a simple way so "US patients" are not confused! So a lot of clear space, a simple list of instructions/explanations and a more specific contact point either to discuss further or change appointments More details/explanations etc could even be placed on the back of any
Stafford	Don't know.
Stafford	For me it means having an understanding of my health and any conditions I may have. If I have any concerns I would do some research.
Stafford	Have never heard the phrase.
Stafford	Having a basic understanding of medical terminology.
Stafford	Having a good enough understanding of health issues and basic science to know what communications from health professionals mean.
Stafford	Having a reasonable understanding of good health and what contributes to good health e. G. Healthy lifestyles and environments.
Stafford	Having an informed approach to managing health and wellbeing.
Stafford	Having the knowledge to understand health information and use it.
Stafford	Having worked in health for 39 years I have a good understanding of some of the terminology used. However I am aware that many people do not.
Stafford	Health awareness Common signs and symptoms to look forWhats good or bad for health.

Stafford	Health information.
Stafford	Health literacy is understanding health issues, through accessing and reading information, either research or information produced by health providers or the NHS.
Stafford	Health literacy to me is the leaflets, letters, emails, texts etc that I receive in terms of my health and general advice about wellbeing and health.
Stafford	Health literacy to me means, a written letter using NHS terminology.
Stafford	Health literacy, to me, would be the way that I interpret and understand information/letters sent to me by the NHS. I need to understand my health and information given to me is relevant to how I manage my own care and needs.
Stafford	Help understanding a health problem. Who will support you seeking treatment.
Stafford	How aware people are about health and wellbeing e. G. Up to date with developments etc around health.
Stafford	How informed someone is about health and their ability to understand health related jargon.
Stafford	How well you understand medical terms.
Stafford	I assume it means about how health matters affect me.
Stafford	I believe it means that you understand basic health and body illness terms, so that you understand the risks to health posed by poor living habits and diet.
Stafford	I can understand technically complex documentation and including medical information, peer reviewed literature and other health and science related materials.
Stafford	I don't understand the term I have never heard it before.
Stafford	I have never come across the term before but I'd imagine it means being able to understand information about your health that is presented to you and knowing how to navigate the health care system.
Stafford	I have never heard of this term before but I guess it means reading and learning about health care.
Stafford	I think it means a lot to patients to have clear correspondence and communications from the NHS. We all have varying levels of understanding what conditions and treatments we are to receive but it is vital that we receive very clear instructions and correspondence from the NHS. Quite often I have had to ring to just get a better understand of exactly what is required.
Stafford	I think it means understanding how things are written by the words used and how they are set out.
Stafford	I think it's about my understanding of where to go to find information to help with my health.
Stafford	I think it might mean being able to understand the vocabulary of health matters.
Stafford	I would imagine it refers to the level of understanding that individuals have about their own health.
Stafford	I'm not really sure what this term means but at a guess I would say its something to do with knowing where to find and understanding the information.
Stafford	Information about health.
Stafford	Information about your health, if you have any issues or need to understand more about something. An example from this morning at the dentist. My jaw is clicking and he gave me a QR code to looks at exercises for the jaw. Understanding more would be around HRT in my case.

Stafford	Information on different diseases, what help is available.
Stafford	Information to help me to be healthier.
Stafford	Informed knowledge about my present and future health.
Stafford	Is understanding your health conditions and what you should and should not be doing to help improve your health. I. E. Stop smoking, reduce your alcohol intake and eat healthier.
Stafford	It doesn't mean a thing to me.
Stafford	It means a lot to me and my wife.
Stafford	It means understanding health language, terminology and systems.
Stafford	It refers to language used to discuss or advise around matters of health and well being.
Stafford	It's a bit of silly jargon! I can guess.
Stafford	I've not seen the term before but I imagine it means having an understanding of ways to achieve and maintain good health.
Stafford	Keeps me up to date about medical developments and treatments.
Stafford	Knowing how to access the information you need about your health.
Stafford	Knowing what your problem is by discussion with your doctor in plain language.
Stafford	Knowledge about one's own health status, what needs improving and knowing how to go about getting help.
Stafford	Knowledge of health services.
Stafford	Leaflets or information on health matters.
Stafford	Making sure you have an understanding on what is being said to you.
Stafford	Means knowing what NHS term means.
Stafford	No idea.
Stafford	No idea!
Stafford	No idea. I have never heard of the term, and can only guess at a possible meaning.
Stafford	No idea, never heard of the phrase before.
Stafford	Simple understandable facts.

Stafford	Taking information that is out there and interpreting it to you and your symptoms?
Stafford	Terminology.
Stafford	The ability to understand health, health issues and the health system.
Stafford	The term is not clear. Does it mean reading signs or symptoms of potential conditions? Or does it mean Being able to understand medical terms when presented by a Dr or in a letter? While individuals might understand a few common terms that does not mean total understanding can be taken for granted. Just as in general literacy there is a scale of understanding - in schools they
Stafford	To be able to understand medical terms and understand systems and processes in respect to health care issues from diagnosis through to treatment and outcomes.
Stafford	To me it means that all letter and tests are in a format that is I am able to understand. It means having the language to make myself understood regarding my health too.
Stafford	To me it means to understand the medical conditions I have, how they affect my life, and how to manage them.
Stafford	To me it means to understand the way that the health service conveys medical information in letters - texts and also for me it means to understand the conditions I have, how they affect my life, and how to manage them.
Stafford	Understand different health condition and how to maintain health.
Stafford	Understanding, either from experience or researching available and reliable resources, of own or other's health conditions incl symptoms, diagnosis and treatment.
Stafford	Understanding a medical condition or terms used by professionals.
Stafford	Understanding any condition you're diagnosed with? Otherwise no idea.
Stafford	Understanding health.
Stafford	Understanding health leaflets/letters etc.
Stafford	Understanding health terminology as used by health professionals.
Stafford	Understanding information about health including medical terminology. Having a reasonable knowledge about aspects of health.
Stafford	Understanding information about my health.
Stafford	Understanding medical information.
Stafford	Understanding medical terminology in a easy way.
Stafford	Understanding medical terms and their relevance to me.
Stafford	Understanding of health documents and services.
Stafford	Understanding of medical healthcare systems.
Stafford	Understanding of one's own health and being able to take some responsibility for it.

Stafford	Understanding simple scientific explanations.
Stafford	Understanding what is being asked of you or giving information to you. It therefore needs to be couched in terms the recipient can understand, what ever their intellectual level or familiarity with medicine.
Stafford	Understanding your health.
Stafford	Understanding your health conditions and how the progress and what treatments are available.
Stafford	Well.
Stafford	What a person knows about general health related matters. Includes some frequently used terms but not information about specific conditions.
Stafford	What I understand about issues such as conditions, jargon used by healthcare professionals and how I interpret these things.
Stafford	Your understanding about health language/diagnoses/medical language in general.
Staffordshire Moorlands	A good understanding of terminology of health, safety, knowledge of language.
Staffordshire Moorlands	Ability to understand and access information about.
Staffordshire Moorlands	An understanding of common health issues, especially how they affect the person. Maybe an understanding of how the various parts of the NHS link together.
Staffordshire Moorlands	An understanding of my basic health needs.
Staffordshire Moorlands	As I understand it 'health literacy' is a term to describe peoples understanding about health messaging and understanding about health issues that may impact them and the choices that they make in their lives. This can be influenced by a number factors including standards of education and actual literacy levels to access information in the first place; access to health messaging and
Staffordshire Moorlands	Awareness of, and ability to understand, basic terminology related to health care.
Staffordshire Moorlands	Basic medical terms.
Staffordshire Moorlands	Being able to make an informed decision - understanding health, health conditions, treatment options etc. Being able to take the advise of doctors but understanding why that advice is given.
Staffordshire Moorlands	Being able to read and understand paperwork from the NHS about your health, appointments, etc, being able to find health information online to use it appropriately or also to know when to seek medical help.
Staffordshire Moorlands	Being able to understand in simple plain English what is written about the pt and also sent to the pt.
Staffordshire Moorlands	Being able to understand about health issues as written down.
Staffordshire Moorlands	Being able to understand communications from healthcare - information being easy to read, avoids jargon, complex sentences and makes allowances for differing abilities.
Staffordshire Moorlands	Being able to understand information on my health in layman's terms.
Staffordshire Moorlands	Being able to understand the medical terms used by nurses and doctors.
Staffordshire Moorlands	Being able to understand things about health.

Staffordshire Moorlands	Being able to understand written health reports.
Staffordshire Moorlands	Being able to upstanding the medical terminology in a layman's terms.
Staffordshire Moorlands	Being able to use and find ways around the health care systems.
Staffordshire Moorlands	Being aware of health issues in my environment, and have an understanding of my own personal issues in sufficient detail so that I can manage those issues within my daily life activities.
Staffordshire Moorlands	Can understand health terminology.
Staffordshire Moorlands	Confusing statement. Think it means a read understanding about what affects your health.
Staffordshire Moorlands	Doesn't mean anything to me. Sorry.
Staffordshire Moorlands	Don't know.
Staffordshire Moorlands	Easy to understand written in plain English with no technical errors.
Staffordshire Moorlands	Having some knowledge about health matters and, presumably, some knowledge of how this relates to oneself and others.
Staffordshire Moorlands	Having the intention and ability to maintain a healthy lifestyle, and if health issues materialise realising that help is only a phone call away.
Staffordshire Moorlands	Health literacy is the understanding of health information.
Staffordshire Moorlands	Health literacy means having a good understanding and grasp of information I receive about my health, about appointments and treatments that may be offered.
Staffordshire Moorlands	Health literacy means understanding and knowing where to access the available information.
Staffordshire Moorlands	Health literature (leaflets, posters, letters etc) being written in an easy to understand format.
Staffordshire Moorlands	How knowledgeable a person is about the terminology used to describe health issues.
Staffordshire Moorlands	How much of the information you understand that is sent to you by health providers.
Staffordshire Moorlands	How people obtain and understand information relating to health authorities.
Staffordshire Moorlands	I assume that it refers to where you receive letters with a summary of your health position and how understandable it is.
Staffordshire Moorlands	I don't really know for sure but I presume it means everything about my health in writing.
Staffordshire Moorlands	I have never heard or used this phrase but guessing from the words used I would imagine it is a measure of how knowledgeable a person is about health matters.
Staffordshire Moorlands	I have not heard the term before, but I understand it to mean being able to comprehend a particular medical scenario, either from prior knowledge, or being able to follow what medical staff explain to you.
Staffordshire Moorlands	I make sure I understand by asking questions.

Staffordshire Moorlands	I think it means understanding the terms used to define your issue or at least where to find this information.
Staffordshire Moorlands	I would think it meant " easy to understand".
Staffordshire Moorlands	Information about health issues, including appointments, test results etc by letter, messages or via the NHS & Patient knows Best Apps.
Staffordshire Moorlands	Information about health matters, mine and in general.
Staffordshire Moorlands	Information literature which informs and teaches me about health issues regarding myself.
Staffordshire Moorlands	Information regarding conditions/ illnesses that I may or may not have.
Staffordshire Moorlands	Information which will help ne to keep healthy & which I can understand. Written record about my health, test results, details of my medical records.
Staffordshire Moorlands	It means hopefully clear instructions as to what you need to do.
Staffordshire Moorlands	Knowing what a health professional is explaining to you.
Staffordshire Moorlands	Knowledge about one's health.
Staffordshire Moorlands	Language used by the medical profession.
Staffordshire Moorlands	Leaflet about giving information about certain conditions. Treatment options, support.
Staffordshire Moorlands	Leaflets on health issues and what to do.
Staffordshire Moorlands	Letters or leaflets that promote or talk about specific health areas.
Staffordshire Moorlands	Looking after your health?
Staffordshire Moorlands	Means to have an understanding of terms used to describe health by health professionals.
Staffordshire Moorlands	Most things I understand but sometimes things need to be explained better.
Staffordshire Moorlands	My understanding is that a patient fully understands - the cause of their illness, the treatment they are to receive and any side effects of this, the help and support they will be offered and who by.
Staffordshire Moorlands	My well being.
Staffordshire Moorlands	Never heard the expression.
Staffordshire Moorlands	No idea.
Staffordshire Moorlands	No idea?
Staffordshire Moorlands	The ability to read and understand information about health - including information leaflets, correspondence and hints and tips about health improvement.

Staffordshire Moorlands	The ability to read and understand NHS communications.
Staffordshire Moorlands	The ability to understand and write correct information concerning health matters.
Staffordshire Moorlands	The ability to understand information provided by health professionals and organisations to support patients to understand and managed their health conditions and needs.
Staffordshire Moorlands	The ability to understand information regarding your health and successfully utilise that information for improvement or prevention of your wellbeing.
Staffordshire Moorlands	The ability to understand questions concerning your health.
Staffordshire Moorlands	The ability to understand the information given in relation to health conditions.
Staffordshire Moorlands	The letters need to brief and to the point. At the end of the letter if required a concise chronological list of: times, place (department) and person to be seen. A map might be handy with parking. So of the older generation may not have access to the internet.
Staffordshire Moorlands	The understanding of health information available.
Staffordshire Moorlands	This is the first time that I have heard the term. I presume that it means that the information that I receive is ln language that I understand.
Staffordshire Moorlands	To have an understanding of how to keep myself healthy and what to do if things go wrong.
Staffordshire Moorlands	To me it means having a good understanding of my health needs and any interactions I have around my health.
Staffordshire Moorlands	To me it means having knowledge of what is good and beneficial to health in the way of food, exercise and mental wellbeing.
Staffordshire Moorlands	To me it means understanding my own health, how to become healthy and stay healthy. It means understanding the symptoms, treatment and causes of a condition if it is a diagnosis I have been given.
Staffordshire Moorlands	To me this means some understanding of medical terminology.
Staffordshire Moorlands	To me, health literacy is understanding my own body and what it needs to remain as healthy as possible. I take advantage of all that is offered to me in terms of vaccinations and any other routine health checks.
Staffordshire Moorlands	Understanding about my health condition and treatment.
Staffordshire Moorlands	Understanding and comprehending matters to do with all aspects of your health, usually in a written (non verbal) format.
Staffordshire Moorlands	Understanding basic concepts and definitions and being able to make sense of things when told about my own or others health conditions, knowing what to ask and about simple concepts like blood pressure.
Staffordshire Moorlands	Understanding enough medical jargon for your condition.
Staffordshire Moorlands	Understanding health information in a written format.
Staffordshire Moorlands	Understanding healthy living, sleeping, eating. Etc.,.
Staffordshire Moorlands	Understanding how to live a healthy life and understand what the phrases in medical letters mean.
Staffordshire Moorlands	Understanding medical and health terms.

Staffordshire Moorlands	Understanding medical terms and language.
Staffordshire Moorlands	Understanding of media information on health.
Staffordshire Moorlands	Understanding research undertaken and published in a way that "the man on the street" can understand.
Staffordshire Moorlands	Understanding statements around your health issues.
Staffordshire Moorlands	Understanding the letters and documentation you receive from GP's and hospitals.
Staffordshire Moorlands	Understanding the medical conditions you are suffering with.
Staffordshire Moorlands	Understanding the names given to conditions by clinicians and there effects.
Staffordshire Moorlands	Understanding the terminology used when reading or researching health conditions which are relevant to me and my family.
Staffordshire Moorlands	Understanding various health issues and where to get the right information on various health conditions.
Staffordshire Moorlands	Understanding vocabulary and phrases conveyed about health issues and procedures.
Staffordshire Moorlands	Understanding what I need to do to stay health or become healthier.
Staffordshire Moorlands	Understanding written information.
Staffordshire Moorlands	Understanding your body and how to protect and improve it, not just physical but mental as well.
Staffordshire Moorlands	Understanding your condition.
Staffordshire Moorlands	Understanding your own health and understanding your needs, and medical terminology in order to achieve a positive outcome.
Stoke-on-Trent	A basic understanding of health issues and how health system works.
Stoke-on-Trent	A General understanding of 5 a day veg, use of painkillers, basic diabetes care, basic knowledge of anatomy, vitamins, what to do about minor scales etc., along with when to use the NHS.
Stoke-on-Trent	Ability to research information from various sources to understand my health concerns, investigations and help manage my conditions and general health.
Stoke-on-Trent	Able to understand how to access information/services to manage your own health.
Stoke-on-Trent	An understanding of a) your health conditions and treatments, b) lifestyle choices that impact upon health c) services available to support /treat your health conditions.
Stoke-on-Trent	An understanding of basic health and taking responsibility for our health.
Stoke-on-Trent	An understanding of spoken and written information.
Stoke-on-Trent	Any information about public or private health given in understandable layman's terms.

Stoke-on-Trent	Any kind of health information, written in a format, and using terminology, that is understandable to the majority of the people to whom it is aimed.
Stoke-on-Trent	Anything you can read regarding health issues.
Stoke-on-Trent	Awareness of what you need to do for myself to be “Healthy” or as a min healthier than you are now. Being able to read and learn about “Health”.
Stoke-on-Trent	Being able to access information to make decisions on your health.
Stoke-on-Trent	Being able to read and understand matters related to health, and to be able to navigate the health system.
Stoke-on-Trent	Being able to understand.
Stoke-on-Trent	Being able to understand information provided and options available.
Stoke-on-Trent	Being able to understand information that is written down about my health.
Stoke-on-Trent	Being able to understand the health information you are given so that you understand treatment and can act on instructions.
Stoke-on-Trent	Being able to understand the serious from the non serious letters from various bodies.
Stoke-on-Trent	Being able to understand words and phrases like ‘symptoms’. To know where to go for help and communicate needs to medical professionals. To understand directions on medication and support/ instructions given for self care.
Stoke-on-Trent	Being able to understand written and spoken health information correctly.
Stoke-on-Trent	Being able to understand/ comprehend the information delivered. Being able to question the information.
Stoke-on-Trent	Being aware of services available and a basic understanding of common terminology.
Stoke-on-Trent	Being informed and aware of one's health and health matters.
Stoke-on-Trent	Can read what ever you're looking for.
Stoke-on-Trent	Cant think.
Stoke-on-Trent	Definition of conditions or illnesses.
Stoke-on-Trent	Don't know.
Stoke-on-Trent	Haven’t got a clue!
Stoke-on-Trent	Having a basic understanding of heath related issues and the understanding of how the body functions.
Stoke-on-Trent	Having a clear understanding of my own health, choices and how to access help and support for both myself, family and others.
Stoke-on-Trent	Having access and knowledge of health issues and treatments.

Stoke-on-Trent	Having an understanding of my own health and terminology used by health professionals. It means them using terminology that is understood by me rather than jargon etc.
Stoke-on-Trent	Having health communications given in an easy understandable manner with no acynums.
Stoke-on-Trent	Health letters.
Stoke-on-Trent	Health literacy help you understand information you have been told about.
Stoke-on-Trent	Health literacy is all about my health and what I understand about it.
Stoke-on-Trent	Health literacy is knowing the language used to describe illness, procedures, treatments etc.
Stoke-on-Trent	Health literacy is the letters I receive from hospital or GP surgery.
Stoke-on-Trent	Health literacy is what is the amount of knowledge someone has about health and its related areas. Many things effect health from socio-economic status to postcode.
Stoke-on-Trent	Health literacy means being able to read and understand any information given to me about my health conditions and any results without being bamboozled with too many technical terms.
Stoke-on-Trent	Health literacy means having the knowledge and ability to make decisions and maintain routine habits that leads to the prevention of diseases, treatment of ailments and maintenance of the wellbeing of yourself and those you have a duty of care for.
Stoke-on-Trent	Health literacy means understanding different leaflets for you to read.
Stoke-on-Trent	Health records including notes and test results.
Stoke-on-Trent	Hospital referrals. Instructions.
Stoke-on-Trent	How accessible and how easy to understand information is.
Stoke-on-Trent	How people see their own health.
Stoke-on-Trent	How to communicate and understand things to do with my health and any issues I have.
Stoke-on-Trent	How well educated doctors and healthcare professionals are.
Stoke-on-Trent	How well you understand health terminology.
Stoke-on-Trent	I am able to find the necessary information about a health matter. To understand the information and then use it to make decisions about my own health needs.
Stoke-on-Trent	I assume it means understanding your health but it's not a term I've come across.
Stoke-on-Trent	I assume knowing about health and issues.
Stoke-on-Trent	I can personally muddle through but not being negative a more ease of language and content would be preferred..
Stoke-on-Trent	I don't know? Maybe explanation of medical terms.

Stoke-on-Trent	I have problems I'm 88 years old.
Stoke-on-Trent	I think that health literacy might be any type of written or viewable information regarding your health, care of it and your wellbeing, and communication from GP services and the NHS overall. It might include information on certain conditions, letters of instruction for appointments or procedures, or information on general wellbeing for certain conditions like the type that you might find
Stoke-on-Trent	I think that it means an understanding of common health conditions, age related health conditions, general preventative measures (including lifestyle changes) that can be taken to minimise risk, when and where to access help when appropriate.
Stoke-on-Trent	I think that its about finding any information and understanding how things might help my condition.
Stoke-on-Trent	I thought it meant explaining your health problems etc.
Stoke-on-Trent	I understand it to mean I am able to read letters, leaflets and anything else concerning my medical problems.
Stoke-on-Trent	I would understand it as meaning that one understands basic medical terms.
Stoke-on-Trent	I'm guessing words relating to health and understanding what it means.
Stoke-on-Trent	I'm not sure of the definition, but to mean it means having access to health records so you are aware of any conditions or illnesses, as well as information to help you self manage that condition.
Stoke-on-Trent	Information about certain subjects/ conditions.
Stoke-on-Trent	Information about health.
Stoke-on-Trent	Information about your health and the health service.
Stoke-on-Trent	Information available on health topics from local networks.
Stoke-on-Trent	Information given to someone about their condition. For example, a booklet on type 2 diabetes, or other health conditions.
Stoke-on-Trent	Information on health and managing it.
Stoke-on-Trent	Information on how to keep healthy and fit.
Stoke-on-Trent	Information, access to leaflets and info.
Stoke-on-Trent	It doesn't mean anything.
Stoke-on-Trent	It is about how I understand information and deal with that information regarding health issues that may affect me.
Stoke-on-Trent	It means being communicated with in a way that is understandable to the patient.
Stoke-on-Trent	It means how the person receives the letter and how they interpret the wording. Using easy terms instead of medical terms, t o help understanding.
Stoke-on-Trent	It means understanding any written letters about health issues.
Stoke-on-Trent	It's not a term that I have heard used, however for me the term could mean having a good understanding of my own health and how to read and navigate it.

Stoke-on-Trent	Knowing what is available and how to access it.
Stoke-on-Trent	Knowledge of how my lifestyle affects myself and others around me, and the ability and awareness to take action at an individual level to improve or intervene as and when necessary.
Stoke-on-Trent	Leaflets about Health to source yourself.
Stoke-on-Trent	Leaflets or other NHS health related information provided by GP or hospitals.
Stoke-on-Trent	Letters that are sent to me as a form of information for me alone to read.
Stoke-on-Trent	Means nothing to me though I understand both words and could make educated guess. I have not heard the words used together in a phrase.
Stoke-on-Trent	My diagnosis being understandable as a layman.
Stoke-on-Trent	My understanding of what health is, based on a number of factors.
Stoke-on-Trent	No idea.
Stoke-on-Trent	No idea.
Stoke-on-Trent	Not a clue sounds like jargon.
Stoke-on-Trent	Not been able to understand what a letter said.
Stoke-on-Trent	Not sure may be? You can understand.
Stoke-on-Trent	Nothing.
Stoke-on-Trent	Simple language.
Stoke-on-Trent	Suppose it can mean anything to do with words used by the healthcare profession.
Stoke-on-Trent	That letters are in a decent size font, that crucial elements are emboldened or given prominence. Always give the day and date etc, one of the biggest reasons they people get dates mixed up is that the day isn't included. Also less jargon used (in mental health they still use words like formulation etc which means nothing to most people but makes letters more confusing) if you have to
Stoke-on-Trent	The ability to read and understand information given to you by health professionals.
Stoke-on-Trent	The ability to understand basics things about your own health.
Stoke-on-Trent	The ability to understand what you read in relation to your health such as letters, leaflets or posters.
Stoke-on-Trent	The ability to use and find information regarding all aspects of physical and mental health. This could be using IT to request GP practice appointments, order prescriptions or access information from bona fide sites. Using the information provided via the symptom checker to make an informed choice as to whether a condition can be treated at home and/or with over the counter
Stoke-on-Trent	The ability to use available health information to make decisions.
Stoke-on-Trent	The degree of familiarity with medical and health related language.

Stoke-on-Trent	The level of understanding health related information. Affects how a person understands their interactions with healthcare providers including pharmacy, written information about health like meds leaflets, instructions, but also information online (credible and non credible sources) and in print. Based on their level of health literacy people make their health decisions and choices
Stoke-on-Trent	The level of understanding of your own health issues, healthy living and its effects on your health, and understanding of information given to you regarding your health.
Stoke-on-Trent	The level of understanding related to health information/communications.
Stoke-on-Trent	The way that literature is used in healthcare settings.
Stoke-on-Trent	This is not a term that I am familiar with.
Stoke-on-Trent	This means understanding the treatments offered. How to find relevant information and being able to make informed decisions about treatment options available.
Stoke-on-Trent	This to me would mean medical books and information surrounding health and health conditions.
Stoke-on-Trent	To have leaflets and internet to look up certain conditions and having a better understanding of problems.
Stoke-on-Trent	To me health literacy means that a letter I receive I can understand the terminology it contains. It should be worded so that a person with a reasonable level of intelligence can read it and understand it.
Stoke-on-Trent	To me it means being able to understand the words and terms used in communication with medical professionals.
Stoke-on-Trent	To me it means having enough personal knowledge, skills, and confidence to access, understand, appraise, and use healthcare information and services competently.
Stoke-on-Trent	To understand the cause of illness.
Stoke-on-Trent	Understand how to behave in life to assist in a person's health. That includes exercise and diet, with the body's reaction to different approaches.
Stoke-on-Trent	Understand medical terms.
Stoke-on-Trent	Understand terminology.
Stoke-on-Trent	Understanding.
Stoke-on-Trent	Understanding health info from written.
Stoke-on-Trent	Understanding any literature or written information regarding health and wellbeing and ability to comprehend and process this information.
Stoke-on-Trent	Understanding health information from doctor or hospital also understanding how to use medication.
Stoke-on-Trent	Understanding health issues.
Stoke-on-Trent	Understanding health issues and being provided with health information, having but readily available.
Stoke-on-Trent	Understanding health terminology.
Stoke-on-Trent	Understanding health terms and the language used.

Stoke-on-Trent	Understanding information about my health.
Stoke-on-Trent	Understanding information so you can make your own decisions.
Stoke-on-Trent	Understanding medical and appointment terms.
Stoke-on-Trent	Understanding medical terminology in whatever format it is received.
Stoke-on-Trent	Understanding Medical terminology.
Stoke-on-Trent	Understanding medical terms & care needs.
Stoke-on-Trent	Understanding medical terms and jargon.
Stoke-on-Trent	Understanding of health issues.
Stoke-on-Trent	Understanding of health terms, diagnoses and medical terminology.
Stoke-on-Trent	Understanding of medical terminology.
Stoke-on-Trent	Understanding some medical terms, and the professionals you need to engage with for certain conditions.
Stoke-on-Trent	Understanding symptoms and treatment.
Stoke-on-Trent	Understanding test results and letters etc.
Stoke-on-Trent	Understanding the way food is produced, processed and stored. The chooses we make re how much and when.
Stoke-on-Trent	Understanding time, date, place, department and reason.
Stoke-on-Trent	Understanding what good personal health choices are. Understanding terminology used, problem with using medical/physiological terminology in letters is there's no one to explain as there would be face to face, this can cause anxiety & distress.
Stoke-on-Trent	Understanding what information services have and give to you.
Stoke-on-Trent	Understanding what makes you healthy and absorbing new information about healthy life styles and advances.
Stoke-on-Trent	Understanding what various health problems are and what to do about them, such as making an appointment with GP or going to A&E or dialling 111 or 999. Having an understanding of what treatments are available and what they involve.
Stoke-on-Trent	Understanding your health and accessing the health service.
Stoke-on-Trent	Understanding your health and common health issues.
Stoke-on-Trent	Understanding your own health condition and ways to help you deal with what ever you have to face.
Stoke-on-Trent	Unsure.

Stoke-on-Trent	Wellness.
Stoke-on-Trent	Wording of correspondence to myself.
Stoke-on-Trent	Written reports on health matters.
Stoke-on-Trent	Your health in words.
Tamworth	Ability to access, understand and use health information and services to make informed decisions.
Tamworth	Availability of leaflets etc to inform regarding health issues.
Tamworth	Be educated in the field of health, know what is good for me, what is bad for me, don't be fooled by advertisements and sugar scams and things like that. Follow your instincts.
Tamworth	Being aware of your own health. Understanding where to get help and when to get help.
Tamworth	Communicationing health in written medical terms.
Tamworth	Don't know.
Tamworth	Don't know, think it may health terminology.
Tamworth	For most of the public hey wouldn't have a clue.
Tamworth	How well one understands information about health, whether it's in written, verbal or presentation format.
Tamworth	How well someone is able to read and interpret information concerning health and medical information.
Tamworth	I assume it means being able to understand any letters or literature received from a doctor or consultant at a hospital.
Tamworth	I have no idea.
Tamworth	It means how health is explained, offered and details around support, advice and understanding. Language is so important in reaching out to inclusion, avoiding stigma and detailed enough to capture a clear understanding for the reader.
Tamworth	Knowing about your health conditions.
Tamworth	Leaflets etc to give information regarding specific illness etc.
Tamworth	Medical terminology.
Tamworth	Never heard the phrase. Assume it means understanding ways to live a healthy lifestyle.
Tamworth	Not fully sure of the 'official' interpretation but mine is that whatever the info is it is readable and understandable. Written so that it is easy to understand without medical jargon.
Tamworth	Not sure I understand this term. Not heard the term used. I guess it means deciphering one's health from written records.

Tamworth	Not sure what health literacy means without looking it up.
Tamworth	Nothing.
Tamworth	The available literature on health available to the general public through the NHS on relevant health issues.
Tamworth	To me it means being fully versed in the terminology used by the Health Professionals.
Tamworth	To me it's how you feel and if you do anything that might keep you healthy.
Tamworth	To understand about your own health needs.
Tamworth	Understanding about living a healthy lifestyle to ensure a long life.
Tamworth	Understanding general health terms like oncology, cholesterol.
Tamworth	Understanding health issues.
Tamworth	Understanding health, knowledge or awareness of different conditions, knowledge of human body and general conditions affecting the body.
Tamworth	Understanding medical terms used. Also understanding my health and how to maintain it at a good level.
Tamworth	Understanding of all matters related to health depicted in a relatable manner.
Tamworth	Understanding specific health based terminology.
Tamworth	Understanding the words and phrases used.
Tamworth	Understanding your body, general health issues that may occur. Including diet, importance of routine health check ups. When and when not to go to A & E. The best health practitioner to contact when you have a health issue or worry.
Tamworth	Unsure.

Which local council area do you live What do you think is the main message of letter example 1.

Cannock Chase	A referral has been made by a GP, and the hospital will deal with everything themselves, no need to visit the GP to chase things up.
Cannock Chase	A referral has been made for you.
Cannock Chase	About a referral to a hospital appointment.
Cannock Chase	Appears to be to layout responsibilities.
Cannock Chase	Appointment at cardiology and ECG.
Cannock Chase	Before your referral to hospital you will have test at GP's.
Cannock Chase	Dont know - too confusing.
Cannock Chase	Ensure patients are aware of the hospital's intentions and requirements.
Cannock Chase	GP referral to a hospital appointment.
Cannock Chase	GP referral to see a specialist.
Cannock Chase	GPs are overworked. Patients need to know who exactly is responsible for which parts of their care and less importantly the rationale behind this.
Cannock Chase	Hospital appointment.
Cannock Chase	Hospital appointment.
Cannock Chase	Hospital appointment.
Cannock Chase	How hospital and doctor work together.
Cannock Chase	Informing me of a hospital referral and a bit of an idea on what to expect. The letter is too long and of very poor construction and irrelevant trivia.
Cannock Chase	Informing you directly rather referring you back to your GP for results ensuring that you are told quicker of your results and therefore able to access treatment faster.
Cannock Chase	It's a referral and request for supporting investigations.
Cannock Chase	Main message is my referral to see a specialist.
Cannock Chase	Main message is that delays are likely.
Cannock Chase	Mainly about responsibilities from the referral.
Cannock Chase	Patient referred for a cardiology appointment based on symptoms displayed. There will be a wait for this appointment during which the patient will be asked to attend ab ECG and blood tests. The results will be used by the consultant when you attend your cardiology appointment.
Cannock Chase	Referral for an ECG and blood tests.

Cannock Chase	Referral to Cardiology and further tests to be undertaken by GP. Pressure felt by Surgery!
Cannock Chase	Referred to specialist.
Cannock Chase	That administration in the NHS is under pressure and outlines the information that I need to know regarding my referral.
Cannock Chase	That is way too much unnecessary information overload. Its basically information about a referral made by the GP.
Cannock Chase	That you have been referred by your GP to hospital cardiology services and what service you can expect to receive from the hospital.
Cannock Chase	To confirm a referral has been made to a specialist.
Cannock Chase	To give you details of your appointment and follow ups.
Cannock Chase	To highlight new measures that are being implemented for referrals.
Cannock Chase	You will get an appointment shortly but you will need some tests first.
Cannock Chase	Your GP has made an appointment for you to see a specialist and it is now down to them to arrange any tests or further appointment which they think are necessary and communicate these to you.
East Staffordshire	1. Too much information using too many words - could be simplified. 2. My understanding is that the NHS issue guidelines as to how clinicians should be writing letters & the service per se should follow the appropriate template - ie Arial & of a set size. 3. The template should also guide to what information is required 4. Style of the writing - it should be written in a way that is together & in
East Staffordshire	Changes in the way the referral process is going to work. The roles and responsibilities of care providers involved.
East Staffordshire	Code of practice whilst awaiting treatment.
East Staffordshire	Don't bother your GP - make direct contact with the hospital in all circumstances.
East Staffordshire	Expand the screen.
East Staffordshire	Following GP referral of a patient to the cardiology dept of a hospital, the hospital are laying out their responsibilities to the patients. The letter seems to be giving lots of information but no instructions specific to the patient or any update on their referral. (like receiving an advert or general catch all letter).
East Staffordshire	GP has referred to Hospital for ECG, a blood test and to a specialist.
East Staffordshire	Gp referral for tests.
East Staffordshire	Hospital appointment.
East Staffordshire	Hospital referral.
East Staffordshire	I have no idea what the purpose of that letter is.
East Staffordshire	I just felt overwhelmed trying to read it and gave up pretty quickly.
East Staffordshire	I think it is to confirm that a patient has been referred for specialist advice and will receive interim tests before the actual appointment.
East Staffordshire	I think the main message from this letter is stating that the GP surgery is overworked and is passing this onto a more specialist team to help with the problem.

East Staffordshire	It is a referral to see a consultant cardiologist.
East Staffordshire	It is hard to tell what the main message is because the letter details lots of possible strategies without detailing which particular strategy will be followed next.
East Staffordshire	It is unclear what the letter is about, or why it has been sent.
East Staffordshire	It's a referral, but also and more importantly, seems like an excuse to have to wait a very long period of time for an appointment with a ridiculous amount of waffle...!
East Staffordshire	It's telling you you've been referred to somewhere for something you are suffering from and to wait and only deal directly with the specialists and not to bother your doctor. It tries to make out that this new system which does not work in practice enables staff to provide more care to waiting patients, in other words get them through a system which does not involve drs just tick boxes.
East Staffordshire	It's a notification of a referral but it's overloaded with unnecessary information.
East Staffordshire	It's about the referral that's been made but it's been lost due to other information.
East Staffordshire	Need blood test etc prior to appnt with specialist.
East Staffordshire	Not sure whether an appointment for an ECG and scan has been arranged or whether it's just about the problems in the NHS and GP services.
East Staffordshire	Referral about some tests.
East Staffordshire	Should be referral has been made. But writes about what they do and why takes time too much.
East Staffordshire	That the GP has initiated a referral to the Cardiology department of the hospital and that any referrals/care/medication resulting will come directly from the hospital not the GP.
East Staffordshire	That the hospital system is under stress and is not responsible for you the patient. It is full of reasons why things might not happen. No personal info at all.
East Staffordshire	That they will do their best to help you find a reason for your health problem, hopefully to solve the Problem.
East Staffordshire	The duties of a hospital regarding a patient.
East Staffordshire	The GP has referred you to the local cardiac unit, you should expect an appointment from them, and arrangements to carry out ECG and Blood tests, that will assist diagnosis.
East Staffordshire	The letter is referring me to a specialist for test, but also informing me I also need an ECG and Blood test and informing me its know the hospital that will take the lead in keeping me updated.
East Staffordshire	The main message appears to be once you have a hospital appointment for certain ailments it then becomes the hospital's responsibility to see to all treatments.
East Staffordshire	The main message is to say you have an appointment with a specialist who is an expert in your condition. The letter could be confusing to some people as it mentions other possible tests.
East Staffordshire	The NHS is under pressure. It mentions briefly the patient has been referred.
East Staffordshire	They've made a referral to a specialist and arranged blood tests and ECG. They then told me their responsibilities and the hospital responsibilities and how I would have to sort any issues myself as they are too busy.
East Staffordshire	Think it's very good. Not sure that a hospital would issue a fit note because someone attended an appointment as under Shared Care agreements between primary and secondary care, a patient's GP will issue ongoing sickness notes, not least because it is easier for a patient in the community to see their GP for any further fit notes.
East Staffordshire	This letter is confusing as it conveys mixed messages. The first message is that the GP has referred the patient to a specialist at the cardiology department at the hospital. The second message is that the GP has arranged an ECG and blood test. The rest of the letter refers to the transfer of responsibility for the patient's wellbeing after referral to the hospital specialist team and goes into a great
East Staffordshire	To arrange blood test and ECG. The patient has been fully referred to specialist services for ongoing care. This is however unclear within a lot of superfluous information.

East Staffordshire	To say you had been referred to the hospital by your GP for recent chest pains and shortness of breath and whilst waiting for an appointment the GP will arrange an ECG and blood tests.
East Staffordshire	To tell the patient they have been referred but do not expect to be seen any time soon.
East Staffordshire	Too much unnecessary information. Keep it short and succinct.
East Staffordshire	We've referred you in to the local hospital and they're now responsible for all future tests, healthcare and administration associated with this referral.
East Staffordshire	You are being referred for further tests.
East Staffordshire	You have a cardiology referral. Gp will organise ECG and blood tests.
East Staffordshire	You have an appointment referral, way too much information and long paragraphs. Very confusing.
East Staffordshire	You have been referred by your GP to a hospital specialist. You may be called for some tests prior to the appointment.
East Staffordshire	You will in due course be invited for an ECG at the local hospital.
Lichfield	A referral has been made to the hospital.
Lichfield	A referral to a hospital appointment.
Lichfield	Appointment at any town hospital.
Lichfield	Cardiology referral.
Lichfield	Chest pain and shortness of breath. ECG and blood tests organized.
Lichfield	Clear.
Lichfield	Confusing. I know it's a hospital appointment for a ECG and blood test but the rest is very confusing.
Lichfield	Don't know, it's lots of jargon and no real information. For a person of average intelligence this letter would be very confusing as it contains a huge amount of information. Reading age is high making it very difficult for most people to easily comprehend.
Lichfield	As I understand the main message is we will do some preliminary tests ECG and bloods then as you have been referred to a specialist they are responsible for your care, therefore don't hassle us and GP has referred you to consultant and arranged tests which should happen before your consultant appointment. GP practices are busy and overworked so, now you've been referred, the hospital will
Lichfield	take over your care for matters relating to your referral.
Lichfield	GP hospital referral.
Lichfield	GP referral.
Lichfield	GP referral to a hospital appointment.
Lichfield	Hospital appointment for ECG and blood tests.
Lichfield	Hospital referral.

Lichfield	Hospital tests arranged by GP.
Lichfield	I dont need to understand the medical teams' responsibilities. Far too wordy. Not interested in work load. Not my problem.
Lichfield	I'm unsure if the main message is the appointment details or the division of responsibilities between GP & hospital.
Lichfield	Inform of tests and potential referral.
Lichfield	Is it attending hospital for an ECG and blood tests?
Lichfield	It lists all of the administrative tasks carried out by the NHS when a patient receives a referral from a GP.
Lichfield	It says that the person is being referred to a specialist for further investigation following their complaint of shortness of breath and chest pains. That blood tests and ECG will be arranged by the GP to help the specialist team in advance but it goes on to say that due to pressure on surgeries it all needs to be arranged by the specialist team with results going directly to the patient. I was left feeling
Lichfield	It seems to be trying to take on responsibility for treatment at the hospital, and minimize how the GPs are involved.
Lichfield	It's a referral for a hospital appointment.
Lichfield	Medical appointment.
Lichfield	No idea. I have up too much waffle.
Lichfield	Procedures and protocol after being referred by a GP to a hospital.
Lichfield	Referral for chest pain and blood tests.
Lichfield	Referral letter to a hospital appointment.
Lichfield	Referral madeHospital will contact you to arrange assessment.
Lichfield	Referral made; tests to be conducted in the meantime to support referral; responsibilities of the hospital team and that of the GP practice.
Lichfield	Referred to see a Cardiologist.
Lichfield	Some sort of communication with patients as to what changes can be made to medical services.
Lichfield	Specialists are responsible for everything related to the condition not the GP, even things that would normally be GP remit.
Lichfield	That a referral has been made.
Lichfield	That I have been referred to a specialist at the hospital and now this team is responsible for everything to do with my health related to my cardiac condition and to arrange any referrals deemed necessary by them to other specialists.
Lichfield	That the patient has been referred to the hospital for tests.
Lichfield	That the person is to be referred to see a specialist at Anytown Hospital.
Lichfield	The first paragraph of the letter is really what the letter is about. From the second paragraph onward the letter seems to be implying failures within the hospital and GPs and more importantly seems to be shifting responsibility for those failures onto the patient.

Lichfield	The hospital will take over your care.
Lichfield	The letter attempts to clarify the responsibilities of Hospital departments and GP practitioners for patient care when referred to hospital.
Lichfield	The letter explains that hospitals should: arrange further tests or referrals, provide prescriptions, communicate results directly to patients, issue fit notes if needed, handle appointment problems, and answer patient queries themselves. The letter explains that hospitals should: arrange further tests or referrals, provide prescriptions, communicate results directly to patients, issue fit notes if
Lichfield	The letter is to inform whoever it is that He/she has a heart problem and is a letter for a referral to see a heart specialist, but it also gives excuses for some of the shortcomings, which, to me, is a waste of time and space. It should be a date and time in its place, as this is not one of the illnesses that can be put to one side and dealt with at a later date.
Lichfield	The main message is in paragraph 1 and states what the appointment is for but it doesn't go on to give any appointment details it just waffles about information which could be put on a general information sheet.
Lichfield	The main message of the letter is a patient is having chest pain is having chest pains and has been referred to a cardiologist. But the bulk of the letter was about the service being overwhelmed.
Lichfield	Stating what they weren't going to do for the patient. No safety netting in place.
Lichfield	The main message seems to be the responsibilities of the hospital to the patient especially with regards to communication, even though it was initially about the patient's referral.
Lichfield	The main message seems to be to avoid dealing promptly with the patient.
Lichfield	The responsibilities of the hospital and specialist teams. It looks like it was supposed to be a referral letter but the bulk of it was about the responsibilities of the hospital and specialist teams.
Lichfield	Think you've been referred for something 🙄 gave up reading the propaganda / excuses.
Lichfield	Too much information. I suspect a lot of people would give up after the first few sentences!!!
Lichfield	To tell us about the GPs responsibility to do all the work basically.
Lichfield	Too much info, no defined paragraphs. The sort of letter that could easily be ignored.
Lichfield	Why hospitals are not coping.
Newcastle-under-Lyme	A hospital appointment was made to investigate possible heart problems the patient was having in a more detailed fashion than available at a GP surgery.
Newcastle-under-Lyme	A letter of referral for tests for symptoms and the responsibilities of a hospital when a GP referral has been done.
Newcastle-under-Lyme	A referral at the cardiology department.
Newcastle-under-Lyme	A referral has been made and hospital will contact you.
Newcastle-under-Lyme	A referral has been made to a specialist.
Newcastle-under-Lyme	A referral to a specialist has been made and you will receive investigations to help assist the specialist.
Newcastle-under-Lyme	A referral to cardiology.
Newcastle-under-Lyme	A referral to see a specialist and tests required before this happens to assist the specialist.
Newcastle-under-Lyme	A test requested by GP needs to be carried out at hospital.
Newcastle-under-Lyme	Advice given about what happens next and who is responsible.

Newcastle-under-Lyme	Appointment with a specialist to explore reason for chest pain and shortness of breath.
Newcastle-under-Lyme	Awaiting to see a cardiologist and will undergo other tests and investigations in the meantime.
Newcastle-under-Lyme	Basically saying that they can't at this moment to do a referral.
Newcastle-under-Lyme	Being referred to cardiology department.
Newcastle-under-Lyme	Cardiology referral.
Newcastle-under-Lyme	Difficult to understand main message.
Newcastle-under-Lyme	Don't bother your GP they are over worked we will carry out some of their functions. You won't be referred back to your GP if missing an appointment was not your fault.
Newcastle-under-Lyme	Explaining everything that is going to/should happen.
Newcastle-under-Lyme	Explaining what happens when a referral is made.
Newcastle-under-Lyme	Far to longwinded letter.
Newcastle-under-Lyme	Give Appointment Information. Then excuses if there is a delay.
Newcastle-under-Lyme	GP referral.
Newcastle-under-Lyme	GP referral for a hospital appointment.
Newcastle-under-Lyme	Hospital appointment.
Newcastle-under-Lyme	Hospital appointment.
Newcastle-under-Lyme	I am being referred to see a cardiologist.
Newcastle-under-Lyme	I do not think this letter gives a clear indication to the reader of what the next step in their care is.
Newcastle-under-Lyme	I think it was very informative that I appreciate, but got the job done. A good letter.
Newcastle-under-Lyme	I think it's a letter that is outlining what to expect from the referral to the specialist team and their responsibilities.
Newcastle-under-Lyme	I think the GP practice is telling you that once you have been referred to a specialist, you're the responsibility of the specialist and his/ her team, for the purposes of the symptoms of the illness you presented with originally to the GP.
Newcastle-under-Lyme	Im not really sure but my best guess is to inform the patient they've been referred to a socialist for ECG and bloods. Past the first paragraph I have no idea.
Newcastle-under-Lyme	It explains the responsibilities of the GP practice and the separate hospital responsibilities. The GP practice will not attend to anything which is the responsibility of the hospital.
Newcastle-under-Lyme	It is a message telling you that your GP. Has referred you for a health problem. There is no appointment given yet.
Newcastle-under-Lyme	It's a referral letter for an ECG due to chest pains.

Newcastle-under-Lyme	It's saying that you have been referred to the cardiologist for further tests as you are experiencing symptoms of problems with your heart.
Newcastle-under-Lyme	It's telling you that you have had a referral made by my GP and wants me to have tests before my consultation and I maybe referred to other specialists.
Newcastle-under-Lyme	Main message is that a referral has been made but padded out with irrelevant waffle of the author blowing their own trumpet. Zzzzzzz!
Newcastle-under-Lyme	Main message referred by GP. Hospital will deal with everything else after that and will be directly in contact to patient.
Newcastle-under-Lyme	Patient to contact the hospital for all queries regarding hospital appts, not the GP. Contacting consultant's secretaries is near on impossible, they don't reply to answerphones when messages are left.
Newcastle-under-Lyme	Referral for blood tests at the hospital with an ECG and all the procedures that will be involved.
Newcastle-under-Lyme	Referral for tests at a hospital.
Newcastle-under-Lyme	Referral to cardiology and tests needing to be performed before the appointmentClarification of who is responsible for what part of the treatment/referralContact number for any issues.
Newcastle-under-Lyme	Referral to Cardiology made ECG and blood tests to be undertaken prior to Cardiology appointment.
Newcastle-under-Lyme	Referral to cardiology.
Newcastle-under-Lyme	Referral to specialist.
Newcastle-under-Lyme	Referral to cardiology. However there is so much information and unnessasary waffle in the letter that by paragraph two I am left confused.
Newcastle-under-Lyme	Setting out responsibilities for the person and medical team. The information I would require is when I will have the ECG and blood test also the time scale for a referral.
Newcastle-under-Lyme	Sufficient information on what is available, how to access and to whom.
Newcastle-under-Lyme	Telling the patient that the hospital will be responsible for future actions instead of the GP.
Newcastle-under-Lyme	That a hospital appointment had been for me.
Newcastle-under-Lyme	That an appointment has been made by my GP at the Cardiology Dept of the local hospital to look into the cause of chest pains and breathlessness.
Newcastle-under-Lyme	That the hospital and staff are required to cover your care in all aspects throughout treatment.
Newcastle-under-Lyme	That the hospital will manage the complete care requirement from investigations to treatment without the need for GP involvement.
Newcastle-under-Lyme	That the patient has been referred to a specialist at the hospital.
Newcastle-under-Lyme	That the patient has been referred to cardiology and that the hospital will take responsibility to arrange any follow ups, medication, sick notes etc.
Newcastle-under-Lyme	That the patient has been referred to the Cardiology dept of local hospital.
Newcastle-under-Lyme	That you have been referred to cardiology and you will also be invited for an ECG and blood tests.
Newcastle-under-Lyme	The GP service is busy, they've reviewed hospital notes and provided a list of things they can arrange. It comes across as a list of services rather than giving clear directions.

Newcastle-under-Lyme	The hospital takes responsibility for the treatment of the patient once a referral is made.
Newcastle-under-Lyme	The key message is contained in the first paragraph, although no details have been provided about the ECG or Blood tests. The rest of the information in the letter is not necessary.
Newcastle-under-Lyme	The letter is informing me to to the specialist team rather than bothering my GP about anything.
Newcastle-under-Lyme	The letter stated the measures and duty of care by the NHS system. The hospital is responsible for making the appointments needed for a patients tests and decisions on treatment. The doctors effectively are passing off the patients care to the hospital because the doctors are basically overwhelmed, unable to cope blaming the NHS services for the problems they were failing to cope with.
Newcastle-under-Lyme	The main message is about hospital responsibility.
Newcastle-under-Lyme	The main message is clear and understandable.
Newcastle-under-Lyme	The main message is it's the hospitals responsibility not the GPs to sort out my care after being referred.
Newcastle-under-Lyme	The main message is that GPs are busy and that everything is handled by the hospital. I have no idea what will happen to the patient. It's very process-oriented.
Newcastle-under-Lyme	The main message so it seems to me is to give information of what should or could happen.
Newcastle-under-Lyme	The main message to me is that I am ill and need an appointment as soon as possible.
Newcastle-under-Lyme	The main message, para 1 was easy enough to understand, but was then blurred by the unnecessary waffle in para 2. The rest of the letter contained too much detail, not needed at this point, plus the corporate cover-all beloved by large institutions.
Newcastle-under-Lyme	The message in the letter, makes everything clear and understandable to myself.
Newcastle-under-Lyme	The patient has been referred for an ECG.
Newcastle-under-Lyme	The patient has been referred to a Heart specialist at Anytown Hospital. In the meantime the GP will arrange an ECG and blood tests. It then sets out the Hospital's responsibilities, which pretty much appears to be everything other than what is set out in my preceding sentence.
Newcastle-under-Lyme	The person has a referral to a specialist for chest pains.
Newcastle-under-Lyme	There are 2 points with equal weighting. Therefore I am more likely to remember the responsibilities of the hospital rather than the fact that I have been referred.
Newcastle-under-Lyme	There could be long delays waiting for blood tests or procedures.
Newcastle-under-Lyme	They're going to be put forward for more investigation about the cardiac problems, and they will have an ECG & blood tests before the appointment.
Newcastle-under-Lyme	This is awful - needs to referral and how pre-tests will be arranged - no waffle and moaning about delays and structuresYou have been referral about xxxxYou will be contacted by hospital about future arrangements including about pre-tests if required Any question please contact xyz on xxxx.
Newcastle-under-Lyme	This letter to me explains that a GP has referred a patient to the cardiology department following the patients reporting of specific symptoms. The cardiology department is the heart team but I only know this from past experience but a patients may not be aware of that if the GP hasn't explained that to them. It also states that there could be a bit of a wait and it also states a bullet point list of
Newcastle-under-Lyme	To be honest there was too much information and I was bored reading it.
Newcastle-under-Lyme	To inform that a referral has been made and what will happen next.
Newcastle-under-Lyme	To inform the patient that his Doctor has referred him to specialist at the hospital regarding his shortness of breath and his chest pains and while waiting for this appointment he has arranged a ECG and a blood test.
Newcastle-under-Lyme	To inform the person they have been referred for an echo and blood tests.

Newcastle-under-Lyme	To keep you informed of the hospital procedures and commitments to the patient.
Newcastle-under-Lyme	To let people know GP's don't want to be bothered with patients calling them. That the hospital team who are also busy, have to be the main team for px meds and referrals and giving information. It basically says we are just moving pt stress from GP's to another team that also won't be able to deliver full care for you. There was a time when holistic care was "in fashion" now this signals back to
Newcastle-under-Lyme	To let you know the reasoning behind, and the process involved in your consultation and forward treatment. It does set out this well, but does need concentration.
Newcastle-under-Lyme	To let you know you have been referred to hospital.
Newcastle-under-Lyme	To say someone will be in touch regarding appointment.
Newcastle-under-Lyme	To tell me that I need an appointment with a specialist.
Newcastle-under-Lyme	To tell the patient of the responsibilities of the person they have been referred.
Newcastle-under-Lyme	Very confusing starts as information about future tests then moves into different subjects. Capacity. Responsibilities of NHS. Letter far too wordy.
Newcastle-under-Lyme	What happens after a GP referral is made.
Newcastle-under-Lyme	You have been referred to a specialist in the hospital.
Newcastle-under-Lyme	You have to go to an appointment at the hospital about your chest pain and you need an ECG and blood tests before you get there.
Newcastle-under-Lyme	You will have an ECG and blood tests while waiting to see a cardiologist eventually. And all results will be communicated directly and not via your GP.
Newcastle-under-Lyme	You've been referred for further treatment by your doctor.
South Staffordshire	A referral has been made.
South Staffordshire	A referral has been made to a specialist; the GP has arranged for further tests; and a series of responsibilities of the NHS team supporting the patient.
South Staffordshire	A set process will be followed by NHS to sort out my issues and get to results.
South Staffordshire	Been referred to Cardiology. GP has arranged ECG & bloods but no appt date or time given! Lists the hospital's responsibilities which include blood tests and investigations. They support the approach. I think it might be saying to phone the hospital and ask for ECG & blood tests as it seems they have not stuck to their commitment?!!
South Staffordshire	Don't contact your GP.
South Staffordshire	ECG and blood test referral from GP.
South Staffordshire	Explaining about why you have been referred and the procedure you follow to get an appointment.
South Staffordshire	Hospital appointment.
South Staffordshire	Hospital appointment.
South Staffordshire	Interim appt somewhere else.
South Staffordshire	It is not clear. Appears to justify lack of prompt action.

South Staffordshire	Patient has been referred on to a specialist and needs some tests at the local hospital. The rest of the letter seems to state the responsibilities of the hospital but it's not clear.
South Staffordshire	Referral for an ECG and blood tests.
South Staffordshire	Referral to a specialist.
South Staffordshire	Telling you that you have been given an appointment for a medical problem.
South Staffordshire	Telling you what to expect at your hospital appointment.
South Staffordshire	That the hospital has to deal with issues arising from your assessments rather than passing it back to a GP.
South Staffordshire	That the patient's case has been referred to the hospital who will now be responsible for the patient's care. This will help to alleviate pressure on GP services.
South Staffordshire	The main message seems to be to advise the recipient that they have been referred to a specialist in a particular speciality, however the majority of the letter seems to be about the responsibilities of the hospital department.
South Staffordshire	The main part/point of the letter is the first paragraph. The rest is interesting however if I am concerned about a particular aspect of my health, then that is what I need to read clearly, together with the location of where I need to go, including full contact details, times, dates and instructions of how to get there, and instructions of where I should go when I get there. An appointment letter simply
South Staffordshire	To acknowledge your referral has been made and what could happen before a consultant appointment.
South Staffordshire	To inform the patient why they have been referred, what will happen, & options regarding treatment.
South Staffordshire	To relay terms and conditions regarding a recent referral.
South Staffordshire	Too much bunched together - I have ADHD and wouldn't read this- I answer below but didn't read letter.
South Staffordshire	Too much information and irrelevant details.
South Staffordshire	Too much information unclear and I cannot process this without help.
South Staffordshire	We are doing our best but please be patient because of all the reasons listed.
South Staffordshire	What the referral is, where it takes place.
South Staffordshire	You have been referred by your GP to a specialist. After the first sentence I got lost in the waffle, which didn't seem relevant. I wasn't sure what understanding and support was required of me. It seemed to be more about the admin side and less about me as a (possibly anxious) patient.
South Staffordshire	You have been referred to specialist, while waiting will receive appt for bloods ECG then it's the hospital's responsibility moving forwards.
Stafford	A cardio Appmnt has been requested by the GP to the hospital Certain tests will be required in advance, these are listed The GP practice is fed up with hospitals not doing the admin properly which adversely affects the practice The practice then goes on to list what it expects the hospital to do. If they don't do this the practice will expect the patient to do it.
Stafford	A referral has been made along with some tests.
Stafford	A referral has been made by the GP to investigate the health conditions reported and tests have been ordered prior to the specialist consultation. The general practice is busy as the hospital teams aren't doing what they were supposed to.
Stafford	A referral to Hospital Cardio Deptment.
Stafford	Advising that a referral has been made and clearly outlines what will happen next.

Stafford	Advising that treatment is being transferred to hospital. You should not contact GP about this particular issue.
Stafford	Advisory. ECG and blood tests arranged by GP whilst awaiting specialist referral.
Stafford	After an initial contact with the hospital responsibility for your subsequent care becomes the responsibility of the hospital rather than the GP. This approach is to relieve pressure on general practice.
Stafford	Although the letter is 'squashed' it is clear and outlines what will happen while waiting and how the hospital will ensure they communicate care going forward. There are good contact details, and a sense of ownership.
Stafford	Am appointment has been made and what the procedure is.
Stafford	Been referred for chest pain Then lots of excuses why my GP is not doing stuff.
Stafford	Confirming a referral has been made and attempted reassurance of how the team, medical professionals and hospital staff will be there to support you.
Stafford	Details of a hospital appointment.
Stafford	Explain that the hospital department is taking charge of me rather than the GP regarding my case so they are the point of contact, not the GP.
Stafford	Explaining what will happen when you go for your appointment, the tests that will be taken and the next steps after your appointment.
Stafford	Explains about appointment.
Stafford	Far too much unnecessary information, difficult to understand and I got fed up of reading it part way through.
Stafford	Got to go for tests in advance of cardiology appointment.
Stafford	GPs are very busy and cannot deal patient questions regarding health issues referred to specialist NHS services.
Stafford	Hospital responsible for patient care and treatment.
Stafford	Hospital will take on initial checks involved and also deal with further investigations that may result from the initial one.
Stafford	I don't care that you are overloaded. I just want short, factual info relating to me and my issue. Plus next steps. It seems like you've ticked all you boxes in this guff, most of which would be irrelevant to me. It's nit personal to me, just a standard cut and copy default letter.
Stafford	I have an ECG and blood test referral.
Stafford	I have been referred to the cardiology team at the hospital by my GP.
Stafford	I need some tests while waiting to see a consultant.
Stafford	I stop reading halfwayNon of patient business whos responsibility it is, once im in clinic I assume im your responsibilityGp saying dont come back to me for anything done wrong by the next health team im been referred to????
Stafford	I'm unsure! I lost interest a quarter of the letter down!
Stafford	It is referral for chest pain and shortness of breath.
Stafford	It's not clear but mainly seems to be to make sure the recipient knows that nothing is the GPs responsibility and it's all down to the hospital.

Stafford	It's telling us what we already know how hard pressed the N H S is, totally unnecessary,.
Stafford	Its a referral for tests.
Stafford	Its informative and clear but too wordy and NHS speak.
Stafford	I've been referred to a hospital specialist for my heart problem. The hospital is now responsible for communicating with me directly. Do not bother my GP.
Stafford	Letting me know what is happening now and in the future.
Stafford	Main message is to inform the patient that they have been referred by their GP for further investigation into their chest pain.
Stafford	May have a heart problem.
Stafford	No idea. Is referral accepted or not!
Stafford	No letter on screen.
Stafford	Not to contact the GP as the patient's care is the responsibility of the hospital.
Stafford	Once you have been referred then responsibility for your test treatment etc is not with your GP but with the team you have been referred to.
Stafford	Please be sure to attend your appointment?
Stafford	Providing an understanding of where you are being referred to, the reason for the referral, steps that will be taken.
Stafford	Referral has been made to Cardiology at Anytown hosp. The GP has arranged for tests related to this but details of who is actually organising them is not given (GP or Hospital) - Blood test and ECG before the hospital appointment.
Stafford	Referral to cardiology and what to expect.
Stafford	Referral to Cardiology by GP (and why). Need a couple of tests first.
Stafford	Referral to hospital for further tests.
Stafford	Referral to see a specialist concerning chest pain and sob.
Stafford	Referral to see a specialist in cardiology.
Stafford	Referral to specialist to investigate chest pains, with an early ECG to speed things up.
Stafford	referral and tests.
Stafford	Telling you about your appointment what will happen and next steps,.
Stafford	That further communications about tests, prescriptions etc will come from the hospital team and not the GP?
Stafford	That the hospital department you've been referred to should do everything that your condition requires. So its not backwards and forwards to between GP and Hospital.

Stafford	That the hospital is the main contact point. If a bit longwinded.
Stafford	That the patient is going to have a couple of NHS tests but that there is no date given yet.
Stafford	The appointment info should be separate from the information re hospital responsibilities etc. There was too much irrelevant info. If you struggled with reading your health info would be lost in the NHS procedural info.
Stafford	The hospital will deal with all aspects of the issue.
Stafford	The letter explains why I have been referred and it tells me who is responsible for my care. It explains next steps and the tests that will be arranged - also what action to take if symptoms progress.
Stafford	The main message is that the GP surgery has referred to cardiology, but while on the waiting list, the patient will have blood test and EEG.
Stafford	The main message is that the patient has been referred to the cardiology department and for some investigations while they wait for their appointment. It also tells the patient what the hospital department is responsible for hopefully avoiding the patient going back to them for help and support for something that should be managed by the hospital.
Stafford	The main message is to explain that the hospital referral team will deal with the management of "my" referral and that any issues, concerns etc should be directed to the team rather than my GP.
Stafford	The recipient has been referred to a consultant.
Stafford	They have been referred to a specialist department.
Stafford	They have organised some tests but there is almost an implied we are busy -don't bother us. There is then a long screed of stuff likely to be skipped because of the second paragraph. No sense of whether this is a mild or serious condition. There is no clear sense of what to do if things worsen. Have you considered getting a Clear English assessment (Crystal mark?) what about other
Stafford	They have received the referral, but it may take a long time to get an appointment.
Stafford	To advise of further investigations from the referral from the GP.
Stafford	To arrange tests following a health problem.
Stafford	To confirm receipt of a GP referral, following chest pain symptoms and to confirm that the GP has requested blood tests and an ECG. Lots of unnecessary text and waffle in the letter. No dates for procedures given. Very poor!..
Stafford	To explain that when you are referred the responsibility for tests and prescriptions etc lies with the hospital.
Stafford	To explain the hospitals duties in terms of the referral that has been made by the GP.
Stafford	To set out clearly and precisely what is going to happen, where, with which part of the service and who will receive the resulting information and what will be done with it.
Stafford	Too much information on one page!
Stafford	Update on a referral being made and manage expectations.
Stafford	Waiting for an appointment. Doctor is not in the loop and has opted out of your treatment.
Stafford	When and why my appointment is, clear instructions as to who will take charge of my treatment, keeping me informed as to progression of care.
Stafford	Who will have responsibility for future tests, communication and treatment for the symptom of breathlessness.
Stafford	You have been referred to a hospital department and it explains what their responsibilities are from now.

Stafford	You have been referred to a specialist.
Stafford	You have been referred to the Cardiology Department regarding chest pain and shortness of breath. In the meantime, your GP has arranged an ECG and a blood test.
Stafford	You will be referred to a specialist in cardiology who will be responsible for all aspects of your care in relation to shortness of breath and chest pain. This will include, arranging tests and necessary referrals, providing test results, issuing fit notes, prescriptions. They will be your point of contact for this health condition rather than the GP.
Stafford	Your situation is understood but we don't have the resources to address your requirements in a timeline that you are likely to find appropriate.
Staffordshire Moorlands	A referral and excuses as to why it will take a good while to get an appointment.
Staffordshire Moorlands	A referral has been made but there may be a wait until the tests are carried out.
Staffordshire Moorlands	A referral has been made, other tests are needed, and lots of information regarding other things.
Staffordshire Moorlands	Although rather long there were a couple of important bullet points. It's important to have the ability to contact someone for information or to solve queries without being referred back to your GP. The contact telephone number was also very useful.
Staffordshire Moorlands	Apart from the first paragraph that discusses the referral the GP sent, I'm unsure what the key message (s) in the rest of the letter would have to do with me if I received this.
Staffordshire Moorlands	Appointment to follow, some preliminary tests being arranged, and 'we don't know how to communicate well' and "we don't even use good English".
Staffordshire Moorlands	Cluttered but much better than the appointment letter I received from UHNM. Im not sure why the Health Centre was mentioned as 'we' if it came from the hospital.
Staffordshire Moorlands	Contact the hospital if you have any queries about the referral.
Staffordshire Moorlands	Don't know.
Staffordshire Moorlands	Explaining what happens when a referral is made, a test to help once the referral appointment happens and generally what to expect.
Staffordshire Moorlands	Far too long. Too much jargon. Too much information.
Staffordshire Moorlands	Further investigations.
Staffordshire Moorlands	GP referral for a hospital appointment.
Staffordshire Moorlands	Health care is under pressure.
Staffordshire Moorlands	Hospital referral.
Staffordshire Moorlands	Hospital will take over care directly instead of your GP.
Staffordshire Moorlands	How your problem is being dealt with and by whom.
Staffordshire Moorlands	I felt it was very clear and informative.
Staffordshire Moorlands	I have been referred to Cardiologist.
Staffordshire Moorlands	I have been referred to see a specialist at a hospital. An ECG and blood tests have been arranged by the GP prior to any appointment.

Staffordshire Moorlands	I think it is a little confusing, I would have read it 2 or 3 times to understand the "what ifs."After the first couple of paragraphs I had lost the threads. Too much info in ne go.
Staffordshire Moorlands	Informing the patient step by step how his care will be managed.
Staffordshire Moorlands	It is a GP referral for a hospital appointment.
Staffordshire Moorlands	It should be the reason the patient is needing an appointment. But it seems to be the general description of referrals.
Staffordshire Moorlands	It shows that they are willing to take your care forward and let you know what outcome there is.
Staffordshire Moorlands	It was about referrals.
Staffordshire Moorlands	It was an attempt to clarify the responsibilities of primary (GP etc) and secondary (Hospital Care).
Staffordshire Moorlands	It would be difficult for me to understand, as too much information on the letter.
Staffordshire Moorlands	It's telling the patient the new process for their future appointment.
Staffordshire Moorlands	Long winded but ok.
Staffordshire Moorlands	Lost interest after the first sentence. I know what I am being seen about. I just need to know: whom when and where I need to be. Also if I need to bring anything.
Staffordshire Moorlands	Main message - no idea. Seems to outline responsibilities of hospital to patient but more suitable for employees than actual patient.
Staffordshire Moorlands	Making the patient aware of the services which should be offered by the hospital and when it is not appropriate for the hospital to signpost the patient back to their GP for further treatment or advice which they should be providing.
Staffordshire Moorlands	My GP as referred me to the hospital for tests.
Staffordshire Moorlands	Not clear as too much information to assimilate especially for the elderly.
Staffordshire Moorlands	Once you are referred it's out of your Dr's hands.
Staffordshire Moorlands	Outlines the responsibilities of the hospital when they have received referrals.
Staffordshire Moorlands	Outlining appropriate steps to identify health issues raised by patient's GP.
Staffordshire Moorlands	Patient has been referred to as specialist at the hospital. The GP will do tests in order to help the specialist with his consultation.
Staffordshire Moorlands	Planned course of treatment after chest pains.
Staffordshire Moorlands	Referral to cardiology.
Staffordshire Moorlands	Referral to see a specialist in cardiology.
Staffordshire Moorlands	Referred to a Specialist re chest pain & while waiting ECG & other tests will take place arranged by GP. Explained reasons for any delay & responsibilities of the NHS.
Staffordshire Moorlands	Referred to cardio, while waiting will have ECG and bloods. Unsure where. No idea on timescales too much info to digest.

Staffordshire Moorlands	Requiring basic permit ion to re-direct part of your tests to other departments and sending the results direct to to you then up to you to correspond with the GP.
Staffordshire Moorlands	Setting out the responsibilities of the team you are seeing.
Staffordshire Moorlands	Someone needs further tests.
Staffordshire Moorlands	That a patient has been referred for a cardiology specialist appointment following chest pains, blood tests etc will be required to assist in the appointment.
Staffordshire Moorlands	That I am now registered with a specialist, they will guide me through the procedure.
Staffordshire Moorlands	That once you have been referred to a specialist, it becomes the specialists responsibility to look after your medical needs.
Staffordshire Moorlands	That the patient has been referred to cardiology and for tests through GP to support this referral.
Staffordshire Moorlands	That the referral has been received and some tests are required before to aid diagnosis.
Staffordshire Moorlands	That you have a referral to Cardiology, and while waiting for the appointment date you will have blood tests and an ECG. I think it means these interim procedures will be carried out at the GP surgery, although it isn't clear to me. It also doesn't say when these will be done, or if I have to contact the GP for the appointment.
Staffordshire Moorlands	That you've been referred for further tests.
Staffordshire Moorlands	The GP has sent a referral to a specialist and in support of this has initiated some tests.
Staffordshire Moorlands	The hospital will communicate directly with you rather than via your doctor, and will give you a direct point of contact with the hospital.
Staffordshire Moorlands	The main message in this letter should be about the patient who has been referred to hospital for tests due to chest pains and shortness of breath. This has taken a 4 line paragraph to say whats happening. The rest of the letter is making excuses for it not to happen in a reasonable amount of time. Its taken 27 lines of poor excuses to explain the reason why its not going to happen soon. Not
Staffordshire Moorlands	The main message is about the proposed care pathway plus management.
Staffordshire Moorlands	The main message is to advise the patient that they have been referred to cardiology. In the meantime they need an ECG and bloods done before the appointment.
Staffordshire Moorlands	The main message is to outline the hospitals responsibilities, which have been taken from the GP. Also to say what is happening to the referral and next steps.
Staffordshire Moorlands	The main message SHOULD be a simple acknowledgement of receipt of referral to Cardiology. It actually communicates a whole bunch of information on rights and responsibilities.
Staffordshire Moorlands	The main message should be about the referral and the tests to be done in the mean time. However the large amount of additional information underneath, takes it away form that and makes it about the referral process. Even though that is good information to know, it should be printed on the second page for those who wish to read it. The first paragraph and last line should be in larger print on
Staffordshire Moorlands	The message is that the GP practice is overwhelmed as is the NHS in general and once a referral has been made it is the responsibility of the hospital for future contact regarding the referral.
Staffordshire Moorlands	The patient has a serious health issue identified by its GP, who has contacted the relevant department at a hospital with the intention of the hospital department offering the patient an appointment.
Staffordshire Moorlands	The patient has been referred to a cardiologist and whilst waiting some further test are being arranged.
Staffordshire Moorlands	The recipient has been referred to see a specialist at Anytown Hospital, cardiology Department - with details of the care and process.
Staffordshire Moorlands	The support and possible treatment of Amy's health condition.
Staffordshire Moorlands	There will be a delay in your treatment. Your treatment will not be occurring any time soon.

Staffordshire Moorlands	To advise that a referral has been requested to be seen by a specialist and to explain the duty of care. I believe this is pointless without an actual appointment being offered.
Staffordshire Moorlands	To explain what happens when your GP refers you to hospital and what you can expect from the hospital.
Staffordshire Moorlands	To inform the patient that the hospital has received their referral to cardiology from the GP.
Staffordshire Moorlands	To inform the patient that they have been referred for an appointment and the processes involved.
Staffordshire Moorlands	To notify that a referral has been made and what should/would happen next.
Staffordshire Moorlands	To say that they are on a waiting list to be seen and that an ECG will be performed in the meantime.
Staffordshire Moorlands	To tell the patient what the hospital is responsible for.
Staffordshire Moorlands	Too detailed.
Staffordshire Moorlands	Too many 'politics' about services. May have been more helpful to say 'the most appropriate person to Is.....
Staffordshire Moorlands	Too many bullet points.
Staffordshire Moorlands	Very clear instructions about the referral and possible treatments following the appointment.
Staffordshire Moorlands	We are too busy to deal with you.
Staffordshire Moorlands	What the responsibilities are of the health provider in this situation.
Staffordshire Moorlands	What to expect from the hospital during your treatment.
Staffordshire Moorlands	You have been referred for a specialist for your chest pain and shortness of breath and in the meantime we will arrange for you to have an EEG and blood tests to help make your appointment more successful.
Staffordshire Moorlands	You have been referred to see a specialist at the hospital.
Staffordshire Moorlands	YOU HAVE BEEN REFERRED TO THE hospital FOR FURTHER assessment AND IN THE MEAN TIME TESTS HAVE BEEN ARRANGED THAT WILL HELP THE hospital.
Staffordshire Moorlands	You need test these will be arranged by the local hospital and they will be in touch.
Staffordshire Moorlands	Your doctor has referred you to the hospital and they will organize and carry out any tests and manage any medication that might be required.
Staffordshire Moorlands	Your GP has referred you for a cardiology appointment and a separate ECG appointment.
Staffordshire Moorlands	Your GP has referred you to a specialist. You should have some tests before this appointment to assist the specialist. Someone will be in touch regarding appointments for the tests and the specialist. There is a telephone number for further information.
Staffordshire Moorlands	Your GP has referred you to the cardiologist at Anytown hospital regarding your recent symptoms.
Stoke-on-Trent	A information letter from my practice to advise that I have been referred to Cardiology.
Stoke-on-Trent	A lot of unnecessary information is included. Sentences are too long and this made the letter difficult to understand.

Stoke-on-Trent	A referral has been made to the specialist at the hospital. The hospital is now responsible for your care around this issue.
Stoke-on-Trent	A referral that has been made and how this is managed.
Stoke-on-Trent	About the responsibilities of hospitals after GP referral.
Stoke-on-Trent	All issues should be dealt with by the relevant departments.
Stoke-on-Trent	Arranging a refferstl.
Stoke-on-Trent	Assessment information for cardiac issues.
Stoke-on-Trent	Basically blaming delays on other departments.
Stoke-on-Trent	Cardio Letter.
Stoke-on-Trent	Details regarding a referral to a NHS specialist.
Stoke-on-Trent	Doctors referral.
Stoke-on-Trent	Don't know.
Stoke-on-Trent	Don't know.
Stoke-on-Trent	Everything is the hospitals responsibility so don't contact the surgery.
Stoke-on-Trent	Excuse for in adequate administration.
Stoke-on-Trent	Explaining what happens following a referral to a specialist.
Stoke-on-Trent	Explanation about wait times and expectations.
Stoke-on-Trent	First impression was it looked long and too many points. Not sure all the information was relevant to me.
Stoke-on-Trent	GP had referred to cardiology and to have ECG and bloods soon before that appt comes. Waiting times are longHospital are essentially responsible for everything else and not too contact GP if need anything related to this condition before being seen by hospital.
Stoke-on-Trent	GP referred to consultant.
Stoke-on-Trent	Have had recent appointments at hospital re chest pain. Now awaiting ECG. It says hospital will carry on treatment. But it confuses me re sick note! I think hospital is in charge of medication.
Stoke-on-Trent	Hospital appointment.
Stoke-on-Trent	I can't answer accurately The writing is too small on the example letter provided and zooming in means I can't see all the text to read.
Stoke-on-Trent	I found there is a lot of information to take in and read it a couple of times.
Stoke-on-Trent	I lost interest in the letter half way down the page.

Stoke-on-Trent	I think it's to tell me I was referred to cardiology team? But after reading it multiple times I'm still not 100% sure.
Stoke-on-Trent	I think the letter is to say that the GP has referred the patient to the hospital and now everything is the hospital's responsibility not the GPs so don't contact the GP.
Stoke-on-Trent	I thought I was very clear and understood the letter.
Stoke-on-Trent	I've been referred to see a specialist.
Stoke-on-Trent	Increased workloads mis managed resources and advising patient they require a blood test and ECG.
Stoke-on-Trent	Inform the patient a referral has been made and explain the hospital's responsibilities to the patient.
Stoke-on-Trent	Informing of an appointment referral and the responsibilities of the hospital and specialist team in carrying out the reason(s) for the appointment.
Stoke-on-Trent	Instructions. And references.
Stoke-on-Trent	It explains the referral process but then goes on needlessly about procedural processes.
Stoke-on-Trent	It is a GP referral for a hospital appointment.
Stoke-on-Trent	It is setting out the duties of the GP in the particular case and explaining what happens next.
Stoke-on-Trent	It is telling the patient that they've been referred to the Cardiology Department to see a specialist.
Stoke-on-Trent	It is telling you that you have been referred for specialist care by the cardiology unit at the hospital. In the meantime you will have an ECG and blood test ordered by your GP.
Stoke-on-Trent	It seems to be just setting out a process. Nothing about the actual tests the patient needs. It's poorly set out, looks too much like one block of writing and doesn't actually help the recipient at all.
Stoke-on-Trent	It's about a referral from a go to cardiology.
Stoke-on-Trent	Its confusing and not really explaining who's doing what and when. Theyre just saying theyre busy in a long window fashion.
Stoke-on-Trent	It's just a list that says what they expect to do in general not specifically for you. It could be an additional leaflet but not a letter.
Stoke-on-Trent	Large blocks of information can be dense and difficult to access.
Stoke-on-Trent	Layout of page is poor. Too detailed in words like essays.
Stoke-on-Trent	Letter seems a little "busy" It talks about being given a referral for the cardiac unit. Puts the onus of doing things squarely on the shoulders of the "NHS" Does the patient have to do anything??
Stoke-on-Trent	Main message is that a referral to cardiology has been made.
Stoke-on-Trent	Main message is that GP has referred to Cardiology at the hospital.
Stoke-on-Trent	My doctor has referred me to a specialist.
Stoke-on-Trent	Need to wait for appointment.

Stoke-on-Trent	No idea.
Stoke-on-Trent	One is being referred to a specialist Cardiac unit and once in their care, all treatment, medicines etc will be organized by that unit. There is no need to refer to one's local GP practice as the Hospital/Specialist service will deal with all issues formally undertaken by the GP Practice.
Stoke-on-Trent	Outlines the way things will proceed.
Stoke-on-Trent	Outlining everything that the GP is NOT going to do! Also passing the responsibility to the patient for chasing any omissions by the specialist team.
Stoke-on-Trent	Passing the buck from GP to hospitals.
Stoke-on-Trent	Patient has been referred but there may be a wait for tests.
Stoke-on-Trent	Patient has been referred to a specialist because of chest pain and shortness of breath. Meanwhile other tests will be conducted. Any further treatment or medication required will be dealt with by the hospital as will results and any sick note required.
Stoke-on-Trent	Process of the referral and who does what.
Stoke-on-Trent	Referral letter to patient advising to attend hospital appointment once received. Alternative agencies may contact patient based upon demand to free up backlog of medical appointments, delays to provide adequate 'Patient Care'.
Stoke-on-Trent	Referral.
Stoke-on-Trent	Referral for ECG. And next steps. Though information overload.
Stoke-on-Trent	Referral to a cardiology specialist.
Stoke-on-Trent	Referral to cardiology and informing re pre appointment tests.
Stoke-on-Trent	Referral to cardiology.
Stoke-on-Trent	Referral to cardiology. But got lost in a lot in unnecessary information.
Stoke-on-Trent	Referral to hospital specialist by GP.
Stoke-on-Trent	Responsibility of Referrals.
Stoke-on-Trent	Telling them about a referral to a cardiologist.
Stoke-on-Trent	Telling you that GPs are very busy and it is the hospital to contact.
Stoke-on-Trent	That an appointment has been made to see a specialist regarding recent chest pain.
Stoke-on-Trent	That from referral a consultant is responsible for all further tests, treatments and referrals as necessary.
Stoke-on-Trent	That further tests are needed for you. Who by and when - who knowsPs the other message is that the Anytime Hospital/Health Centre deep down dislikes its customers or patients and maybe (most likely) contemptuous of the people it serves.
Stoke-on-Trent	That GP has made a referralto re recent chest pain and shortness of breath and in meantime is arranging an ECG and blood tests which will be useful for the cardiologist.
Stoke-on-Trent	That GP has referred to specialist for further investigation of current medical issue.

Stoke-on-Trent	That the GP has arranged tests to discover or eliminate what could be causing the patients ailments.
Stoke-on-Trent	That the hospital is taking away responsibility from the GP and will be handling my care.
Stoke-on-Trent	That the individual needs a referral and may need to have a variety of tests before seeing the specialist. And that there may be a delay between referral and appointment. The patient should chase the appointment via the hospital not the GP.
Stoke-on-Trent	That the patient has been referred on and that their GP will arrange blood and other tests.
Stoke-on-Trent	That you are in the hands of the Cardiology department now.
Stoke-on-Trent	That you have been referred to cardiology and have tests waiting to be done.
Stoke-on-Trent	The contents are alright for me but too many people they would not be, it's too long, too many excuses and all the procedures take far too long.
Stoke-on-Trent	The doctor has referred the patient to Cardiology and explains what to expect from the referral.
Stoke-on-Trent	The letter is about a referral however the dialogue is all over the place and hard to track through!
Stoke-on-Trent	The letter lays out the hospital or specialist team's responsibility going forward, following a referral.
Stoke-on-Trent	The main message communicated through this letter concentrates on the "NHS referral system".
Stoke-on-Trent	The main message is a referral to a hospital specialist.
Stoke-on-Trent	The main message is to inform the patient of forthcoming appointment and further tests required for the specialist to make an informed decision.
Stoke-on-Trent	The main message of the letter is to state that you have been referred to a consultant, what for and why, and then goes on to state what the responsibilities are of the hospital to ensure that you get your appointment. It outlines what the expectations of the hospital should be and what to do if they are not seen to be met. I also think its quite clear and tells us why we are being given the
Stoke-on-Trent	The patient has been referred by the GP to a Cardiologist and has also been referred for an ECG and blood tests prior to seeing the Cardiologist. This is in connection with their recent episodes of chest pain and shortness of beath.
Stoke-on-Trent	The patient needs some testsThe GP has made a referral to a cardiology department at the hospital.
Stoke-on-Trent	The person has been referred to a heart specialist and will have ECG and blood test 1st.
Stoke-on-Trent	The person has been referred to the hospital and its basically the patients responsibility to keep an eye on the hospital and contact them if anything goes wrong. It sounds like the GP has washed their hands of it and its now the hospitals responsibility but they cant reliably look after their own admin so the patient has to do it for them and contact them if they hear nothing.
Stoke-on-Trent	The referral to cardiology and need for blood test and ECG. Should be be more direct eg1. Your have be been referred to cardiology and will be contacted in due course.2. In the meantime, you will be notified to attend for blood tests and ECG.
Stoke-on-Trent	The specialist service will coordinate any tests and the communications and any actions required in response to the tests.
Stoke-on-Trent	There is not a main message. Detailed information needs to be emphasized ideally with bullet points but.
Stoke-on-Trent	This letter informs Any Other that the Anytown Hospital Cardiology Department will be fully responsible for her care in all matters related to her potential cardiovascular diseases, without any back-and-forth with the GP.
Stoke-on-Trent	To arrange follow up to chest pains.
Stoke-on-Trent	To help reduce pressure on GP surgeries, hospital test results should be relayed to the patient direct from the hospital without involving the GP. Any queries, patient should contact the hospital and not the GP.

Stoke-on-Trent	To inform the patient how there care is been undertaken and who to refer to.
Stoke-on-Trent	Too much information at once very confusing especially if you are elderly.
Stoke-on-Trent	To notify that a referral has been made There is a considerable wait time The list of ongoing actions the hospital needs to takeThey will be in touch with further action.
Stoke-on-Trent	To notify the patient that they have been referred, by their GP, to a specialist, and that an ECG and blood tests will be undertaken whilst awaiting an appointment.
Stoke-on-Trent	Too much information on the policy and protocol. Very small print. Lots of written information that really is not to do with the person's symptoms and treatment investigation pathway. Also who will be providing the service.
Stoke-on-Trent	Too much information, if, buts and maybe's.
Stoke-on-Trent	Very confusing too much info in one paragraph.
Stoke-on-Trent	Waiting for further checks but in the interim an ECG and blood tests have been arranged.
Stoke-on-Trent	We're here to help. We will inform you directly about what is going on and you can contact us if you feel your appointment isn't timely.
Stoke-on-Trent	What roles the hospital has in treatment.
Stoke-on-Trent	What the NHS has to do on a daily basis so that you are told how busy they are and that you may have to WAIT.
Stoke-on-Trent	What to expect from the hospital appointment.
Stoke-on-Trent	What you are referred for.
Stoke-on-Trent	Whilst I understand the Work load, waiting times, Corporate administrations etc, opening a letter then having to read navigate through it can/could be over whelming for some Patients.
Stoke-on-Trent	You are referred to the cardiology department at the hospital. GP is arranging for MRI scan and blood tests.
Stoke-on-Trent	You have been referred to hospital cardiologist and in the meantime GP is sending you for ECG and blood test.
Stoke-on-Trent	You have been referred to o hospital and all care should be sorted by them.
Stoke-on-Trent	You have been referred to the hospital because of chest pain and shortness of breath. Tests will be carried out at the hospital and the hospital will be responsible for issuing prescriptions, providing test results, issuing sick notes and dealing with any queries instead of your GP in order to reduce pressure on GP surgeries.
Stoke-on-Trent	You have been referred to the hospital for further test so that your diagnosis can be determined.
Stoke-on-Trent	You need an ECG and blood tests.
Stoke-on-Trent	You need to be seen but we have no idea when you will be plus lots of excuses. I found it difficult to concentrate as text so dense.
Stoke-on-Trent	You've been referred to the care of a hospital department. The rest seems to be just a list of what the hospital's responsibilities are at this point. No appointment date and time given.
Tamworth	A lot of excuses for possible future failings. The first part was Ok.
Tamworth	Detailed plan on how the patients symptoms will be managed.

Tamworth	Explains who is responsible for different aspects of treatment.
Tamworth	It about being referred for a current health issue.
Tamworth	It was difficult to read through as it was very long with too much information about things that are not relevant to the patient.
Tamworth	It's too busy ie: too much information, some info not needed at this stage of the process.
Tamworth	Long delays for chest treatments.
Tamworth	Main message is that once you're referred, you're under the care of the hospital not your GP and all care for this particular condition is the responsibility of the hospital not the GP.
Tamworth	Main message saying about responsibility when referral is made.
Tamworth	Needs subject headings and paragraph heading before going into detail.
Tamworth	One has a health issue and it needs further tests. Too wordy and long.
Tamworth	Patient needs to see specialist but it could be a long and winding road before that happens!!!
Tamworth	Referral.
Tamworth	Seems to be fairly clear.
Tamworth	Straight forward.
Tamworth	That all will be done from one place and not going with the GP.
Tamworth	That the hospital will be responsible for all care and treatment related to the current condition.
Tamworth	The first paragraph says all you need to know. Referred to specialist unit for appointment, plus before appointment other tests are required and are being arranged by GP. All the rest is waffle and could be provided in a separate leaflet either with letter or at appointment.
Tamworth	The main message is that the patient has a referral to see a specialist and undergo tests to assess their chest pains and shortness of breath.
Tamworth	The patient has been referred to the hospital. Before their appointment, the hospital has arranged an ECG scan and blood test that will assist the specialist conducting the appointment. There is a lot of unnecessary and irrelevant information following that, which is too much information for a bullet point list.
Tamworth	The referral and responsibilities of specialist teams.
Tamworth	TMI. Print too small, lost the plot so put it down. For many patients it is too lengthy.
Tamworth	To inform of a referral for an ECG and blood tests that will occur before the main appointment with the specialist. The purpose is to enable the specialists assessment.
Tamworth	To let you know what happens when a referral is made.
Tamworth	Too much to read, sorry.
Tamworth	You are on a waiting list to explore chest pain.

Tamworth	You have been referred to a specialist, but you are on a waiting list so you are going to have to wait further before that happens. That is all the patient needs to know. All the rest is explaining why it's going to be a long time before that happens. Far too complex for your average patient who just wants to know when they're going to get professional help.
Tamworth	You have been referred to a hospital cardiology department because of chest pain and shortness of breath. In the meantime your GP is carrying out ECG and blood tests.
Tamworth	You've been referred for treatment with a specialist and they will be your point of contact going forward.
Tamworth	You've been referred to a specialist for chest pain and shortness of breath. While you're waiting for your appointment, your GP will arrange a blood test and ECG for your specialist appointment. I would have skimmed the rest of the letter as none of it is immediately important to me.

Which local council area do you live in?	What was the best part of the letter (letter 1)
Cannock Chase	1st paragraph and final contact details.
Cannock Chase	All.
Cannock Chase	Bullet points.
Cannock Chase	Details of the referral.
Cannock Chase	First paragraph.
Cannock Chase	First paragraph.
Cannock Chase	First part.
Cannock Chase	Gave contact details. Bullet points.
Cannock Chase	Having a contact.
Cannock Chase	Heading.
Cannock Chase	Informative.
Cannock Chase	Nothing.
Cannock Chase	Nothing.
Cannock Chase	Nothing really - it is very poor, especially for older people to read.
Cannock Chase	Nothing, it is an awful letter.
Cannock Chase	Opening paragraph.
Cannock Chase	That what actually affected me was at the very beginning of the letter.
Cannock Chase	The first and last parts.
Cannock Chase	The first few lines diagnosis and physical examination.
Cannock Chase	The first paragraph was clear and to the point.
Cannock Chase	The first paragraph.

Cannock Chase	The first sentence it tells me what is going to happen.
Cannock Chase	The last paragraph.
Cannock Chase	The reason for the letter was at the start.
Cannock Chase	The telephone number at the end.
Cannock Chase	There was a contact number on the letter header.
Cannock Chase	What happens next.
Cannock Chase	When I got to the end!
Cannock Chase	You could tell it was from the NHS.
East Staffordshire	Actually receiving it - but with post do poor my last letter was received the day of my appointment! At least there was a telephone number at the bottom of the letter!
East Staffordshire	Clear instructions.
East Staffordshire	First paragraph.
East Staffordshire	First paragraph gave why referred.
East Staffordshire	First paragraph.
East Staffordshire	First paragraph. I know what the letter is about.
East Staffordshire	Getting straight to the point about the referral.
East Staffordshire	Having the referral.
East Staffordshire	I'd finally been referred.
East Staffordshire	It explained who is now responsible for ongoing communication and care (and why.)
East Staffordshire	It is clear what responsibilities the hospital will undertake - at least once they have been seen by the hospital.
East Staffordshire	It opened with the most important information.
East Staffordshire	It started off ok but then started to become confusing.
East Staffordshire	Just about everything that was needed to know was there before you attended the appointment.

East Staffordshire	Laying out what the service is required to do.
East Staffordshire	None of it.
East Staffordshire	None of it!
East Staffordshire	None of it,.
East Staffordshire	None of it.
East Staffordshire	Nothing.
East Staffordshire	Nothing.
East Staffordshire	Nothing - it was poorly written.
East Staffordshire	Nothing really,.
East Staffordshire	Referral info at the top of the letter.
East Staffordshire	That my medical problem has been passed onto a more specialist team to help sort it out.
East Staffordshire	The advice that I had been referred appropriately.
East Staffordshire	The bullet points.
East Staffordshire	The bullet points.
East Staffordshire	The end.
East Staffordshire	The explanation of what would happen at the person's appointment.
East Staffordshire	The fact that it confirms a referral part of the letter.
East Staffordshire	The first and last sentence rest was waffle.
East Staffordshire	The first paragraph.
East Staffordshire	The first paragraph.
East Staffordshire	The first paragraph.
East Staffordshire	The first paragraph.

East Staffordshire	The first paragraph although this was not totally clear.
East Staffordshire	The first paragraph.
East Staffordshire	The first paragraph.
East Staffordshire	The information that a referral has been received and the number to call (but not who to ask for and when to call).
East Staffordshire	The introduction/.
East Staffordshire	The recipient would know that a referral is in progress and for the correct purpose. The hospital's responsibilities might be useful for information, but not in the body of the letter.
East Staffordshire	The sign off.
East Staffordshire	The wording.
East Staffordshire	There was no best part of the letter.
East Staffordshire	To advise you that you have been referred to a specialist.
East Staffordshire	To receive the letter on time, some times my letter comes past the appointment date.
Lichfield	All info was pretty much in opening paragraph.
Lichfield	Bullet points.
Lichfield	Clarifying that the hospital was to follow up my care and what it was responsible for.
Lichfield	Contact details for further information.
Lichfield	Detailed information on the various administrative steps.
Lichfield	Explanation of hospital responsibilities.
Lichfield	First and last paragraphs.
Lichfield	First paragraph.
Lichfield	First paragraph.
Lichfield	First paragraph and last line.
Lichfield	First sentence.

Lichfield	Information about division of responsibilities between GP & hospital seemed clear.
Lichfield	It looked an official NHS letter.
Lichfield	It was attempting to communicate!
Lichfield	Knowing a referral had been made.
Lichfield	Knowing I had a referral.
Lichfield	None of it.
Lichfield	None of it.
Lichfield	Nothing.
Lichfield	Nothing.
Lichfield	Nothing.
Lichfield	Nothing.
Lichfield	Nothing.
Lichfield	Nothing - it was rubbish.
Lichfield	Nothing really.
Lichfield	Nothing, I could not take in the information as it was too much grouped together.
Lichfield	Nothing, it needs to be broken down into sections with clear headings.
Lichfield	Nothing.
Lichfield	Paragraph 1.
Lichfield	Referral had been done.
Lichfield	Saying who will take over my care.
Lichfield	That a referral was being made.
Lichfield	That the patient had been referred.

Lichfield	The fact that the referral has been made and also understanding the responsibilities of the hospital team.
Lichfield	The first paragraph.
Lichfield	The first paragraph tells the patient what is happening.
Lichfield	The first paragraph.
Lichfield	The first sentence regarding the decision to be referred.
Lichfield	The greeting and initial address. The number to contact.
Lichfield	The intro paragraph.
Lichfield	The letter explains that hospitals should: arrange further tests or referrals, provide prescriptions, communicate results directly to patients, issue fit notes if needed, handle appointment problems, and answer patient queries themselves.
Lichfield	The NHS logo.
Lichfield	The opening paragraph.
Lichfield	There wasn't one.
Lichfield	They may have got their own generic contact details correct.
Lichfield	We will do some preliminary testing ECG and bloods.
Lichfield	Why appointment was needed.
Lichfield	You could tell straight away it was from the NHS.
Newcastle-under-Lyme	"If you have any further questions."
Newcastle-under-Lyme	. Bullet point presentation.
Newcastle-under-Lyme	A lot of information, which I like.
Newcastle-under-Lyme	A phone number to contact.
Newcastle-under-Lyme	Actually been told cos I wasn't.
Newcastle-under-Lyme	All ok.
Newcastle-under-Lyme	Beginning and end. The middle body of text has much information that's largely unnecessary and could have been provided on the back as additional information.

Newcastle-under-Lyme	Both good information just confusing.
Newcastle-under-Lyme	Bullet pointing.
Newcastle-under-Lyme	Clarity about what to expect and who is responsible.
Newcastle-under-Lyme	Confirmation that I am being referred, and whilst waiting, I am to receive further tests. The letter offers reassurance that my condition is being dealt with, and I have a telephone number to call should I feel I need it.
Newcastle-under-Lyme	Contact number for further questions.
Newcastle-under-Lyme	Contact telephone number thats it.
Newcastle-under-Lyme	Difficult to say.
Newcastle-under-Lyme	Ensure patient was referred for further treatment.
Newcastle-under-Lyme	Ensuring the patient was being referred to the hospital.
Newcastle-under-Lyme	Explain explaining the steps that will take and whose responsibility.
Newcastle-under-Lyme	Explaining what happens next.
Newcastle-under-Lyme	Explaining what tests you were going to have.
Newcastle-under-Lyme	Explaining where all the tests are carried out.
Newcastle-under-Lyme	First paragraph.
Newcastle-under-Lyme	First paragraph.
Newcastle-under-Lyme	First paragraph.
Newcastle-under-Lyme	Hard to say.
Newcastle-under-Lyme	I liked that it explained what would happen in the meantime.
Newcastle-under-Lyme	Informing the patient that the referral has being made and a simple guide to what next whilst you wait.
Newcastle-under-Lyme	Informing you that you had been referred.
Newcastle-under-Lyme	Instructions are clear.
Newcastle-under-Lyme	It is clear who you are being referred to and who is responsible for what.

Newcastle-under-Lyme	It was all very clear and relevant.
Newcastle-under-Lyme	Key information at topcontact info at bottom.
Newcastle-under-Lyme	Knowing that you are referred.
Newcastle-under-Lyme	Knowing the person was being referred.
Newcastle-under-Lyme	Letting me know I had been referred.
Newcastle-under-Lyme	Making it to the end!
Newcastle-under-Lyme	Most of what I'd need to know was in the first paragraph.
Newcastle-under-Lyme	NA.
Newcastle-under-Lyme	No particular part it was all of equal standard.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing really.
Newcastle-under-Lyme	Nothing really.
Newcastle-under-Lyme	Opening paragraph.
Newcastle-under-Lyme	Paragraph 1.
Newcastle-under-Lyme	Paragraph 1 which told me what was happening.
Newcastle-under-Lyme	Saying get in touch if you have questions.
Newcastle-under-Lyme	Saying what the referral is for.
Newcastle-under-Lyme	Saying who is responsible for what in your care.

Newcastle-under-Lyme	The first paragraph (except for the absence of detail about the ECG and blood tests.
Newcastle-under-Lyme	The first paragraph confirmed a referral had been made.
Newcastle-under-Lyme	The first paragraph was simple to understand.
Newcastle-under-Lyme	The first paragraph.
Newcastle-under-Lyme	The first sentence.
Newcastle-under-Lyme	The first sentence.
Newcastle-under-Lyme	The format of bullet point layout.
Newcastle-under-Lyme	The info about the ECG.
Newcastle-under-Lyme	The information regarding my referral was at the start of the letter.
Newcastle-under-Lyme	The introduction.
Newcastle-under-Lyme	The introduction was clear and precise with good explanations.
Newcastle-under-Lyme	The introduction, what followed was too much information and "maybes" as to what happens next. A person who is unwell doesn't need to know about the pressures of admin staff, they just want reassurance and clarity.
Newcastle-under-Lyme	The letter made it clear that the NHS was playing the blame game by not taking responsibility for patient care and expecting other departments to do there bit without offering any useful advice to the patient.
Newcastle-under-Lyme	The main script.
Newcastle-under-Lyme	The opening paragraph.
Newcastle-under-Lyme	The responsibilities of the specialist team moving forward.
Newcastle-under-Lyme	To me there was no best part, I am ill but no appointment was given also it seemed to be very hard to get one due to the strain on the NHS.
Newcastle-under-Lyme	What happens after referral from GP.
Newcastle-under-Lyme	Who had referred the person and why and the reason for the referral.
South Staffordshire	A letter from the NHS.
South Staffordshire	Contact details. I'd have been ringing and/or emailing them as soon as possible.
South Staffordshire	Contains all information a patient may need.

South Staffordshire	Couldnt read it.
South Staffordshire	Factual.
South Staffordshire	Finding out you have been referred!
South Staffordshire	First para.
South Staffordshire	First paragraph.
South Staffordshire	For someone who likes to know everything that is happening re: medical care, this covers all the bases.
South Staffordshire	I received it and was told I being referred.
South Staffordshire	It was trying to give all the information and did include a phone number (but no contact person/department details.)
South Staffordshire	None.
South Staffordshire	Nothing.
South Staffordshire	Referral, procedure, location.
South Staffordshire	Step by step instructions.
South Staffordshire	Telling me I have an appointment.
South Staffordshire	That the case had been referred.
South Staffordshire	The advice as to the referral - the particular hospital, the specialty and the reason.
South Staffordshire	The first paragraph.
South Staffordshire	The introduction and getting straight to the point that a referral has been made.
South Staffordshire	The whole thing was dreadful. I scan letters on first opening to find dates, times, hospital, consultant. This was waffle.
South Staffordshire	There was a contact number.
South Staffordshire	Where I need to go.
South Staffordshire	Your GP at Anytown Health Centre has referred you to see a specialist at Anytown Hospital.
Stafford	1st para. Clear and well explained. Superfluous later in letter and not clear if I needed to do anything - need to reassure me I don't or explain what next eg do I need to make the appts needed first?

Stafford	1st paragraph.
Stafford	A contact number.
Stafford	A referral has been made.
Stafford	Addressing concerns. Directly with me.
Stafford	Can't remember!
Stafford	Clear contact number for more information.
Stafford	Clear instructions.
Stafford	Comprehensive info.
Stafford	Contact details.
Stafford	Contact number at end.
Stafford	Didn't panic me.
Stafford	Explained everything clearly.
Stafford	Explaining what the GP is arranging prior to patient seeing specialist.
Stafford	Finished with simple instruction to call the number given for help.
Stafford	First para about what happens next.
Stafford	First paragraph.
Stafford	First paragraph, although too wordy.
Stafford	First section outlining what was going to happen.
Stafford	Full detail.
Stafford	Honesty, sadly.
Stafford	How it explains the duty of the GP and the hospital. Just needed dividing into appropriate groups.
Stafford	I am in the system!

Stafford	I just feel that the letter was very long and most of the time people just want the letter points. Additional information could be moved to a second page.
Stafford	Informing patient that they are still on the system and not forgotten about.
Stafford	Instructions as to what to do regarding attendance of or when this happens. Responsibility.
Stafford	Introduction.
Stafford	It gave contact details for further enquiries.
Stafford	It made clear that the hospital becomes your immediate carer.
Stafford	It was a referral for diagnostic tests.
Stafford	It was good to get all the information about the hospital's responsibilities but it should be clearly separated off from the the main information.
Stafford	It was informative.
Stafford	No letter.
Stafford	None of it.
Stafford	None of it.
Stafford	None, it was very poor in all respects. It was written in a legal jargon, not understood by the public.
Stafford	Nothing.
Stafford	Paragraph 1.
Stafford	Stating they had received the request from the GP surgery.
Stafford	That ckbfirmation that the referral had been made was in the first paragraph.
Stafford	The address on the top right.
Stafford	The bullet points.
Stafford	The confirmation of the referral.
Stafford	The contact details.
Stafford	The detailed explanation.

Stafford	The end.
Stafford	The end!
Stafford	The fact I had been referred to cardiology.
Stafford	The first paragraph.
Stafford	The first paragraph.
Stafford	The first paragraph about the referral. The rest is very generic and just seems like buck-passing on the part of the GP. It needs to include contact information so that the patient knows who they are dealing with.
Stafford	The first paragraph as the patient knew at the start what the letter was in relation to.
Stafford	The first paragraph by.
Stafford	The first paragraph explaining where the referral had been made to and why.
Stafford	The first paragraph giving details of actions to address patient's problems.
Stafford	The first paragraph outlining the referral.
Stafford	The first paragraph.
Stafford	The first paragraph.
Stafford	The first sentence.
Stafford	The first sentence and the last being the contact number.
Stafford	The first sentence.
Stafford	The information about the tests and the opportunity to ring for further help.
Stafford	The last sentence! Clearly stating specific contact details to address any questions or queries.
Stafford	The letter started well but contained too much info irrelevant to the person's health management.
Stafford	The letter was clear in terms of what to expect from the referral and it was clear why the referral had been made.
Stafford	The ownership of the referral. The explanation about who is responsible. The reason for the referral set out clearly.
Stafford	The paragraph explaining the symptoms that have led to the referral and that a referral has been made.

Stafford	The procedure.
Stafford	The reassurance that the hospital are taking ownership of the referral.
Stafford	The step by step information.
Stafford	The thought that someone was responsible and I don't have to contact the GP.
Stafford	Your on waiting list to see consultant.
Staffordshire Moorlands	1st paragraph.
Staffordshire Moorlands	Acknowledging a referral had been done.
Staffordshire Moorlands	Being seen by health care professionals and having a direct contact number.
Staffordshire Moorlands	Clarifies what to expect from who.
Staffordshire Moorlands	Clear contact details for further information.
Staffordshire Moorlands	Clear indication of what will happen after the referral and the fact that you wouldn't be referred back to your GP if you had to reschedule your appointment.
Staffordshire Moorlands	Confirming patient has been referred to as specialist by GP and that the GP will do some tests to help with the consultation.
Staffordshire Moorlands	First and last paragraphs.
Staffordshire Moorlands	First paragraph.
Staffordshire Moorlands	First paragraph.
Staffordshire Moorlands	First paragraph.
Staffordshire Moorlands	First paragraph.
Staffordshire Moorlands	First paragraph - outlined the information required.
Staffordshire Moorlands	First paragraph.
Staffordshire Moorlands	First paragraphs.
Staffordshire Moorlands	First sentence.
Staffordshire Moorlands	Having a number to contact for info/clarification.

Staffordshire Moorlands	I felt the first paragraph contained the essential information and the remainder of the letter was largely unnecessary.
Staffordshire Moorlands	Initial basic information.
Staffordshire Moorlands	Intro.
Staffordshire Moorlands	It had the NHS logo.
Staffordshire Moorlands	It made clear what the department was responsible for.
Staffordshire Moorlands	It's content.
Staffordshire Moorlands	Lots of information.
Staffordshire Moorlands	None of it.
Staffordshire Moorlands	None of it.
Staffordshire Moorlands	None of it.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Nothing stood out.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Noting - difficult to understand.
Staffordshire Moorlands	OPENING PARA.
Staffordshire Moorlands	Opening was ok could be made clearer,.
Staffordshire Moorlands	Paragraph 1.
Staffordshire Moorlands	Paragraph 1.
Staffordshire Moorlands	Paragraph one.
Staffordshire Moorlands	Patient given contact details for further information.
Staffordshire Moorlands	Possible sending you all documents related to your condition.

Staffordshire Moorlands	Reassurance that you're been cared for albeit that treatment is not immediate.
Staffordshire Moorlands	Receiving it.
Staffordshire Moorlands	Setting out the hospital's responsibilities.
Staffordshire Moorlands	Something should happen.
Staffordshire Moorlands	Telling me that I had been referred, and would have tests in the meantime.
Staffordshire Moorlands	That a referral had been made.
Staffordshire Moorlands	That I have an appointment.
Staffordshire Moorlands	That it was 'a' communication from the hospital.
Staffordshire Moorlands	That referral had been made for further tests.
Staffordshire Moorlands	That the Gp has made a referral to a specialist.
Staffordshire Moorlands	The assurance that they ' the hospital ' would take things forward and feed back to the patient as and when.
Staffordshire Moorlands	The bullet points of what will happen was clear. There wasn't too much information in one sentence or paragraph.
Staffordshire Moorlands	The clear guidance on what the responsibilities of the hospital provider are and which describes the care pathway which the patient should be experiencing. It reduces the possibility of delays and gives the patient confidence to query any element of their care which they feel should be provided by the hospital.
Staffordshire Moorlands	The confirmation that they had been referred. Also a clear plan was being formulated as to the interim steps.
Staffordshire Moorlands	The contact information.
Staffordshire Moorlands	The contact telephone number.
Staffordshire Moorlands	The end.
Staffordshire Moorlands	The ending.
Staffordshire Moorlands	The fact that it seemed thorough.
Staffordshire Moorlands	The first and last paragraph.
Staffordshire Moorlands	The first bit saying they have received your referral.
Staffordshire Moorlands	The first paragraph.

Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph and last line.
Staffordshire Moorlands	The first paragraph and last sentence.
Staffordshire Moorlands	The first paragraph and the final sentence of the letter.
Staffordshire Moorlands	The first paragraph, most of the bullet points and the contact details.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first section explaining what was going to happen now.
Staffordshire Moorlands	The initial paragraph.
Staffordshire Moorlands	The part the said a referral had been made and what should happen next.
Staffordshire Moorlands	The whole content as it gave all the I formation needed.
Staffordshire Moorlands	The whole of the content.
Staffordshire Moorlands	There wasn't.
Staffordshire Moorlands	There wasn't a best part.

Staffordshire Moorlands	There wasn't much good about it.
Staffordshire Moorlands	Your GP will..... ECG.
Stoke-on-Trent	1st paragraph.
Stoke-on-Trent	A contact number provided at the end.
Stoke-on-Trent	Acknowledge reason for referral.
Stoke-on-Trent	Acknowledgement that waiting is difficult.
Stoke-on-Trent	Addressing any concerns.
Stoke-on-Trent	All information given for the patient.
Stoke-on-Trent	Appointments.
Stoke-on-Trent	Being told you had been referred and giving a telephone number should you need to clarify anything.
Stoke-on-Trent	Bullet points.
Stoke-on-Trent	Confirmation of referral.
Stoke-on-Trent	Confirming the doctor had requested a referral.
Stoke-on-Trent	Contact number for any questions.
Stoke-on-Trent	Detailing responsibility.
Stoke-on-Trent	Don't know really.
Stoke-on-Trent	Explaining what to expect test wise.
Stoke-on-Trent	Explanation of Referral.
Stoke-on-Trent	First and second paragraphs.
Stoke-on-Trent	First line right to the point.
Stoke-on-Trent	First paragraph.
Stoke-on-Trent	First paragraph.

Stoke-on-Trent	First paragraph.
Stoke-on-Trent	First paragraph.
Stoke-on-Trent	First paragraph.
Stoke-on-Trent	First paragraph.
Stoke-on-Trent	First paragraph and addition of contact number.
Stoke-on-Trent	First paragraph and contact in case you didn't understand anything.
Stoke-on-Trent	First paragraph rest just mind blowing.
Stoke-on-Trent	First sentence.
Stoke-on-Trent	First two paragraphs.
Stoke-on-Trent	Generally informative.
Stoke-on-Trent	I can read it and understand it.
Stoke-on-Trent	Information levels were good. Just the presentation needed streamlining.
Stoke-on-Trent	It stated at the beginning what the reason for the letter was.
Stoke-on-Trent	It was understandable.
Stoke-on-Trent	Knowing I was, hopefully. Going to see a specialist, however these days a referral doesnt always mean that.
Stoke-on-Trent	Knowing who I was seeing and why ans the responsibility of the hospital. Better informed is easier to chase if there is an issue without being sent round several people. It also shows why this information is being given. The more well informed people are about who is responsible for what, the more straightforward it will be to get them to understand the
Stoke-on-Trent	N/a.
Stoke-on-Trent	N/a.
Stoke-on-Trent	None of it, lots of it not relevant to ongoing referral.
Stoke-on-Trent	None too confusing.
Stoke-on-Trent	None. Too much zooming in and out gives me headache.
Stoke-on-Trent	Nothing.

Stoke-on-Trent	Nothing.
Stoke-on-Trent	Nothing.
Stoke-on-Trent	Nothing particularly.
Stoke-on-Trent	Nothing really.
Stoke-on-Trent	Opening paragraph about the purpose of the letter.
Stoke-on-Trent	Paragraph 1 when it clear the next steps.
Stoke-on-Trent	Pointing out that you require further tests to help your diagnosis.
Stoke-on-Trent	Probably the first paragraph, as it simply states that my GP has referred me due to current problems, and what to expect next (ECG).
Stoke-on-Trent	Provided some reassurance that a referral had been made.
Stoke-on-Trent	Referral to the cardiologist.
Stoke-on-Trent	Relevant information was included.
Stoke-on-Trent	Shorter sentences.
Stoke-on-Trent	Someone had taken the trouble to explain.
Stoke-on-Trent	Stating tests that would be completed (ECG and blood tests.)
Stoke-on-Trent	Steps are being taken.
Stoke-on-Trent	That a referral has been made.
Stoke-on-Trent	That one is being referred to a specialist unit because of cardiac issues.
Stoke-on-Trent	That the letter least tried to explain what was happening and the process even though deep down it actually despises the patient.
Stoke-on-Trent	That the patient can contact the appropriate team if necessary rather than going through the GP revolving door.
Stoke-on-Trent	That the referral had been made.
Stoke-on-Trent	That they are taking action.
Stoke-on-Trent	That they have acknowledged receipt of referral.

Stoke-on-Trent	The first paragraph about a referral.
Stoke-on-Trent	The first paragraph and last sentence.
Stoke-on-Trent	The first paragraph, which got straight to the point.
Stoke-on-Trent	The first paragraph.
Stoke-on-Trent	The first paragraph.
Stoke-on-Trent	The first paragraph.
Stoke-on-Trent	The first paragraph. Although it could've been more concise, I told me clearly the reason why I'm contacted. Completely lost me after the first paragraph.
Stoke-on-Trent	The first sentence telling the patient that a referral had been done and why.
Stoke-on-Trent	The first sentence.
Stoke-on-Trent	The first two paragraphs.
Stoke-on-Trent	The information available.
Stoke-on-Trent	The information contained in it.
Stoke-on-Trent	The information in the first paragraph.
Stoke-on-Trent	The introductory (first) paragraph.
Stoke-on-Trent	The letter arrived.
Stoke-on-Trent	The letter was wrote down in number for for each sentence which I though was a great idea and easy to understand.
Stoke-on-Trent	The list of responsibilities to be undertaken.
Stoke-on-Trent	The opening paragraph.
Stoke-on-Trent	The opening paragraph.
Stoke-on-Trent	The part explaining about what was happening.. Referral and investigations.
Stoke-on-Trent	The referral.
Stoke-on-Trent	The second-to-last paragraph is about how the hospital ensures that you get what should be offered.

Stoke-on-Trent	There wasn't a best part.
Stoke-on-Trent	There wasn't one.
Stoke-on-Trent	There wasn't one.
Stoke-on-Trent	There weren't many good things about the letter apart from it breaking down some of the hospital's responsibilities, which seems to put a lot on the patient.
Stoke-on-Trent	Very thorough and fairly easy to understand.
Stoke-on-Trent	When it said I'd be referred and why. Some people have lots of appointments and having the why you are there is helpful to remind you.
Tamworth	All the relevant information is contained within the letter.
Tamworth	Detailed information about plans.
Tamworth	Detailing list of what the hospital is going to do and should do.
Tamworth	First paragraph.
Tamworth	First paragraph after that all downhill.
Tamworth	First paragraph said all that was needed the rest was waffle.
Tamworth	First sentence.
Tamworth	I like details once I know the basics.
Tamworth	If you have any further.....
Tamworth	It contained all the info required.
Tamworth	It was okay a little daunting.
Tamworth	Listing what the specialist will be doing.
Tamworth	None of it.
Tamworth	Nothing it was too crammed.
Tamworth	Presumably that it arrived, some letters don't.
Tamworth	Steps of the procedure.

Tamworth	That action is being undertaken to treat the problem.
Tamworth	The 1st sentence saying you are being referred.
Tamworth	The contact number at the end of- although there is no information about who you will be talking to....
Tamworth	The doctor has referred for further tests, tec.
Tamworth	The first paragraph.
Tamworth	The first paragraph.
Tamworth	The first paragraph, stating what was being done, and what needed to be done.
Tamworth	The first part explaining the reason about the referral.
Tamworth	The most important information is at the top.
Tamworth	Title.
Tamworth	Your GP has referred you to a specialist.

Which local council area do you live in?	What was the worst part of the letter (letter 1)
Cannock Chase	All of it.
Cannock Chase	All of the unnecessary waffle.
Cannock Chase	All the information that the GP is not responsible for.
Cannock Chase	Confusing - says hospital referral for an ECG and blood test, but further down mentions other tests.
Cannock Chase	Confusing, not broken into sections.
Cannock Chase	Everything else.
Cannock Chase	Far too much detail about responsibility of hospital.
Cannock Chase	Far too much information that was not directly relevant. Eg the second paragraph.
Cannock Chase	Gobbledegook in para 2.
Cannock Chase	It was not friendly to read, I could not take in the information as it was just one big block.
Cannock Chase	It was not user friendly at all.
Cannock Chase	It's lengthPlease note This survey keeps cutting off the responder. I have previously tried to respond twice before but have been chopped off with a snatch note reply later so like now.
Cannock Chase	Never get back. So sorry but a sort of IT snatch. Muddle. IT issue? Its.
Cannock Chase	Length.
Cannock Chase	Length and density of text.
Cannock Chase	No headings or layout.
Cannock Chase	No specialist name or reason why you should see them.
Cannock Chase	None.
Cannock Chase	Not clear to read.
Cannock Chase	Overload of info relating to delays which you tend to skim over.
Cannock Chase	The layout. Not enough white space to make it clearer.

Cannock Chase	The lengthy information that followed.
Cannock Chase	The responsibilities took up most of the letter - needs to address needs of the patient!
Cannock Chase	The rest of the letter.
Cannock Chase	The rest of the letter. Unnecessary information.
Cannock Chase	The waffle in the centre.
Cannock Chase	Too much info. Didn't make it clear where to go and when.
Cannock Chase	Too much information.
Cannock Chase	Too much info.
Cannock Chase	Too much info.
Cannock Chase	Too much information not required.
Cannock Chase	Too much text grouped together.
Cannock Chase	Too text heavy.
Cannock Chase	Too wordy.
East Staffordshire	All except the first paragraph.
East Staffordshire	All of it.
East Staffordshire	All of it - but the cop out that they're under pressure almost at the beginning of the letter. No clinician should say that - service users / patients should be priority & a calm caring service should be portrayed.
East Staffordshire	All of it!
East Staffordshire	All of it, too much waffle.
East Staffordshire	All of it. It appeared to me more like a training manual than a patient letter.
East Staffordshire	All the long winded bullet points.
East Staffordshire	All the waffle about how the NHS works, the letter doesn't even clearly state the day and time of the appointment all you need to know is the date and time of the appointment and the venue address you need to attend.

East Staffordshire	Coordination of primary / secondary services... I know what it means but many don't.
East Staffordshire	Difficult to read and take in the information.
East Staffordshire	Everything but the first paragraph.
East Staffordshire	Everything else to be fair the whole letter was bad.
East Staffordshire	Far too detailed.
East Staffordshire	Garbled too many unnecessary sentences.
East Staffordshire	How to get results, very often there is miscommunication between hospital and the doctor.
East Staffordshire	I don't care that the GP surgery is busy it's there job to improve.
East Staffordshire	It can be obviously more shorter and more concise.
East Staffordshire	It never actually told me what was going to happen and more importantly, how long that action was going to take.
East Staffordshire	It says the GP has arranged tests while the patient is waiting to be seen. What isn't clear is whether the patient should communicate with the GP about these specific tests or the hospital they have been referred to. It talks about the hospital taking responsibility for a considerable amount of things but when that starts is not clear.
East Staffordshire	It went off on tangents that were not really to do with the appointment itself, but what someone might have to do in the future. This would be better explained at the appointment as the non-relevant information wouldn't need to be mentioned. Too much detail about what MIGHT happen.
East Staffordshire	It's talking about health service problems when people only want to hear about their problems and their appointment.
East Staffordshire	Just too much writing.
East Staffordshire	Middle section too much info.
East Staffordshire	None.
East Staffordshire	Rest of the letter too long.
East Staffordshire	Still got to wait for an appointment and it was too ambiguous. The font size was too small.
East Staffordshire	The rest of it.
East Staffordshire	That my GP surgery is overworked with administration that should be covered by other NHS service/departments.
East Staffordshire	The comment about workload pressures. A patient wants to know what treatment they will be receiving not the reason why the treatment may be delayed.

East Staffordshire	The complexity of dividing responsibilities and listing the numerous tasks that the GP considers they are not responsible for. Also the lack of an instruction as to what happens next and what you should do if it doesn't.
East Staffordshire	The endless body of the letter with unnecessary information.
East Staffordshire	The explanation as to why the GP surgery can't help anyone any longer.
East Staffordshire	The intimation that it is all down to you, the patient now and don't bother the GP.
East Staffordshire	The lack of specific information for the patient about their own referral.
East Staffordshire	The list of bullet points which don't seem to serve any purpose.
East Staffordshire	The middle part of the letter had too much information.
East Staffordshire	The unnecessary detail of the responsibilities of the specialist following the referral.
East Staffordshire	The whole section and bullet points about the hospitals responsibilities - too long.
East Staffordshire	There was far too much to take in and it was not well spaced or accessible.
East Staffordshire	There was too much information.
East Staffordshire	Too much info poorly laid out.
East Staffordshire	Too much information.
East Staffordshire	Too much information about responsibilities of the hospital and specialist services. No information about an ECG and scan appointment, not clear if the GP would contact with an appointment or whether the hospital was going to arrange this.
East Staffordshire	Too much information crammed together. Instructions need to have a line space between them with clear titles.
East Staffordshire	Too much information grouped together.
East Staffordshire	Too much jargon, long sentences and use of acronyms which some people might not understand.
East Staffordshire	Too much text grouped together.
East Staffordshire	Too much waffle and not clear what patient had to do and when or where.
Lichfield	2nd paragraph regarding workload. Unprofessional.
Lichfield	A bit too long and compacted - may have been easier to read with gaps / bullet points between sentences.

Lichfield	All of it.
Lichfield	All other paragraphs and the fact that no appointment was given or an indication of when an appointment could be expected.
Lichfield	All the bullet points which read as 'we have referred you to the hospital don't bother us, they are responsible for your care unless be contact you'.
Lichfield	All the jargon about the local surgery being under pressure. The patient knows this from the waiting time for an appointment.
Lichfield	All the rest of describing what they're obliged to do.
Lichfield	All the technical bullet points - too much information, far too wordy.
Lichfield	Bit long.
Lichfield	Confusing, not friendly to read.
Lichfield	Emphasis on how busy GP services are. We all know this. It is common sense to try to optimise communications and procedures. Does this need to be emphasised?
Lichfield	Everyone's problems and challenges.
Lichfield	Everything inbetween.
Lichfield	Everything.
Lichfield	I don't understand what the recipient is supposed to DO with this information.
Lichfield	I felt that the GP was relinquishing all responsibility for my further care.
Lichfield	It didn't really explain about my appointment. Are the ECG and blood test being undertaken at the same time?
Lichfield	It didn't say how long the referral would take.
Lichfield	It said a referral had been made, but no details of the next steps. If this information was there then it got lost in all the text grouped together.
Lichfield	It's just a letter saying it's everyone else's job to do something. No accountability for a patient.
Lichfield	Lack of headings.
Lichfield	Long winded.
Lichfield	Lots of text and no real information.

Lichfield	Middle section.
Lichfield	No time frame. And all the rest.
Lichfield	Not clear at all.
Lichfield	Pretty much everything after first paragraph of 2.
Lichfield	Rambling about problems in NHS.
Lichfield	Rather long.
Lichfield	Second paragraph unnecessary.
Lichfield	So much text. You loose impact of the message.
Lichfield	hospital to arrange associated requirements such as a blood test etc. - it was not clear to me whether the hospital would actually be arranging this in addition to the referral appointment. The letter had the Anytown Hospital as the address heading but the text within the letter seemed to suggest it had been written by Anytown Heath Centre - so confused.
Lichfield	The last bit.
Lichfield	The letter explains that hospitals should: arrange further tests or referrals, provide prescriptions, communicate results directly to patients, issue fit notes if needed, handle appointment problems, and answer patient queries themselves.
Lichfield	The letter was very long considering it was confirming a referral.
Lichfield	The long list of things that was tedious to read.
Lichfield	The rest of the letter.
Lichfield	The second paragraph onwards.
Lichfield	The verbiage.
Lichfield	The very long section about the hospital and specialist teams responsibilities. The letter seemed more about shifting responsibility than caring about the patient referral.
Lichfield	To dense... somewhat over whelming.
Lichfield	Too much To dense.
Lichfield	Too much information grouped together. No step by step instructions.
Lichfield	Too much text and not split into sections.

Lichfield	Too much text. No headings.
Lichfield	Too text heavy.
Lichfield	Unnecessary information.
Lichfield	Very difficult to read as not compatible with screen reader.
Newcastle-under-Lyme	A bit mixed up; reasons for the directing of patients together with the actual consultation process and steps involved. purpose/message being conveyed, instead making excuses for NHS-experienced difficulties. Too much information instead of focussing on what is relevant to the patient at this moment in time.
Newcastle-under-Lyme	
Newcastle-under-Lyme	A list of things that are the hospitals responsibility.
Newcastle-under-Lyme	All of it.
Newcastle-under-Lyme	All of the letter apart from the first and last paragraphs.
Newcastle-under-Lyme	All of the unnecessary information.
Newcastle-under-Lyme	All text bunched together.
Newcastle-under-Lyme	All the following after main script was far too long and not easy to understandxas too much info.
Newcastle-under-Lyme	All the information that wasn 't needed.
Newcastle-under-Lyme	All the waffle in the middle about NHS admin.
Newcastle-under-Lyme	Alot of info on what I don't necessarily want to focus on. I am most interested in my referral.
Newcastle-under-Lyme	Bullet points.
Newcastle-under-Lyme	Complaining about how busy the GP is. Not explaining about how the results will actually be passed to the person and how they will be explained where there are options for treatment.
Newcastle-under-Lyme	Confusing.
Newcastle-under-Lyme	Do you really need to explain that a GP would support the link between primary and secondary care. I would like to think that comes automatically.
Newcastle-under-Lyme	Everything.
Newcastle-under-Lyme	Everything before the first paragraph - complaining tone about other teams/systems reduces confidence in the NHS and feels inappropriate, as well as detracts from the main point of the letter. There was also way too much info, loads of which seemed unnecessary- I ended up skimming it as it was overwhelming and I am a master's level qualified NHS health professional myself.

Newcastle-under-Lyme	Everything seemed to be all crammed together it was not separated into sections.
Newcastle-under-Lyme	Excessive explaining about unnecessary things.
Newcastle-under-Lyme	Far too wordy! I am ADHD and you lost me quickly!
Newcastle-under-Lyme	For me it was about right.
Newcastle-under-Lyme	Going into detail what tests the consultant will require.
Newcastle-under-Lyme	Information about the pressures the services are under.
Newcastle-under-Lyme	It doesn't give you a point of contact in the particular department you're being referred to, not a name or a number.
Newcastle-under-Lyme	It looks just like a wall of text. It's not clear what the patient actually has to do or how it affects them specifically.
Newcastle-under-Lyme	It was impersonal.
Newcastle-under-Lyme	It was like reading a book. Too much information grouped together.
Newcastle-under-Lyme	It went on for too long. Older people would give up reading as it isn't plain and straight forward.
Newcastle-under-Lyme	It's long.
Newcastle-under-Lyme	Layout and jumbled info.
Newcastle-under-Lyme	Looked so unappealing to read.
Newcastle-under-Lyme	Looks a bulky letter - many people will not read it properly.
Newcastle-under-Lyme	Middle contents.
Newcastle-under-Lyme	Most of it.
Newcastle-under-Lyme	NA.
Newcastle-under-Lyme	No contact details. No insight into current average waiting times and when you could expect to be seen (which is already publicly available). No advice on should things change?
Newcastle-under-Lyme	No date when your appointment will be or how long you will have to wait for it.
Newcastle-under-Lyme	Not clear how care returns to GP or if hospital is lead provider after initial assessment.

Newcastle-under-Lyme	Not giving me a specified appointment.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing currently.
Newcastle-under-Lyme	Paragraph 2, blaming other sections of the NHS for extended waiting times... Not professional.
Newcastle-under-Lyme	Paragraphs 2 - 11.
Newcastle-under-Lyme	Probably too much information for a number of patients, could be confusing.
Newcastle-under-Lyme	with - they are very close together and although I can read them, others may not. The letter will likely come via the post, which could get lost. Where patients have an email, this letter should be sent via email.
Newcastle-under-Lyme	Telling you about GP workload.
Newcastle-under-Lyme	The bullet points, were they all really necessary?
Newcastle-under-Lyme	The crowding of paragraphs which would be more inviting or easy to read if given headings.
Newcastle-under-Lyme	The doctors blaming the NHS System for creating problems, focusing on their inability to cope.
Newcastle-under-Lyme	The explanation of the roles of the GP.
Newcastle-under-Lyme	The feeling of the GP passing you off to someone else. We (the GP surgery) can't help or have the time so we are sending you to somewhere else, you are no longer our problem.
Newcastle-under-Lyme	The hospitals responsibility.
Newcastle-under-Lyme	The information overload.
Newcastle-under-Lyme	The layout is too close together so some information maybe missed especially if there's dyslexia as it's too crunched together, there needs to be more space between the bullet points and the font of the text could be better.
Newcastle-under-Lyme	The length.
Newcastle-under-Lyme	The length of information all in the one letter.
Newcastle-under-Lyme	that they needed further tests but not offering a clear path to getting them risks more pressure on the GP practice and disengagement from the patient with the risk of appointments being missed.
Newcastle-under-Lyme	The long list of thingsnot to approach your GP about.
Newcastle-under-Lyme	The main body of the letter which discussed GP services - unnecessary.

Newcastle-under-Lyme	The main body, too long and no gaps or sub headings.
Newcastle-under-Lyme	The majority of the letter, there was too much information, I understood it but alot of people would get very confused and forget the first sentence of a referral.
Newcastle-under-Lyme	The rambling on about pressure on staff.
Newcastle-under-Lyme	The remaining paragraphs. It's a very poor letter in terms of useful information I can act on.
Newcastle-under-Lyme	The rest.
Newcastle-under-Lyme	The rest.
Newcastle-under-Lyme	The rest of the letter.
Newcastle-under-Lyme	The rest of the letter, too much useless information that the patient does not nee to be concerned about.
Newcastle-under-Lyme	The rest of the letter.
Newcastle-under-Lyme	The text was far too dense and the risk would be that some patients would not persevere.
Newcastle-under-Lyme	The unnecessary detail for department and administration responsibilities l.
Newcastle-under-Lyme	The unnecessary information re pressures/ NHS England.
Newcastle-under-Lyme	There was no worst part.
Newcastle-under-Lyme	Timescale has when to contact if no initial contact has been made with the patient. Phone numbers are vital in my experiences.
Newcastle-under-Lyme	too long.
Newcastle-under-Lyme	Too lengthy.
Newcastle-under-Lyme	Too many points and didn't give clear direction.
Newcastle-under-Lyme	Too much information.
Newcastle-under-Lyme	Too much irrelevant information.
Newcastle-under-Lyme	Too much text and no proper headers.
Newcastle-under-Lyme	Too much text grouped together and no clear headings.

Newcastle-under-Lyme	Too much text on page.
Newcastle-under-Lyme	Too much unnecessary information.
Newcastle-under-Lyme	Too much unnecessary information.
Newcastle-under-Lyme	Too much writing. I would have given up after the information telling me I had been referred.
Newcastle-under-Lyme	Too wordy.
Newcastle-under-Lyme	Unnecessary information.
Newcastle-under-Lyme	Unnecessary lengthy info about stress in admin and "maybes ". Too confusing especially if you are unwell.
Newcastle-under-Lyme	Unnecessary info in the middle - could have been on supplementary info sheet.
Newcastle-under-Lyme	Unnecessary information on the role of GP and hospital.
Newcastle-under-Lyme	Very long.
Newcastle-under-Lyme	Would've helped to have a header at the end just exactly saying how long he can expect to wait for the referral and if the patient needs to do anything.
South Staffordshire	All jumbled together. No bold key information to focus in on. Had to read it all! Where will the ECG & Bloods be done? GP or hospital???
South Staffordshire	All the information as to the responsibilities of the specialism and the hospital. I would expect the information the patient needs to have to be communicated during the process where this is required e. G. To expect communications as to further appointments and with whom.
South Staffordshire	All the other paragraphs.
South Staffordshire	At Anytown Health Centre, we fully support this approach to improving the coordination of care between primary and secondary services. If we determine that your specialist is not fulfilling these obligations, you will be advised to contact their team directly.
South Staffordshire	Background info.
South Staffordshire	Cold and no human engagement.
South Staffordshire	Confusing and no clear layout.
South Staffordshire	Confusing.
South Staffordshire	Explaining the responsibility of the team.
South Staffordshire	It was too long.

South Staffordshire	Knouna.
South Staffordshire	Middle is all bunched together.
South Staffordshire	Most of it too much information and unclear.
South Staffordshire	Most of it. It was wordy and didn't give any clear information or instructions.
South Staffordshire	No timescale when would be seen by specialist.
South Staffordshire	Overall very confusing.
South Staffordshire	Standard letter that went on and on.
South Staffordshire	The layout.
South Staffordshire	The long section on how the NHS and GPs work.
South Staffordshire	The whole thing.
South Staffordshire	Too long winded.
South Staffordshire	Too long, cant be bothered to read paragraphs joined together. Need spaces between paragraphs.
South Staffordshire	Too much information in parts, some patients may struggle to take it all on board.
South Staffordshire	Too much unnecessary information so overwhelming which makes it difficult to pick out the required information.
South Staffordshire	Too wordy for a lot of people.
South Staffordshire	Usual excuse why you wont get an appointment.
South Staffordshire	Very wordy, above average reading age level for uk national average.
Stafford	A bit longwinded for some.
Stafford	About missed appointments.
Stafford	All I stopped reading after first 2 paragraphs; it's as if GP telling me dont come back to me if anything goes wrong at the referred persons clinic! Gp saying right im washing off my hands now.
Stafford	All of it.

Stafford	All of the letter.
Stafford	All the confusing information about responsibilities.
Stafford	All the gumpf about NHS pressures atc. So the majority of it.
Stafford	All the policy stuff the patient doesn't need to know.
Stafford	Blurb re NHS England.
Stafford	Contact numbers if problem understanding details.
Stafford	Everything after the first paragraph.
Stafford	Everything from the second paragraph onwards was very unclear. Bullet points were not simple to understand.
Stafford	Far too much unnecessary information.
Stafford	Far too wordy.
Stafford	Header - easy to identify sender.
Stafford	How it was all interlinked.
Stafford	I believed the letter had been issued by Anytown Hospital, but towards the end of the letter it said Anytown Health Centre, which led me to query was this letter from the hospital or GP centre.
Stafford	I have no idea of timescale so I can't make any plans.
Stafford	Increasing work load section.
Stafford	Jargon.
Stafford	Layout.
Stafford	Layout, use of indents and gaps between paragraphs would help.
Stafford	Lots of unnecessary information.
Stafford	Maybe needs more headings and chunked information.
Stafford	NA.

Stafford	No date. It didn't say anything about what I need to do. When I would hear about what happens next or when I should contact them if nothing happens.
Stafford	No direct telephone contact was given. No timescales.
Stafford	No idea of waiting time just says experiencing large amount of administrative work!
Stafford	Nothing.
Stafford	Nothing.
Stafford	Rambling discussion about who's responsibility it was.
Stafford	Seems to go off on several tangents specially on Practice and hospital administration problems & waiting times.
Stafford	Telling us all about what will be done.
Stafford	That a suitable service cannot be provided to support patient needs.
Stafford	The *when a referral is made* section.
Stafford	The 'wordiness' am sure this information could be broken down without losing the facts.
Stafford	The bit between the address and the sign off.
Stafford	The bits saying what the hospital was responsible for and how busy the GP surgery was.
Stafford	The bullet points.
Stafford	The entire letter was poor. I am sure it could have been much better, as the revised version will demonstrate.
Stafford	The following paragraphs did not seem to be necessary for the patient in terms of what they needed to do or expect regarding the referral.
Stafford	The information about the poor team work between services and the fact that if they identified a problem they would contact me to pursue it myself.
Stafford	The lack of clear contact details and what is going to actually happen next in my particular case.
Stafford	The large overbearing paragraphs. I had to check a number of times who was writing to me. The clarity of the information was lost in the large unnecessary paragraph about the GP's being overworked or something.
Stafford	The large section about responsibilities - very generic and impersonal and doesn't make it clear what the patient themselves should do and when.
Stafford	The long list of things that explain the responsibilities of the hospital and the Consultant, I would ask whether they were all necessary.

Stafford	The main body.
Stafford	The middle section was too convoluted. Bullet points would help.
Stafford	The remainder.
Stafford	The rest could be condensed as of no interest.
Stafford	The rest of it.
Stafford	The rest of it.
Stafford	The rest of it!
Stafford	The rest of the letter.
Stafford	The rest!
Stafford	Too much information.
Stafford	Too much information if you are a retired person no need for sick note etc.
Stafford	Too long and wordy.
Stafford	Too long!
Stafford	Too long, too much information felt overwhelming.
Stafford	Too long.
Stafford	Too much detail at this stage. Lengthy paragraphs. Most people speed read and look for dates and instructions for them.
Stafford	Too much info that could be put on another page or probably better on the reverse of the appointment info.
Stafford	Too much information, needs breaking down to understandable paragraphs.
Stafford	Too much waffle about the hard time the medical centre is having.
Stafford	Too wordy.
Stafford	Too 'wordy' Not set out well. Old fashioned font. No real defined sections too many 'brackets'.

Stafford	Too wordy. No clear instruction.
Stafford	Toomuch about the responsibilities of the hospital That could be in a stand alone page separate from the appointment details.
Stafford	Underlying message that most issues are responsibility of someone else.
Stafford	Uneccesary information and detailed explanations.
Stafford	Unnecessary explanation of when the hospital responsibilities began/changed.
Stafford	Wordiness.
Stafford	You loose focus on the content of the letter as there is too much information grouped together.
Staffordshire Moorlands	A lot of rambling about the hospitals new responsibilities. Maybe bullet points would be better. Also it says and ECG has been ordered some people may not know what this is.
Staffordshire Moorlands	All after Paragraph 1. I don't need to know all this or what NHs England has said. I do need to know who is going to do what and when, in simple terms. E. G. Cardiology Dept will arrange test etc. With a contact number.
Staffordshire Moorlands	All of it.
Staffordshire Moorlands	All of it, I got fed up reading it.
Staffordshire Moorlands	All of it.
Staffordshire Moorlands	All of the main paragraphs dealing with the excuses why.
Staffordshire Moorlands	All of the rest!
Staffordshire Moorlands	All the bullet points about responsibilities. Lots of people wouldn't bother to read this.
Staffordshire Moorlands	All the politics about primary care services.
Staffordshire Moorlands	All the rest!
Staffordshire Moorlands	Almost all of it - too confusing.
Staffordshire Moorlands	As above.
Staffordshire Moorlands	Below the first paragraph, like what???? Also have no idea where I am going or when.
Staffordshire Moorlands	Bullet points were not easy to read.

Staffordshire Moorlands	Closely packed information, that made it difficult to read.
Staffordshire Moorlands	Difficult to understand.
Staffordshire Moorlands	Everything after Paragraph 1.
Staffordshire Moorlands	Everything in between the 2nd paragraph and the penultimate sentence of the whole letter.
Staffordshire Moorlands	Excuses as to why it will take ages.
Staffordshire Moorlands	Explaining or excusing waiting times and workloads (not interested) very lengthy explanation of department expectations.
Staffordshire Moorlands	Having to go.
Staffordshire Moorlands	I didn't notice anything.
Staffordshire Moorlands	I dont think there was one.
Staffordshire Moorlands	It was very long.
Staffordshire Moorlands	Just looking at it was bad enough. Too full of words.
Staffordshire Moorlands	Just too long.
Staffordshire Moorlands	Layout could be better more spread out to read more easily.
Staffordshire Moorlands	Length.
Staffordshire Moorlands	Long list of irrelevant bullet points.
Staffordshire Moorlands	Most of it.
Staffordshire Moorlands	Moving patient to various departments increasing waiting times in other departments.
Staffordshire Moorlands	NHS jargon and responsibilities. Almost like, why are you telling me all of that, what have I done wrong? Have I followed the correct procedure??
Staffordshire Moorlands	No clear statement as to how long the appointment may be.
Staffordshire Moorlands	No concrete timescale.
Staffordshire Moorlands	No expected wait times for appointments etc.

Staffordshire Moorlands	No headings. Too much text grouped together.
Staffordshire Moorlands	No proper headings or contact details.
Staffordshire Moorlands	None.
Staffordshire Moorlands	Not all info given is relevant, the letter isn't tailored.
Staffordshire Moorlands	Not being sure whether I had to contact anyone re the tests. Not knowing how long I would have to wait for the appointment with Cardiology. I have already forgotten what the rest of the letter said, although I would be able to refer to it.
Staffordshire Moorlands	Not knowing how long the waiting list is.
Staffordshire Moorlands	Nothing really.
Staffordshire Moorlands	OK OVERALL.
Staffordshire Moorlands	Quite a lengthy letter.
Staffordshire Moorlands	Repetition.
Staffordshire Moorlands	The assumptions that patients understand NHS words (vis secondary care) and that an explanation of the referral constraints was necessary.
Staffordshire Moorlands	The bullet points could be separated into smaller subheadings to further clarify the process.
Staffordshire Moorlands	The explanation of the referral and what is going to happen next.
Staffordshire Moorlands	The explanations in the middle of the letter which seemed to be irrelevant to the patient.
Staffordshire Moorlands	The list of processes that were the responsibility of parts the service that you as a patient could not influence.
Staffordshire Moorlands	The long list.
Staffordshire Moorlands	The long list of hospital versus GP responsibilities.
Staffordshire Moorlands	The mass amount of information in the middle.
Staffordshire Moorlands	The patient doesn't want to know internal issues within the NHS.
Staffordshire Moorlands	The political aspects.
Staffordshire Moorlands	The remainder is health service trying to explain their predicament re workload etc.

Staffordshire Moorlands	The remainder of the letter.
Staffordshire Moorlands	The rest of it.
Staffordshire Moorlands	The rest of it. Too much information and jargon.
Staffordshire Moorlands	The rest of the letter.
Staffordshire Moorlands	The rest of the letter.
Staffordshire Moorlands	The rest of the letter after the first couple of lines.
Staffordshire Moorlands	The whole letter.
Staffordshire Moorlands	The second and third paragraphs and some of the bullet points were unnecessary.
Staffordshire Moorlands	The second paragraph.
Staffordshire Moorlands	The unnecessary information in the body of the letter which makes it very difficult to find the essential/important information.
Staffordshire Moorlands	The unnecessary section about increases work load etc. Totally unnecessary and irrelevant.
Staffordshire Moorlands	The waffle about health care responsibilities.
Staffordshire Moorlands	The whole thing. It seems it was written by someone having to justify their job.
Staffordshire Moorlands	There was not one.
Staffordshire Moorlands	There was too much information packed too close together. It would be better to shorten this letter a patient doesn't need to know all that information at onceThe appointment letter should tell some information and where to find more info.
Staffordshire Moorlands	There's too much information in the bullet points and it's not spread out enough so it's hard to follow.
Staffordshire Moorlands	To difficult to read.
Staffordshire Moorlands	Too much text, it all merged into one & I wasn't able to read it.
Staffordshire Moorlands	Too many paragraphs and some unnecessary information.
Staffordshire Moorlands	Too much confusing information. Having read the letter just once, I would have to read it again to see if I really had an appointment.
Staffordshire Moorlands	Too much corporate language and creates a "us and them" barrier between primary and secondary care.

Staffordshire Moorlands	Too much detailed information which may be factual but confusing for patient.
Staffordshire Moorlands	Too much information condensed into a short space, irrelevant information. No clear next steps or what would happen next.
Staffordshire Moorlands	Too much unnecessary information.
Staffordshire Moorlands	Too wordy.
Staffordshire Moorlands	unnecessary detail.
Staffordshire Moorlands	Very much a 'standardised' letter - 'off-the-peg' as it were.
Staffordshire Moorlands	Would have been more spaced out.
Stoke-on-Trent	"It is the responsibility of the hospital" as most patients find it easier to deal with their GP rather than trying to contact a particular specialist at the hospital.
Stoke-on-Trent	2nd paragraph.
Stoke-on-Trent	All after the first paragraph.
Stoke-on-Trent	All off it.
Stoke-on-Trent	All the jumble of information regarding what COULD happen. Far too long and complicated.
Stoke-on-Trent	All the bullet points.
Stoke-on-Trent	All the extra information about GPs and Hospitals responsibilities and who should be doing what. I just need to know what happens and when not who's fault it is that there is a shortage and what there job roles are meant to be.
Stoke-on-Trent	All the information which is partly irrelevant.
Stoke-on-Trent	All the lengthy bumf.
Stoke-on-Trent	All the things that would happen eventually.
Stoke-on-Trent	All the unnecessary bullet points Too much information that the patient didn't need to know at this point in time.
Stoke-on-Trent	All the unnecessary information from paragraph 2 and onwards.
Stoke-on-Trent	All the unnecessary wording.
Stoke-on-Trent	Being told about their workload.

Stoke-on-Trent	Blaming other departments for delays I don't need to know this.
Stoke-on-Trent	Complex language, unnecessary information, not very well explained or broken down, except weirdly irrelevant information.
Stoke-on-Trent	Confusing information.
Stoke-on-Trent	Confusing.
Stoke-on-Trent	Dense blocks of text.
Stoke-on-Trent	Everything.
Stoke-on-Trent	Everything after the first paragraph.
Stoke-on-Trent	Everything from the beginning of the second paragraph.
Stoke-on-Trent	Far too long information not concise.
Stoke-on-Trent	Far too much information all in one go.
Stoke-on-Trent	Far too much information. Information needs to be provided in short, clear sentences with no jargon.
Stoke-on-Trent	text on one page, jargon is making me confused and I don't think some sections need to be there (like telling me about GP pressures or the bottom bit about primary and secondary care, most people don't even know what it means). There is no clear outcome or "what's next" or any contact info. The letter made me confused, anxious, and frustrated with myself
Stoke-on-Trent	It assumes everyone is fully literate by.
Stoke-on-Trent	It was too long and contained what I felt was too much unnecessary information.
Stoke-on-Trent	It was too long winded.
Stoke-on-Trent	It was too text heavy and no clear instructions.
Stoke-on-Trent	It was too wordy and long to digest it all.
Stoke-on-Trent	It was way too long and too much information on.
Stoke-on-Trent	Letter too long, not clear what I had to do. For me the letter did not portray an NHS collaborative approach.
Stoke-on-Trent	List of hospital responsibilities without indication if these affect patient.
Stoke-on-Trent	List of responsibilities.

Stoke-on-Trent	Listing the responsibilities now expected to be carried out by hospital.
Stoke-on-Trent	Long list of don't.
Stoke-on-Trent	Long section explaining about who was responsible for all the other stuff, that wasn't really relevant.
Stoke-on-Trent	Lots of information.
Stoke-on-Trent	Lots of paragraphs unsure of relevance.
Stoke-on-Trent	Main body.
Stoke-on-Trent	Mentioning irrelevant things.
Stoke-on-Trent	N/A.
Stoke-on-Trent	Na.
Stoke-on-Trent	No structure, too much info contained in body of letter.
Stoke-on-Trent	Not broken down. Too much reading clumped together.
Stoke-on-Trent	Nothing.
Stoke-on-Trent	Nothing really.
Stoke-on-Trent	Nothing really.
Stoke-on-Trent	Paragraph 2 comes across as very officious and sets a negative, unsupportive tone for the letter.
Stoke-on-Trent	Poor layout.
Stoke-on-Trent	Poor layout and that this letter has not been templated and then adapted to tailor the needs of the service n patients.
Stoke-on-Trent	Probably the second paragraph - I'm not really interested in workload pressures and who may be to blame.
Stoke-on-Trent	Responsibility of HOSPITAL AND REFERRING team sections.
Stoke-on-Trent	Second paragraph isn't necessary.
Stoke-on-Trent	Telling you about GPs work load. It's not needed.

Stoke-on-Trent	That due to workloads and resource may take a while.
Stoke-on-Trent	That it seemed to be a fob off. A patient wants a letter that includes an appointment time and all this does is say what their responsibilities are after a referral. It does not appear to be personal to the patient's referral.
Stoke-on-Trent	That it sounds too good to be true.
Stoke-on-Trent	The 2nd paragraph.
Stoke-on-Trent	The 2nd paragraph, entire contents of patient letter.
Stoke-on-Trent	The beginning needs a better introduction.
Stoke-on-Trent	The bulk of the main paragraph and bullet points.
Stoke-on-Trent	The bullet list.
Stoke-on-Trent	The bullet points were horrific.
Stoke-on-Trent	The bump in the middle.
Stoke-on-Trent	The details about the new system.
Stoke-on-Trent	The fact that I would have to contact the specialist team personally if they weren't fulfilling their obligations. This, despite the fact that the practice have determined a failure by the specialist team. The practice should handle the situation.
Stoke-on-Trent	The following paragraphs, full of unnecessary and confusing information which did not relate to the appointment.
Stoke-on-Trent	The health service making excuses for any delay that might be experienced.
Stoke-on-Trent	The instructions that effectively advise not to get back in contact about this problem but that the hospital should deal with it despite being told off long waiting times, if a patient had an infection even related to the initial referral it needs treating promptly or if unable to work the patient requires fit note that GP should be able to provide.
Stoke-on-Trent	The letter is too long and there is too much to absorb.
Stoke-on-Trent	The letter was a bit long winded.
Stoke-on-Trent	The long list of responsibilities.
Stoke-on-Trent	The long list of the responsibilities of the hospital and specialist team.
Stoke-on-Trent	The long list of what your GP doesn't do.
Stoke-on-Trent	The main body of the letter after the first paragraph.

Stoke-on-Trent	The part containing 8 tabbed sentences.
Stoke-on-Trent	The Practice is having a heavy workload hence pushing all aspects of ongoing treatment now to be undertaken by the Hospital. Last paragraph basically saying that they one understands the pressure on the GP and now they have more time for direct Patient Care.
Stoke-on-Trent	The remaining parts of the letter.
Stoke-on-Trent	The rest.
Stoke-on-Trent	The rest.
Stoke-on-Trent	The rest just mind blowing.
Stoke-on-Trent	The second paragraph.
Stoke-on-Trent	The second paragraph.
Stoke-on-Trent	The unnecessary info regarding the general practice.
Stoke-on-Trent	The very long middle paragraph.
Stoke-on-Trent	There was a lot of information and the hospital seemed to be taking a lot of responsibility for different health issues. If I had received that letter I would not be confident that all that was offered in the letter would run smoothly.
Stoke-on-Trent	There wasnt one that I didnt like or appreciate. Sorry to say so and mean no disrespect to anyone but it is as much our responsibility as patients, to help others to help others to help ourselves with our health. That will definitely help straighten the system out.
Stoke-on-Trent	Too much compact information in one large section.
Stoke-on-Trent	Too much detail appearing jumbled.
Stoke-on-Trent	Too much information.
Stoke-on-Trent	Too much information that was mis matched.
Stoke-on-Trent	Too long winded and confusing.
Stoke-on-Trent	Too long with some unnecessary  .
Stoke-on-Trent	Too long, too much writing.
Stoke-on-Trent	Too many bullet points.
Stoke-on-Trent	Too much about the responsibility of the hospital and your rights.

Stoke-on-Trent	Too much information.
Stoke-on-Trent	Too much rambling on about internal politics within the health service.
Stoke-on-Trent	Too much text grouped together. No clear headings or step by step instructions.
Stoke-on-Trent	Too much unnecessary information.
Stoke-on-Trent	Too much what happens next. And GP are always busy.
Stoke-on-Trent	Too patchy.
Stoke-on-Trent	Too wordy, no clear information on how long it will be for next steps.
Stoke-on-Trent	Unnecessary information.
Stoke-on-Trent	Unnecessary information/explanations.
Stoke-on-Trent	Virtually everything other than first and last paragraphs are largely unnecessary.
Stoke-on-Trent	Waffle.
Stoke-on-Trent	Waiting period.
Tamworth	All of it.
Tamworth	All of the rest.
Tamworth	All the blurb following the first paragraph All of which could have been included in a leaflet as general information on roles and responsibilities.
Tamworth	All the prepared excuses. Not interested who's job it is so long as it gets done.
Tamworth	Any extraneous information.
Tamworth	Bullet points needed to be tidier, and the letter layout appears set in justify, which is difficult to read if you are dyslexic and suffer from ADD/ADHD.
Tamworth	Bureaucratical dialogue.
Tamworth	Everything after first paragraph.
Tamworth	Everything after the first paragraph. It could have been added to the back of the letter for further reading perhaps? If you're waiting for an appointment for chest pain and shortness of breath, most of it is really irrelevant - you need to know what you're being referred for, why you're being referred, and what will happen in the meantime.

Tamworth	Everything from, 'When a referral is made' and to before 'If you have'.
Tamworth	Extraneous information cluttered the main message.
Tamworth	From where it says - when a referral is made.
Tamworth	Having to search thro too much detail.
Tamworth	I didn't read it through as it wasn't my ailment!
Tamworth	I lost patience halfway through!!
Tamworth	Irrelevant and lengthy information. Inappropriate use of bullet points.
Tamworth	It was too long.
Tamworth	It's very wordy with long paragraphs.
Tamworth	Lots of information to take in.
Tamworth	Paragraph 2, wait times.
Tamworth	Saying you reschedule if one doesn't attend - thats upping the waiting the time.
Tamworth	The explanation about how services work together.
Tamworth	The length and details of all potential tests and scans that would be done.
Tamworth	The unnecessary detail.
Tamworth	Too long for me.
Tamworth	Too wordy and not specific to me. Too general and not specific enough.
Tamworth	Very long and difficult to follow in parts.

Which local council area do you live in? What do you think is the main message of letter example 2

Cannock Chase	A referral from GP to cardiology.
Cannock Chase	All about the treatment you will receive and where and how it will be carried out.
Cannock Chase	Clearly itemises referral, the procedural info, location, purpose, timescale, concerns and contact details.
Cannock Chase	Confirming next steps of a referral and information about the process/ procedure.
Cannock Chase	Details of what happens next and who to contact for further advice.
Cannock Chase	Details of your appointment and follow ups.
Cannock Chase	ECG appointment for cardiologist appointment.
Cannock Chase	ECG test at hospital.
Cannock Chase	Explains all the details of my referral including what will happen next. Very explanatory.
Cannock Chase	Heart check up.
Cannock Chase	Hospital appointment referral from my doctor.
Cannock Chase	Hospital appointment.
Cannock Chase	Hospital appointment.
Cannock Chase	How referrals work and what to do if you have worrying symptoms.
Cannock Chase	I am getting an ECG I.
Cannock Chase	I have been referred to hospital. In the meantime I will have test at GP's.j.
Cannock Chase	It's a referral letter.
Cannock Chase	My referral to cardiology and an explanation of what will happen next.
Cannock Chase	Referral for a cardiology appointment.
Cannock Chase	Referral from GP to hospital for tests.
Cannock Chase	Referral to hospital cardiology department.
Cannock Chase	Support for the patient with their condition.

Cannock Chase	That I have been referred to a hospital after having recent health problems.
Cannock Chase	That you have been referred to cardiology by your GP, what to expect, what will happen next and who you can contact.
Cannock Chase	The hospital are confirming the information in the first letter with the addition of specific contact details.
Cannock Chase	The referral to cardiology and requirement for blood tests and ECG.
Cannock Chase	They are going to make appointments but don't know when yet.
Cannock Chase	This is what's going to happen and why and what to do if you're worried.
Cannock Chase	What is going to happen.
Cannock Chase	What to expect, in full.
Cannock Chase	You will be seen soon, you will get all the info you need it is.
East Staffordshire	A cardiology appointment.
East Staffordshire	A referral has been made and someone at some time may contact me with an actual appointment.
East Staffordshire	About up and coming appointments and what to do.
East Staffordshire	An appointment for a ECG and blood test will be arranged by the hospital and that you will be contacted with a date and time. Information about what to do if your symptoms get worse.
East Staffordshire	As well as giving the date time and location it also explains what will happen on that day only.
East Staffordshire	ECG and a blood test.
East Staffordshire	Explains the reason for the referral and explains what the test is for and what happens during the tests.
East Staffordshire	GP referral to a Heart Specialist fir an ECG and a blood test.
East Staffordshire	Hospital appointment.
East Staffordshire	How to get urgent help - (a bit alarming actually) whilst the service user waits for their appointment. There is some basic information as to what will happen but this could be explained in a better way - internet link / QR codes & an information leaflet with diagrams attached would be better. It does give information but not in a clear font or size. Use of bold helps define the information.
East Staffordshire	Informing the patient that their GP referral to cardiology has been accepted and the tests the cardiology dept are organising for the patient before they are seen by the cardiologists. Also when to seek emergency help if symptoms appear.
East Staffordshire	Informing the patient they have been referred to hospital for ECG & Blood tests.
East Staffordshire	It should be about the patient not the provider.
East Staffordshire	It's an appointment, what happens next, if you fall ill before the appointment.

East Staffordshire	Much better, but do I need all that information.
East Staffordshire	Next steps for treatment.
East Staffordshire	Notification of referral for ECG and blood tests. Explanation of how appointments will be received and reasons for the tests.
East Staffordshire	Provide information regarding a GP referral. Informing the patient of the procedures that will be carried out, how information will be relayed, contact details of all departments that may need to be contacted.
East Staffordshire	Referral for cardiology.
East Staffordshire	Referral has been received and next steps.
East Staffordshire	Referral to a consultant cardiologist.
East Staffordshire	Referral to cardiology dept. ECG and blood tests to be arranged.
East Staffordshire	Referral to hospital & what happens next.
East Staffordshire	Referral to the Cardiology department and tests prior to that appointment. Subsequent follow up information.
East Staffordshire	Referred for further tests following complaints of chest pain. What to do if your condition worsens before an appointment is allocated.
East Staffordshire	Same as previous letter, but easier to understand.
East Staffordshire	Should be what's next steps and who to contact if needed.
East Staffordshire	Tests needed prior to appt.
East Staffordshire	That test are to be done to find correct treatment, in emergency help is therefor you immediately.
East Staffordshire	The letter confirms that the referral has been made. It gives lots of information about the tests.
East Staffordshire	The letter describes the outcomes of the referral.
East Staffordshire	The letter explains why the patient has been referred and the tests to be carried out.
East Staffordshire	The main message from this letter is confirming that my GP has passed me onto this more specialist team for assessment and evaluation.
East Staffordshire	The main message is that an appointment is being made for you which is very important to attend and if the date is not convenient to arrange for another as soon as possible.
East Staffordshire	The main message is the patient has been referred and will be sent an appointment to attend. It explains what that is for and summarises the next steps.
East Staffordshire	The same as before worded differently with some more information.
East Staffordshire	This tells you what your health complaint was, where you're referred to, what to do, useful numbers etc. Straightforward and clear.

East Staffordshire	To advise the patient clearly of the referral, what the referral appointment will entail & what to do if symptoms get worse or the patient. It helps the patient consider what symptoms might be an 999 emergency verses a call to NHS 111.
East Staffordshire	To explain about the referral to hospital.
East Staffordshire	What referred to do next.
East Staffordshire	You need medical tests for a cardiac condition and are “in the system waiting for an appointment...however long that might take...”.
East Staffordshire	You will soon receive an appointment for an ECG.
East Staffordshire	You’ve been referred in to the hospital for investigation of your condition and explanation of next steps in logical order. Full list of contact details given to reassure and allay any concerns.
East Staffordshire	You’ve been referred to cardiologist due to chest pain.
East Staffordshire	Your referral has been received and we have arranged ECG and blood test for you. We will contact you with an appointment.
East Staffordshire	You've had a referral and it's important to attend.
Lichfield	A referral has been made to the hospital.
Lichfield	Appointment at the hospital cardiology department.
Lichfield	Appointment details and a clear explanation of procedures and contact details.
Lichfield	Arranged an ECG and blood tests and what to do next.
Lichfield	Arrangements for ECG & blood tests.
Lichfield	Aspects that will follow on a referral of a patient.
Lichfield	Being referred to cardiology for investigations into chest pain and shortness of breath.
Lichfield	Cardiologist appt.
Lichfield	Cardiology referral.
Lichfield	Clear although wordy a relevance to the patient and their health problem moving forward.
Lichfield	ECG & blood test.
Lichfield	Explain about tests arranged.
Lichfield	Explaining what the test the patient has been referred for is, and what they need to do in the meantime before the test.
Lichfield	Hospital appointment.

Lichfield	Hospital appointment.
Lichfield	Hospital appointment.
Lichfield	Hospital appointment for a series of tests.
Lichfield	Hospital appointment from my GP.
Lichfield	Hospital appointment.
Lichfield	How my care was going to be arranged.
Lichfield	Inform about the next steps.
Lichfield	Informing the person about referral to the Cardiology Dept. In order to investigate his/ her chest pains, and as part of the referral, the requirement to have an ECG and blood test.
Lichfield	Main message the same as previous letter re referral made.
Lichfield	Much better, clearly written step by step and good clear information.
Lichfield	Referral.
Lichfield	Referral for a hospital appointment.
Lichfield	Referral made to hospital.
Lichfield	Referral made, hospital will contact you to arrange assessment. They will let your GP know the outcome.
Lichfield	Referral to Cardiologist.
Lichfield	Referral to cardiology.
Lichfield	Referral to cardiology.
Lichfield	Referral to hospital.
Lichfield	Same as previous letter.
Lichfield	Same as the other letter.
Lichfield	That a referral has been received and the tests that are being planned to take place.
Lichfield	That an ECG and blood test appointment will follow.
Lichfield	That the next stage is to wait further for more details as to the treatment.

Lichfield	That the person is being referred to see a specialist and that initial tests will be arranged by the GP to help the specialist in making their assessment.
Lichfield	The letter explains that hospitals should: arrange further tests or referrals, provide prescriptions, communicate results directly to patients, issue fit notes if needed, handle appointment problems, and answer patient queries themselves.
Lichfield	The main message is obvious it is informing you of a referral to a heart specialist, with clear instructions on who does what and when.
Lichfield	The opening.
Lichfield	This is a GP referralb.
Lichfield	This is what we are going to do to further your treatment, what we would like you to do, and what to do if you get worse.
Lichfield	This what we are doing now, what is going to happened and what to do if you feel unwell'.
Lichfield	To confirm referral, next steps, what patient can do next, who to contact under what circumstances. This letter is so much better.
Lichfield	Very clear.
Lichfield	What happens next with the health condition.
Lichfield	What procedures will take place for the patient. A description of those procedures. A list of what the patient needs to do if they need help, including urgent help. A what happens next summary.
Lichfield	What will happen following a GP referral to a hospital cardiologist.
Newcastle-under-Lyme	A plan of care moving forward from the referral and who is responsible for what.
Newcastle-under-Lyme	A referral for a ECG, what happens and what to do if the chest pains get worse.
Newcastle-under-Lyme	A referral has been made. ECG and blood test appointments will be arranged by the practice before the specialist appointment takes place.
Newcastle-under-Lyme	A referral to cardiology.
Newcastle-under-Lyme	A thorough explanation telling me what will happen to me and what I need to do.
Newcastle-under-Lyme	Action following GP referral for chest condition.
Newcastle-under-Lyme	Advising of appointment.
Newcastle-under-Lyme	Advising of forthcoming tests, what they are for and what to do next.
Newcastle-under-Lyme	An action plan with support phone numbers.
Newcastle-under-Lyme	An appointment is being arranged. What to expect and what to do if there are any concerns.
Newcastle-under-Lyme	Appointment with ECG for Blood Test at a specified Hospital.

Newcastle-under-Lyme	Appointment.
Newcastle-under-Lyme	As before a hospital appointment has been initiated to check a potential heart issue.
Newcastle-under-Lyme	Await to hear from the hospital with a further appt.
Newcastle-under-Lyme	Better but far too much unnecessary information.
Newcastle-under-Lyme	Confirmation of a referral and what happens next.
Newcastle-under-Lyme	Confusing. It isn't clear that I have had a referral.
Newcastle-under-Lyme	Details of the forthcoming appointment.
Newcastle-under-Lyme	Easy to understand instructions.
Newcastle-under-Lyme	ECG & blood tests have been arranged. Also additional information on what these are and what happens next.
Newcastle-under-Lyme	ECG and blood test have been arranged. Clear instructions for what to do in the meantime.
Newcastle-under-Lyme	ECG and blood tests have been arranged.
Newcastle-under-Lyme	GP referral.
Newcastle-under-Lyme	Hospital appointment.
Newcastle-under-Lyme	Hospital referral.
Newcastle-under-Lyme	I think it tells you that you're in the system and things will progress in various stages.
Newcastle-under-Lyme	If you are experiencing severe chest pains call 999.
Newcastle-under-Lyme	Improved, clearer structure to understand and broken down in sections.
Newcastle-under-Lyme	Informing a patient what tests have being arranged, the location and department - maybe put in brackets (heart) the tests that will be carried out and it also informs the patients what to do if serious further symptoms show in the meantime.
Newcastle-under-Lyme	Informingyou that you have been referred. What tests you will need to have and what to do if your condition gets worse.
Newcastle-under-Lyme	Investigations into chest pain.
Newcastle-under-Lyme	It again tells the patient that they have a referral and that prior to that referral further tests are needed but this letter tells them clearly how they will be arranged and who is responsible along with contact details for all relevant teams.
Newcastle-under-Lyme	It tells me the current situation, what the future picture is, and how I'm going to get there.
Newcastle-under-Lyme	It was about the referral to the cardiology department and what will happen next which is a blood test and ECG and explained what an ECG is and also what to do now.

Newcastle-under-Lyme	It's everything you need to know.
Newcastle-under-Lyme	Letter confirming what tests are to be completed and confirmation that the NHS will be in touch when appointments have been madeDetails of the testsWhat the patient then needs to do.
Newcastle-under-Lyme	Letting you know what's happening etc.
Newcastle-under-Lyme	Love this. Clear. I've had a symptom of a possible heart problem & I'm having an ECG (and I'm told what that is) & bloods whilst the appointment is being waited for. I know who to contact if I need help!
Newcastle-under-Lyme	Main message is about referral.
Newcastle-under-Lyme	Much clearer, step by step process. The subheadings that each adhere to the same issue under that heading make this much easier to read.
Newcastle-under-Lyme	Prefer this layout.
Newcastle-under-Lyme	Refer all from GP about chest pains.
Newcastle-under-Lyme	Referral and what happens next.
Newcastle-under-Lyme	Referral has been made and in the mean time get bloods and ECG done by GP.
Newcastle-under-Lyme	Referral has been receive, what happens next and where to get help or information.
Newcastle-under-Lyme	Referral to cardiology.
Newcastle-under-Lyme	Referral to cardiology.
Newcastle-under-Lyme	Referral to cardiology requirement of ECG and blood tests Process.
Newcastle-under-Lyme	Referral to cardiology department.
Newcastle-under-Lyme	Referral to see a specialist tests required beforehand and what to do in the meantime if your symptoms get worse.
Newcastle-under-Lyme	Same as previous letter.
Newcastle-under-Lyme	Same as previous letter - hospital referral.
Newcastle-under-Lyme	Same as previous, a GP hospital appointment.
Newcastle-under-Lyme	Still a bit wordy. Maybe include a patient leaflet with all the contact details.
Newcastle-under-Lyme	That I am being referred to a specialist for further tests.
Newcastle-under-Lyme	That I have an appointment and need some tests.
Newcastle-under-Lyme	That I have been referred to cardiology for an ECG and blood tests, and to tell me what happens now and what I need to do.

Newcastle-under-Lyme	That referrals/appointments have been made and why, and that you will be contacted with details.
Newcastle-under-Lyme	That the patient had been referred, however they could contact the sender if they needed further help.
Newcastle-under-Lyme	That the patient has been referred to the Cardiology Dept of local hospital.
Newcastle-under-Lyme	That they have arranged a blood test and an ECG.
Newcastle-under-Lyme	The first part of the letter was very clear, but the rest was too much information.
Newcastle-under-Lyme	The letter explains everything clearly what tests you ar going to have and why.
Newcastle-under-Lyme	The letter is saying that you have been referred to a specialist and telling you what tests you will need to have before your appointment and it explains what is going to happen next.
Newcastle-under-Lyme	The main message gives the patient the relevant information of their recent GP visit plus a what happens next list.
Newcastle-under-Lyme	The main message is about next stages of treatment and who to contact with further question or emergencies.
Newcastle-under-Lyme	The main message is clear about a referral and subsequent happenings of this.
Newcastle-under-Lyme	The main message regarding referral and tests is very clear.
Newcastle-under-Lyme	The patient has been referred for an ECG and blood tests.
Newcastle-under-Lyme	The person is being referred for ECG and blood tests because of their chest pains.
Newcastle-under-Lyme	The referral to and ecb department for treatment.
Newcastle-under-Lyme	The type of appointment required, what happens at that appointment and what will follow.
Newcastle-under-Lyme	This is advising the same as the last letter.
Newcastle-under-Lyme	This is much clearer and easy to understand.
Newcastle-under-Lyme	This letter is far clearer, easier to understand than the previous letter. The message explains, appointment, time and location, explains treatment,.
Newcastle-under-Lyme	To explain that a referral has been made and what will happen next.
Newcastle-under-Lyme	To explain why and to where the patient has been referred. What the patient is being asked to do. How the patient can proceed with any further questions or problems.
Newcastle-under-Lyme	To inform the patient he has been referred to the hospital for further treatment.
Newcastle-under-Lyme	To inform the person they have been referred for an ECG and blood test.
Newcastle-under-Lyme	To provide emergency contact information on what to do if you experience chest pain, and to provide for non emergency enquiries.

Newcastle-under-Lyme	To say someone will be in touch regarding appointment.
Newcastle-under-Lyme	To tell the patients what would happen following the GP referral The clearly numbered sections made the letter easy to understand particularly as the text was less dense.
Newcastle-under-Lyme	Very long.
Newcastle-under-Lyme	What happens next, who is responsible for what and who to contact over different issues.
Newcastle-under-Lyme	What has been arranged re the appointment.
Newcastle-under-Lyme	What has been arranged, what you need to do next, andwho to contact if you have questions.
Newcastle-under-Lyme	What provision is being done about your next steps very good.
Newcastle-under-Lyme	When and where your appointment is.
Newcastle-under-Lyme	Why referred. What has been arranged and why. What you need to do. When to seek urgent help. Who to contact with queries. Ensure you know the importance of attending appointments arranged, and what to do if you can't.
Newcastle-under-Lyme	You are getting an ECG and blood tests while waiting to see a cardiologist.
Newcastle-under-Lyme	You have been referred and have some tests.
Newcastle-under-Lyme	You have been referred, what to do in the meantime.
Newcastle-under-Lyme	You have to have an apartment at the hospital about your chest pain. You have to have an ECG and blood test first. It gives an explanation of what an ECG is.
South Staffordshire	A referral for specialist has been made; what patient has to do and where to go with further questions if needed.
South Staffordshire	An appointment for cardiology.
South Staffordshire	An appointment for ECG at hospital has been requested and they will let you know when. What the ECG is and what to expect.
South Staffordshire	Being referred to specialist.
South Staffordshire	Details of the referral, what next, tests explained, what to do in an emergency etc.
South Staffordshire	Everything you need to know about your recent referral.
South Staffordshire	Explains interim appt but also tells you what its for and why.
South Staffordshire	Help understand procedure and what I need to do.
South Staffordshire	Hospital appointment.
South Staffordshire	Hospital appointment.

South Staffordshire	I am going for an ECG and blood tests and keep taking my meds.
South Staffordshire	Information in a patient's referral.
South Staffordshire	Mainly that I have been given an appointment.
South Staffordshire	Medical Practice confirming referral and explaining what happens next.
South Staffordshire	Much more supportive and clear.
South Staffordshire	Not personal enough it's more like an information leaflet.
South Staffordshire	Not sure of the purpose of the letter as it starts with general information about heart problems and only at the bottom does it note that it's because of a referral. The letter does not tell the recipient at the beginning why they are receiving it.
South Staffordshire	Referral for ECG and blood tests.
South Staffordshire	Referral to cardiology and what you will need before it.
South Staffordshire	Referral, what for, why and location.
South Staffordshire	Same as other letter.
South Staffordshire	Talking you about your hospital appointment.
South Staffordshire	That one is much better I read it all.
South Staffordshire	That the case has been referred and outlining what tests will be administered and what happens next.
South Staffordshire	The main message is the referral to the Cardiology team and advising of the booking of tests and explanation of the same.
South Staffordshire	The patient has been referred on for an ECG and blood tests. They need to wait for the appointments to come through and keep taking any existing medication as normal.
South Staffordshire	You have been referred to cardiology but there are a few tests we need to do before your consultant appointment.
South Staffordshire	You'll get an appointment for ECG & Bloods which you need to attend, then a cardiology appointment. Phone numbers on the letter in case the appointments don't arrive in the post, you can chase it! Keep taking your medication.
Stafford	A follow up in response to my recent GP appointment. Further blood tests and ECG to help with seeing someone for a follow up at the hospital.
Stafford	A referral has been made to hospital and the explanation of why.
Stafford	Again the hospital is the main point of contact.
Stafford	Ahh what happens now What I need to know about that next upcoming app how that's helpful to me What I need to know about that app in advance so no anxiety What I need to do meanwhile if things don't go smoothly.
Stafford	An appointment has been made.

Stafford	Been referred to Cardiology, why and need a couple of tests first.
Stafford	Blood tests ECG arranged. Date, times of appointment to be advised. Brief description of the procedure involved.
Stafford	Clear, concise and informative.
Stafford	Clear instructions.
Stafford	Confirmation of referral and information about appointment.
Stafford	Confirming a referral has been made.
Stafford	Diagnostic tests have been requested.
Stafford	Easy to understand.
Stafford	Explaining the way forward regarding treatment plan.
Stafford	Explaining what you have to do prior to visit.
Stafford	Explaining your appointment but clearly set out and who to contact. Easier to follow.
Stafford	Far too much information.
Stafford	Full clarity about the patients treatment pathway.
Stafford	I can't tell who this letter is from. It's headed by hospital but signed by Health Centre, but need to contact Greenfield Health Centre if there is a problem with attending the appointment. Has the referral been received by hospital or does it actually confirm the referral has been sent. Having had referrals go astray myself I would find this very confusing.
Stafford	I have been referred to cardiology and need to await ECG and blood test at GP centre and await hospital appointment.
Stafford	I think this is quite clear and easy to understand, but I didn't have a problem with the previous letter.
Stafford	I'm in the system. There is a clear process for identifying and treating my problem.
Stafford	Information re appointment for an ECG & blood tests.
Stafford	Information what are going to do.
Stafford	It's to let the patient know that appointments are being made for an ECG and blood test because of chest pain and shortness of breath and explains what an ECG is.
Stafford	Its about what is happening and why.
Stafford	Main message is to inform you of what to expect during the testing process.
Stafford	Much better.

Stafford	Much better, clear and to the point.
Stafford	Much better, clear instructions and importantly what to do if you are experiencing medical issues relating to the condition.
Stafford	Much better, clearer and well signpostedShort sentences and paragraphsLists are clearer but perhaps more “intimidating “.
Stafford	Much clearer information.
Stafford	Much clearer than the previous one and more concise.
Stafford	Next steps.
Stafford	No letter.
Stafford	Outlined the referral and what the next steps are and who’s responsible for your care.
Stafford	Reasons for referral, what happens next, who to contact with any questions and what to do if symptoms occur prior to cardiology appointment.
Stafford	Referral accepted. Next steps listed.
Stafford	Referral and tests.
Stafford	Referral for blood tests and ECG.
Stafford	Referral for chest pain and shortness of breath.
Stafford	Referral for chest pain. Clear advice about what happens next.
Stafford	Referral to have an ECG and blood tests.
Stafford	Referral to hospital cardio department.
Stafford	Same as other letter.
Stafford	Same as previous, only clearer.
Stafford	Tests required, but no appointment dates/ times yet.
Stafford	That a referral has been made and what happens next.
Stafford	That the GP has referred the patient to cardiology and in the meantime they will have blood tests and EEG.
Stafford	That the patient requires two tests offered by the NHS to follow up on a condition diagnosed by their GP.
Stafford	That the referral as been received and what the next steps are.

Stafford	The details of referral and instructions to follow if the symptoms worsen while waiting to be seen.
Stafford	The fact that the patient has a referral and what they do and don't need to do about it.
Stafford	The main message is about the referral.
Stafford	The main message is advising that a referral has been made to cardiology and it explains why. It also gives information around tests that have been argued to support the hospital referral. It's explained what to expect to happen next and gives details of who to contact for any problems.
Stafford	The reason for the referral and a very detailed explanation and next steps.
Stafford	There is an assumption at the start of the letter that the referral has been accepted. The closing paragraph suggests 'if your referral is accepted'. The main message is clear although the order seems wrong.
Stafford	To communicate that ECG and blood tests have been booked.
Stafford	To explain that you have been referred and simple steps to explain what happens next.
Stafford	To explain the next steps after the referral from the GP This is much clearer than the first letter.
Stafford	Too much information.
Stafford	To tell me that the next steps in my referral is blood test and an ECG and that I need to wait for date/time for my appointment. Also what to do if I can't attend and what to do if my condition worsens.
Stafford	Top part was ok, but the rest was too much.
Stafford	Update on referral, what to do and who to contact.
Stafford	Very clear and concise.
Stafford	Very precise, everything you need to know to erase any worries.
Stafford	What happens next.
Stafford	What is going to happen following the go referral and what the patient needs to do.
Stafford	What is going to happen since your referral, also what you should do should your condition gets worse.
Stafford	What tests I am being referred for and who to contact at each stage.
Stafford	Why the letter is being sent, what will happen next, who is responsible and what the individual must and can do.
Stafford	You confirm receipt of your referral for blood tests and an ECG. Further information states, wait for an appointment date and time and attend.
Stafford	You have been referred and cardiology will deal with it from now on.
Stafford	You have been referred to a consultant.

Stafford	You have been referred to a specialist. You need other tests. This is what the test is. You may be worried so here is some information about how to get help if needed.
Stafford	You need tests to see what is wrong and they are being thorough.
Stafford	You need to have an EEG test.
Stafford	Your referral has been processed and the procedure is explained.
Staffordshire Moorlands	A good letter explaining what you need to know how and when who to contact in easy to understand language for patients of limited vocabulary or not.
Staffordshire Moorlands	A lot better I read & understood it, liked the what happens nested @ the contact centre should I require further information.
Staffordshire Moorlands	A lot clearer, having only read them both once, I would not relate the two letters even though they say the same thing.
Staffordshire Moorlands	A lot clearer.
Staffordshire Moorlands	A referral.
Staffordshire Moorlands	A referral has been made and states what other tests are needed and why. What is planned and when.
Staffordshire Moorlands	A referral has been done to the cardiology department and the GP will do some tests in order to help the consultation.
Staffordshire Moorlands	A referral has been made and there will be some tests completed prior to the appointment.
Staffordshire Moorlands	A referral to Cardiology.
Staffordshire Moorlands	Advises the patient that their referral is being processed and that they will require some preliminary diagnostic tests prior to the request for an assessment by a consultant being considered necessary. Red flags, what to do and who to contact are clearly stated.
Staffordshire Moorlands	Advising that an appointment for relevant testing to assist the specialist when the appointment comes through.
Staffordshire Moorlands	Again I have been registered with a specialist, and what the procedure is.
Staffordshire Moorlands	Cardiology referral confirmed and tests required first.
Staffordshire Moorlands	Clear instructions on next steps.
Staffordshire Moorlands	Details of what will happen to you etc.
Staffordshire Moorlands	Dr's handed you over.
Staffordshire Moorlands	Explaining what the patient should expect from their referral.
Staffordshire Moorlands	Following the referral what happens next.
Staffordshire Moorlands	GP has referred you to the Cardiology Department.

Staffordshire Moorlands	GP referral to hospital.
Staffordshire Moorlands	GP referral for an ECG and blood test.
Staffordshire Moorlands	GP sent referral, and advised on some tests which are explained.
Staffordshire Moorlands	Hospital referral.
Staffordshire Moorlands	I have been referred to Cardiology. ECG and blood tests are being arranged prior to an appointment. What I need to do.
Staffordshire Moorlands	Information.
Staffordshire Moorlands	Information about the GP referral.
Staffordshire Moorlands	Informative.
Staffordshire Moorlands	It explains who is responsible for what will be done for you.
Staffordshire Moorlands	It is much clearer information about what happens next.
Staffordshire Moorlands	It was about a referral.
Staffordshire Moorlands	Mainmessage is referral and tests necessary.
Staffordshire Moorlands	Much clearer. I know I've been referred. I know where I've been referred. I know the things I need to get done before the cardiology appointment. I now know what an ECG is and what to expect on the day.
Staffordshire Moorlands	Much clearer. I'm not sure I'd expect the 'what is an ECG' section. Info is so readily available, this feels a bit much.
Staffordshire Moorlands	Much easier to understand. All major points are there and easy to find even if you don't read the whole letter.
Staffordshire Moorlands	My referral to hospital and next steps.
Staffordshire Moorlands	Notification of a cardiology appointment.
Staffordshire Moorlands	Referral for ECG and blood test.
Staffordshire Moorlands	Referral.
Staffordshire Moorlands	Referral received and what for. Tests to be carried out and what you need to do.
Staffordshire Moorlands	Referral to cardiology.
Staffordshire Moorlands	Referral to Specialist & what to expect next.
Staffordshire Moorlands	Referral to the hospital and discription of procedures needed.

Staffordshire Moorlands	Referral.
Staffordshire Moorlands	Sadly it seems to put the patient on the back heel as far as being assured while under the hospitals care. It reads like, we will do x y and z but if something happens beforehand ring any of these numbers as we can't sort you yet.
Staffordshire Moorlands	SAME AS THE FIRST LETTER BUT PRESENTED IN A DIFFERENT WAY.
Staffordshire Moorlands	Stages of tests after referral for chest pains.
Staffordshire Moorlands	That a referral has been made to cardiology and the reason why.
Staffordshire Moorlands	That a referral has been made to Cardiology, and meanwhile tests will be carried out. Further contact will be made letting me know the dates and times.
Staffordshire Moorlands	That the Gp had made a Cardiology referral because of the recent symptoms experienced.
Staffordshire Moorlands	That the patient has been referred to the cardiology department following chest pains, that an ECG and bloods will be taken.
Staffordshire Moorlands	That the referral is being actioned and tests being organised prior to consultation.
Staffordshire Moorlands	That your doctor has made a referral and what will happen next.
Staffordshire Moorlands	The arrangement of ECG and blood tests.
Staffordshire Moorlands	The first part of the letter was clear and informative. The information about urgent help was too long winded. A simple message saying, If you are worried or concerned that your symptoms have worsened please ring your GP, NHS 111, the Hospital Team on 000 223 4567 or 999 if you have chest pain and shortness of breathe.
Staffordshire Moorlands	The main message is the referral to Cardiology and what happens next.
Staffordshire Moorlands	The message is that a referral has been made for an ECG.
Staffordshire Moorlands	The path for your care and what to do, who to contact if things deteriorate.
Staffordshire Moorlands	The patient has been referred to a cardiologist and will have some tests before the appointment.
Staffordshire Moorlands	The patient is going to be given an appointment at the cardiology depot the local hospital, where a variety of test will take place. Confirmation letter to follow.
Staffordshire Moorlands	The person's referral and tests to be done in the meantime.
Staffordshire Moorlands	The steps involved in the medical referral.
Staffordshire Moorlands	This is better. It details What When Who Why Contact details.
Staffordshire Moorlands	This letter is much better.
Staffordshire Moorlands	To explain the process of waiting for the ECG and blood tests and why.
Staffordshire Moorlands	To explain the referral process.

Staffordshire Moorlands	To explain what the patient needs to know and do.
Staffordshire Moorlands	To inform step by step ones condition and forthcoming treatment.
Staffordshire Moorlands	To inform the patient that their GP has made a referral to the hospital cardiology department and that certain tests will be carried out in advance of an appointment.
Staffordshire Moorlands	Understanding the referral and what will happen.
Staffordshire Moorlands	Very easy to read and understand. The patient would be reassured by this clear and precise information.
Staffordshire Moorlands	Very informative.
Staffordshire Moorlands	We are arranging some tests for you. Here are next steps if you need urgent help with regards to this.
Staffordshire Moorlands	We care about you and your condition. Here is how we are moving forward... Together.. It also provides supportive signposting. I love that this letter provides an overview of the expected patient journey, from beginning to end; advises of what you the patient can be expected to contribute, thereby enabling the letter's recipient to be involved and informed of that particular care process.
Staffordshire Moorlands	What is going to happen after my go referral.
Staffordshire Moorlands	What is going to happen and where to go for further information.
Staffordshire Moorlands	What is going to happen next.
Staffordshire Moorlands	What the patient needs, what it is and next steps.
Staffordshire Moorlands	What to do and who to contact if urgent help is required.
Staffordshire Moorlands	What will happen after your referral.
Staffordshire Moorlands	Who to contact if you have any queries.
Staffordshire Moorlands	Wow, so much clearer. Tells me the reason, when it will happen. I will be contacted with date and time, further information. So much to list.
Staffordshire Moorlands	You have been booked for further tests, and these are the actions you may need take.
Staffordshire Moorlands	You have been referred by the Gp to a cardiologist, a blood test and ECG have been organised.
Staffordshire Moorlands	You have been referred for a cardiology assessment before thus you will receive an appointment for an ECG and blood tests.
Staffordshire Moorlands	Your GP has referred you to hospital and what to expect and who to contact if you are unsure of anything.
Staffordshire Moorlands	Your GP has referred you to the hospital because of your chest pain and shortness of breath and this letter explains what will happen next.
Stoke-on-Trent	A clear indication of what is happening, set out in a logical way with more contacts.
Stoke-on-Trent	A letter to confirm my referral to the Cardiology team at hospital.

Stoke-on-Trent	A lot that needs to be putting in English not big words.
Stoke-on-Trent	A referral has been made to the cardiology department and what to expect now.
Stoke-on-Trent	A referral has been made to Cardiology and I need to have an ECG and Blood tests prior to this appointment.
Stoke-on-Trent	A referral to cardiology has been made.
Stoke-on-Trent	A referral to the cardiology team re recent chest pains.
Stoke-on-Trent	Access to cardiology support.
Stoke-on-Trent	Better example.
Stoke-on-Trent	Better. Bullet points.
Stoke-on-Trent	Booking tests for cardiology appt.
Stoke-on-Trent	Cardiology.
Stoke-on-Trent	Cardiology referral and tests that need to be done before the appointment.
Stoke-on-Trent	Clear and concise.
Stoke-on-Trent	Clear info on next steps and contacts.
Stoke-on-Trent	Clear. Who referred to and why.
Stoke-on-Trent	Confirmation of a referral.
Stoke-on-Trent	Confirmed referral, explanation of tests to be completed, wait for appointment details to follow.
Stoke-on-Trent	Details of the appointment and what will happen, including what to do in an emergency.
Stoke-on-Trent	Doctor referral.
Stoke-on-Trent	Doctor's referral.
Stoke-on-Trent	Don't panic.
Stoke-on-Trent	ECG and blood test.
Stoke-on-Trent	ECG and blood test.
Stoke-on-Trent	Explain about a referral that a GP has made and the reason for it.

Stoke-on-Trent	Explaining referral from GP to cardiology and what happens now.
Stoke-on-Trent	Explaining what will happen if you need any help there are contact details.
Stoke-on-Trent	Explanation of Referral.
Stoke-on-Trent	Gives all the information that you need to know.
Stoke-on-Trent	Good & understandable.
Stoke-on-Trent	Good clear headings and points of referral.
Stoke-on-Trent	Gp referral letter to patient based upon medical symptoms. NHS hospital appointment being arranged.
Stoke-on-Trent	GP referral to Cardiology.
Stoke-on-Trent	Heart problems.
Stoke-on-Trent	Help With - Contact lists.
Stoke-on-Trent	Helps you understand clearly what will happen next.
Stoke-on-Trent	Hospital appointment.
Stoke-on-Trent	How to progress your treatment.
Stoke-on-Trent	I have been referred for an ECG and blood tests.
Stoke-on-Trent	I've been referred and I'm awaiting for my bloods to be done and ECG, wait until I hear something.
Stoke-on-Trent	I've been referred to the cardio team, and I will also be booked in for ECG and bloods. I don't need to do anything now other than wait to hear from the teams.
Stoke-on-Trent	Information given is well presented and easy to follow.
Stoke-on-Trent	Instructions as to what I need to do next.
Stoke-on-Trent	It explains why the referral was made, what will happen next and gives important information in case of emergency.
Stoke-on-Trent	It gave a fully comprehensive description of the arrangements that has been made. Overall it was the type of letter that I would wish to receive. Which also gave an explanation of what would happen during the patient's appointment. Provided clear advice if the patient's health deteriorated.
Stoke-on-Trent	It is telling me about my referral to Cardiology at Anytown Hospital.
Stoke-on-Trent	It says that your GP has referred you to a specialist and what is going to happen.
Stoke-on-Trent	It's a letter to tell that you need to see a cardiologist, what for and will have tests first. It explains what they are and why they are needed.

Stoke-on-Trent	Like it.
Stoke-on-Trent	Main instructions and letting you know what happens next.
Stoke-on-Trent	Main message to check about your heart.
Stoke-on-Trent	Much clearer and delineated.
Stoke-on-Trent	Much clearer and succinct. Gets to the point.
Stoke-on-Trent	Much clearer as to what is due to happen and when.
Stoke-on-Trent	Much clearer format.
Stoke-on-Trent	Much clearer with clear signposting and reassurance that one can contact GP if confused.
Stoke-on-Trent	Need an e g and blood test.
Stoke-on-Trent	News of an upcoming appoint.
Stoke-on-Trent	Notification of the referral stating the reason for attending with all necessary information helping the patient to be aware of what to expect and giving contact details for relevant departments.
Stoke-on-Trent	Obvious.
Stoke-on-Trent	Process of referral.
Stoke-on-Trent	Provide information about the referral and what to do next, what will happen after, what the hospital team is now responsible for and who to contact for help.
Stoke-on-Trent	Reason for the referral and next steps.
Stoke-on-Trent	referred to cardiologist and investigations to be done 1st.
Stoke-on-Trent	Referral arranged.
Stoke-on-Trent	Referral details ok but a number to contact if you dont hear anything in a specified time frame needed.
Stoke-on-Trent	Referral to a cardiology specialist.
Stoke-on-Trent	Referral to cardiology dept.
Stoke-on-Trent	Referral to cardiology, and pre appointment tests ARRANGED [if these have been arranged the date and location should be included rather than under separate cover].
Stoke-on-Trent	Same as previous - a GP referral for a hospital appointment.
Stoke-on-Trent	Scheduled tests regarding current health issues.

Stoke-on-Trent	Step by step instructions regarding referral and next steps.
Stoke-on-Trent	Telling me all I need to know for my cardio opponent step by step info good letter much improved.
Stoke-on-Trent	Telling the procedure but all people want is to be helped as soon as possible.
Stoke-on-Trent	That a referral has been made to see a cardiologist due to recent chest pain and shortness of breath and meanwhile some tests have been requested to help inform the cardiologist.
Stoke-on-Trent	That im going to have an ECG and blood tests.
Stoke-on-Trent	That the patient is experiencing symptoms that need to be investigated and possibly require treatment.
Stoke-on-Trent	That they need to have some blood tests and a ECG.
Stoke-on-Trent	That you have a referral and the tests need doing before this.
Stoke-on-Trent	That you have been referred to the cardiologist to have ECG done, what you should do next and what to expect on that day.
Stoke-on-Trent	The care you will receive from Anytown Hospital.
Stoke-on-Trent	The follow up from the cardiac episode.
Stoke-on-Trent	The investigation into chest pains as a step by step process.
Stoke-on-Trent	The letter was explained very clearly regarding the patients symptoms.
Stoke-on-Trent	The main message again states what is going to happen and tests that will be required prior to initial Cardiology Appointment. It also clearly lists who to contact about the different tests and different processes.
Stoke-on-Trent	The main message is about the tests required, when and what happens next.
Stoke-on-Trent	The main message is that further tests will be arranged and a referral has been made to specialist services.
Stoke-on-Trent	The main message is to inform the patient of a forthcoming appointment and tests necessary to make an informed diagnosis.
Stoke-on-Trent	The main message is to inform the patient that they have been referred for both an ECG and blood tests.
Stoke-on-Trent	The main message is to tell the patient that they have a referral with a Cardiology Specialist.
Stoke-on-Trent	The message communicates clearly the rationale for the referral: test procedures: current and future NHS and patient actions: available help and support available before the tests.
Stoke-on-Trent	The patient has been referred to a cardiologist and for some blood tests and an ECG.
Stoke-on-Trent	The referral to hospital specialist and what happens next.
Stoke-on-Trent	The writing is too small on the example letter provided and zooming in means I can't see all the text to read.

Stoke-on-Trent	To confirm a referral, what happens next and why, actions required.
Stoke-on-Trent	To have further tests for symptoms and a referral to the cardiology department at the hospital.
Stoke-on-Trent	To inform the patient that a referral has been made and what happens now.
Stoke-on-Trent	To inform the patient they have been referred for blood and ECG tests and the procedure that follows.
Stoke-on-Trent	To make it so confusing that you need help for everything and encourage patients to miss appointments.
Stoke-on-Trent	Too much zooming in and out.
Stoke-on-Trent	To reduce workload on GP surgeries, hospital test results should be communicated to the patient direct from the hospital instead of via the GP.
Stoke-on-Trent	Very clear as to what you being referred for.
Stoke-on-Trent	What constitutes an emergency.
Stoke-on-Trent	What happens following recent referral.
Stoke-on-Trent	What to do if you have chest pain.
Stoke-on-Trent	What to do next and the process.
Stoke-on-Trent	What you have been referred for, what to expect next and what to do if you need more information.
Stoke-on-Trent	Where to contact if you need help.
Stoke-on-Trent	Where to go or contact for your health issue.
Stoke-on-Trent	Who does what and who you can contact at each stage.
Stoke-on-Trent	Who to contact regarding any queries you may have.
Stoke-on-Trent	Why the patient has been referred and what the hospital will be doing and who contact if help is needed.
Stoke-on-Trent	You have a problem and this is the clear steps we are taking.
Stoke-on-Trent	You have a referral and appointments. Contacts.
Stoke-on-Trent	You have a referral. Explaining what for, and what will happen.
Stoke-on-Trent	You have been referred to hospital, next steps and this is what is going to happen at appointment. Who to contact if you getveorse while waiting.
Stoke-on-Trent	You have been referred to the Cardiology Department at the hospital because of chest pain and shortness of breath. The letter clearly explains what will happen and what to do next.

Stoke-on-Trent	You have been referred to the cardiology department of the hospital.
Stoke-on-Trent	You have been referred to the Hospital for specialist cardiology care for your chest pain.
Tamworth	About investigations required and what is going to happen.
Tamworth	Better but still too lengthy.
Tamworth	Breakdown of what's happening regarding follow-up to explore the chest pains through cardiology.
Tamworth	Cardiology referral.
Tamworth	GP referral, test needs, who will arrange them and that notification of time, date and place will be sent in a separate letter. (Who is Greenfield Health Centre?)
Tamworth	How they intend to investigate the patients symptoms.
Tamworth	I'm confused about this but I think it's who to contact if you have a heart attack.
Tamworth	Information about an egg and blood test.
Tamworth	Information is easier to understand but still overly long.
Tamworth	Informing the patient about their referral - what it's for, where it will be, what happens next, and what the patient needs to do along with contact numbers.
Tamworth	Instruction for my referral to cardiology.
Tamworth	Mmmmm..... Still feels like there is too much going on in this correspondence. I would imagine all the info is there but you really have to search for it.
Tamworth	Much better set out.
Tamworth	Notification of receiving a referral for an ECG.
Tamworth	Progress with a referral for health condition.
Tamworth	Reason for referral and what to expect.
Tamworth	Referral.
Tamworth	Referral to specialist unit for diagnosis.
Tamworth	Similar to first but much better layout, wording and clearer information.
Tamworth	So much better! The same info is being sent - referral, what will happen in the meantime, but the way the information is set out is so much clearer.
Tamworth	Taking responsibility and following all through.

Tamworth	That a referral has been made and an appointment will be forthcoming.
Tamworth	The main message is the patient has an appointment for chest pain and shortness of breath follow up.
Tamworth	To be tested for any kind problems with the patients heart or test for any causes of the chest pain.
Tamworth	You have a problem and these are the steps to be taken.
Tamworth	You have been referred to a specialist. Here is what you need to do next, but if you have severe chest pains phone 999. And there is clear information about who to contact if you aren't sure about anything.
Tamworth	You've been referred to a specialist by your GP.

Which local council area do you live in?	What was the best part of the letter
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Cannock Chase	A lot clearer than the previous letter.
Cannock Chase	Again that the main information was at the beginning.
Cannock Chase	All of it - clear.
Cannock Chase	All of it.
Cannock Chase	Clear breakdown of the information.
Cannock Chase	Clear headings.
Cannock Chase	Clear headings.
Cannock Chase	Clear layout with step by step headings.
Cannock Chase	Clear steps and instructions. Bold headers.
Cannock Chase	Clearer layout.
Cannock Chase	First section. Clear layout. Concise writing.
Cannock Chase	Informative procedures, explanation and contact details.
Cannock Chase	It was better than the previous, but still needs to be improved.
Cannock Chase	Layout.
Cannock Chase	Layout, bullets and bold typeface and easy layout of what to do next.
Cannock Chase	Listing common symptoms.
Cannock Chase	Plenty of information and contact details.
Cannock Chase	Split into short sections with headers.
Cannock Chase	The clear concise pathway from referral to seeing a consultant.

Cannock Chase	The confirmation and early paragraphs.
Cannock Chase	The headers so I can decide which section I would like to read quickly than having to read all of it to find a bit of info.
Cannock Chase	The information and contact details of people to contact and what I need to do next.
Cannock Chase	The overall tone and instructions.
Cannock Chase	The what happens next section.
Cannock Chase	The whole letter was clear and reassuring.
Cannock Chase	The why.
Cannock Chase	Was more personal.
Cannock Chase	Well laid out and easily understood.
Cannock Chase	Who to contact for more info.
East Staffordshire	referral. This is time wasting for everyone concerned & grows waiting lists. My husband had this occur 3 weeks ago - 1 triage form to surgery with a red F2F & all above tests done & sorted. NHS just make things to complex & that included this letter!
East Staffordshire	A referral had been received.
East Staffordshire	All good.
East Staffordshire	All of it.
East Staffordshire	Clarity. Logical order. Who to contact if worried while awaiting appointment.
East Staffordshire	Clear and easy to understand.
East Staffordshire	Clear and simple.
East Staffordshire	Clear explanations.
East Staffordshire	Clear headings.
East Staffordshire	Clear headings and short snippets of information.

East Staffordshire	Clear information - reason for referral, what will happen next, contact details.
East Staffordshire	Clear instructions on what to expect and what to do next.
East Staffordshire	Clear wording.
East Staffordshire	Does give me how and who to contact if needed.
East Staffordshire	Dr.
East Staffordshire	Everything was easy to understand and very informative.
East Staffordshire	First three sections.
East Staffordshire	It explains that this department will run tests to determine the problem with my chest pain and will then sort out any medication/treatment needed.
East Staffordshire	It tells you what procedures you will need but that you will receive further information in separate letters.
East Staffordshire	It was all fine.
East Staffordshire	It was more methodical. What happens next.
East Staffordshire	Layout and simple language.
East Staffordshire	Layout was simple - clear headings - easy to follow.
East Staffordshire	Most of it was ok and pretty clear.
East Staffordshire	Nothing.
East Staffordshire	Simple step by step information and good contact information.
East Staffordshire	Talking about the appointment.
East Staffordshire	The beginning was clear. It explained the reason for the letter.
East Staffordshire	The clear description of what happens next including the detailed description of an ECG.
East Staffordshire	The clear headings with bulleted information and contact details.

East Staffordshire	The clear layout in several paragraphs.
East Staffordshire	The clear side headings and succinct detail in plain English used in explanatory paragraphs.
East Staffordshire	The fact I had been referred for further tests.
East Staffordshire	The first paragraph.
East Staffordshire	The introduction.
East Staffordshire	The layout is clear and concise.
East Staffordshire	The layout made it easy to read. The headings make it easy to find the information required. Easy to go back to for checking what is happening, reassuring to have a what to do if symptoms get worse section and.
East Staffordshire	The letter clearly sets out sufficient information for the patient to feel reassured whilst waiting for the referral appointment & what to do in the meantime should symptoms escalate.
East Staffordshire	The letter was good apart from the “when to get urgent help section” which isn’t needed.
East Staffordshire	The spacing of the information and instructions.
East Staffordshire	The start.
East Staffordshire	The step by step instructions - this letter explains, what happens next and what you need to do now.
East Staffordshire	Who does what and when.
Lichfield	All good.
Lichfield	All of it.
Lichfield	Boiler points.
Lichfield	Bullet points, bold print, clarity of instructions.
Lichfield	Clarity, for me personally I think it was excellent.
Lichfield	Clarity/short sentences/bullet points and a clear order of what to do.
Lichfield	Clear.

Lichfield	Clear and considerate directing the patient to what they need to do.
Lichfield	Clear and short sections.
Lichfield	Clear headings.
Lichfield	Clear headings and bullets points.
Lichfield	Clear headings and short information for each part.
Lichfield	Clear headings and structured layout.
Lichfield	Clear headings providing information that you actually need.
Lichfield	Clear in formation.
Lichfield	Clear information.
Lichfield	Clear instructions, headings and short snippets of information for each heading. I fully understood the letter and what I should do, so there was no need to waste my time (and the hospital's time) with a phone call to explain the letter.
Lichfield	Clear layout. Clear who to contact for what.
Lichfield	Clear short headings.
Lichfield	Clear shots sections.
Lichfield	Clear step by step instructions.
Lichfield	Clear to understand.
Lichfield	Clearly explains what's in letter. Laid out clearly. Lots of help if needed.
Lichfield	Clearly laid out.
Lichfield	Coming straight to the point.
Lichfield	Ease of reading and explanation.
Lichfield	Easy to understand my appointment.

Lichfield	How clear it was what the patient needed to DO.
Lichfield	I like the layout.
Lichfield	I thought the best part was the "What you need to do" section.
Lichfield	It was well laid out, it was clear and precise and importantly, did not contain any jargon.
Lichfield	Layout and use of bullet points.
Lichfield	Less information.
Lichfield	Much better laid out.
Lichfield	None of it.
Lichfield	Really clear, divided into clear sections, information presented clearly, easy to find what is needed.
Lichfield	Simple straight forward clear information.
Lichfield	The clear, patient centred structure and practical guidance.
Lichfield	The layout of this letter is so much better. Easier to read.
Lichfield	The what happens next paragraph.
Lichfield	The whole letter was clear and concise.
Lichfield	This is the letter template you should use.
Lichfield	Very detailed but well spread out information. Lots of spacing between sentences. Good what happens next section.
Lichfield	What we are doing and what you should do.
Newcastle-under-Lyme	"After the hospital has accepted your referral....."
Newcastle-under-Lyme	All of it.
Newcastle-under-Lyme	All of it.

Newcastle-under-Lyme	All of it is good.
Newcastle-under-Lyme	All of it was simple to read.
Newcastle-under-Lyme	All of the relevant points were covered.
Newcastle-under-Lyme	All the appointments set out for you.
Newcastle-under-Lyme	Clarity.
Newcastle-under-Lyme	Clarity.
Newcastle-under-Lyme	Clarity in sectioning the letter.
Newcastle-under-Lyme	Clear broken down into sections makes easier to read.
Newcastle-under-Lyme	Clear bullet pointed information.
Newcastle-under-Lyme	Clear concise information on what has been arranged and what to expect.
Newcastle-under-Lyme	Clear format, detailed in a way as to how things would progress.
Newcastle-under-Lyme	Clear headings.
Newcastle-under-Lyme	Clear headings, short paragraphs.
Newcastle-under-Lyme	Clear information, the letter set out in a good order clearly setting out what to do next and explaining what will happen to him when he goes to the hospital.
Newcastle-under-Lyme	Clear instructions of what a happening and what to do next.
Newcastle-under-Lyme	Clear layout and headings.
Newcastle-under-Lyme	Clear lines of responsibility & overview of the process.
Newcastle-under-Lyme	Clear sections.
Newcastle-under-Lyme	Clear sections with headings.
Newcastle-under-Lyme	Clear understanding.

Newcastle-under-Lyme	Clearer step by step instructions, broken down with easy to follow text.
Newcastle-under-Lyme	Didn't find any thing that was best.
Newcastle-under-Lyme	Each section identified first, so you know what to double check if necessary.
Newcastle-under-Lyme	Easier to understand.
Newcastle-under-Lyme	Easy to understand.
Newcastle-under-Lyme	Ensuring that the patient has the relevant information about the referral and if they needed assistance the contact details are on the letter.
Newcastle-under-Lyme	Explaining step by step.
Newcastle-under-Lyme	Explaining the ECG process.
Newcastle-under-Lyme	First paragraph. It said all I needed to know. Xx.
Newcastle-under-Lyme	First third of letter.
Newcastle-under-Lyme	Headings, cohesiveness.
Newcastle-under-Lyme	I could understand everything that was going to happen T the start and what will happen next.
Newcastle-under-Lyme	Identifies referral and pre-requisite tests.
Newcastle-under-Lyme	Information telling you what to do next and what to do if your condition worsened.
Newcastle-under-Lyme	Introduction.
Newcastle-under-Lyme	It is broken up into paragraphs which makes it easier to read and understand. It has clear instructions and explains what will happen, that takes away anxiety.
Newcastle-under-Lyme	It give details of appointments, help and other info.
Newcastle-under-Lyme	It was a bit long but content was ok.
Newcastle-under-Lyme	It was all good.
Newcastle-under-Lyme	It was bullet pointed. Small sentences.

Newcastle-under-Lyme	It was clear and considered, explained in plain English and also gave all relevant contact details. Also advice on when and how and who to contact if health deteriorates.
Newcastle-under-Lyme	It was clear and well spaced.
Newcastle-under-Lyme	It was in a easier to read layout.
Newcastle-under-Lyme	It was in a much clearer layout. More simple bullet puts. Headings made it clearer to find information more quickly. Great contact information. Clearly explains why. Clear instructions and advice.
Newcastle-under-Lyme	It's clear and informative. It says everything you need to know and information is reassuring and easy to find, without being overwhelming.
Newcastle-under-Lyme	Knowing that some action was been taken.
Newcastle-under-Lyme	Laid out well. No dense text.
Newcastle-under-Lyme	Letter was consistent with no better or worse section.
Newcastle-under-Lyme	List of things (some not necessary leading to confusion.)
Newcastle-under-Lyme	Lots of information.
Newcastle-under-Lyme	Lots of phone numbers and easy to understand.
Newcastle-under-Lyme	More logical and appeared concise.
Newcastle-under-Lyme	N/A.
Newcastle-under-Lyme	Next steps and what you need to do now.
Newcastle-under-Lyme	Nicely laid out and easy to understand.
Newcastle-under-Lyme	Opening paragraph.
Newcastle-under-Lyme	Reason for referral and explanation of tests to be undertaken.
Newcastle-under-Lyme	Saying get in touch if you have questions.
Newcastle-under-Lyme	Set out in sections with bold heading, short sentences, to the point.
Newcastle-under-Lyme	Simplicity of information in an easy explained format.

Newcastle-under-Lyme	Telling me that an ECG and blood test has been arranged.
Newcastle-under-Lyme	The bullet points.
Newcastle-under-Lyme	The bullet points made it easy to understand. The contact details.
Newcastle-under-Lyme	The clear list of next steps.
Newcastle-under-Lyme	The clear paragraphs and bold type headings.
Newcastle-under-Lyme	The first couple of paragraphs were perfect it explained the referral process tests and what happens after.
Newcastle-under-Lyme	The first half.
Newcastle-under-Lyme	The first part.
Newcastle-under-Lyme	The first part of the letter up to 'What is an ECG'.
Newcastle-under-Lyme	The layout.
Newcastle-under-Lyme	The layout, the font, the instructions - step by step, what the patients can expect testing wise and symptoms they should act fast on should they happen.
Newcastle-under-Lyme	The layout.
Newcastle-under-Lyme	The letter is well set out with bullet points.
Newcastle-under-Lyme	The main section was clear and understandable.
Newcastle-under-Lyme	The numbered sections.
Newcastle-under-Lyme	The reassurance that the teams will be in touch and contact information for departments and in an emergency.
Newcastle-under-Lyme	The referral.
Newcastle-under-Lyme	The second line.
Newcastle-under-Lyme	The way it was set out. Clear conciseHeadings were good A more human approach it was about me rather than the systems being used.
Newcastle-under-Lyme	The who to contact section is very useful, and something I've never seen in an actual medical letter.

Newcastle-under-Lyme	The whole thing was good. The headlines and the bold print made it particularly easy to read.
Newcastle-under-Lyme	This letter is better than previous and easier to interpret.
Newcastle-under-Lyme	Very clear and logical layout.
Newcastle-under-Lyme	What the appointment is for, Where, and who to see, and what to do.
Newcastle-under-Lyme	What to do if I had another problem.
Newcastle-under-Lyme	What will happen, what you need to do. It was very clear.
Newcastle-under-Lyme	What you need to now section and when to seek emergency help section.
Newcastle-under-Lyme	Who had referred and why.
South Staffordshire	All the contact details.
South Staffordshire	All the information needed was there.
South Staffordshire	Being referred to specialist.
South Staffordshire	Clear instructions.
South Staffordshire	Clear layout.
South Staffordshire	Clear short sections.
South Staffordshire	Easy to understand.
South Staffordshire	Explanation of what to expect.
South Staffordshire	Getting a letter.
South Staffordshire	Giving me a date for an appointment and the next steps.
South Staffordshire	Having headings in bold, different sections, numbers. Easy to focus on and get to the point quickly!!
South Staffordshire	Info sectioned so easy to read,.

South Staffordshire	It contained all information I might need.
South Staffordshire	It was laid out clearly and easy to follow.
South Staffordshire	It was much clearer, better spacing and the shorter lines means easier to see when zooming in.
South Staffordshire	Set out with bullet points, easier to understand.
South Staffordshire	Spacing, headlines, use of old text where appropriate. What to do if any concerns whilst waiting, details of tests.
South Staffordshire	The appointment and relevant information could be read in 30 seconds.
South Staffordshire	The lay out and was clear.
South Staffordshire	The referral and the addition of test explanations is very useful.
South Staffordshire	The structure and explanation of what happens next and what I need to do.
South Staffordshire	The structure of the letter took me through in a logical way explaining the various steps, which made understanding a lot easier and easier to refer back to.
South Staffordshire	This format was much clearer to understand.
South Staffordshire	Well laid out clear and bold important points.
South Staffordshire	What happens next and what you need to do.
South Staffordshire	What you need to do now. Please:• wait for Anytown Health Centre to contact you about your ECG and blood tests;• attend your ECG and blood test appointments when they are arranged;• wait for Anytown Hospital to contact you about your cardiology appointment;• keep taking any regular medicines unless a healthcare professional tells you otherwise;• seek urgent help if your symptoms get worse.
Stafford	1st part up to ECG description.
Stafford	All of it.
Stafford	Appointment details were clear.
Stafford	Clarity. Step by step on where and what and how.
Stafford	Clear and simple.
Stafford	Clear headings and short bits of information.

Stafford	Clear information & clarity.
Stafford	Clear sections help. So as a patient I understand why you are writing to me and the following what happens next. It is a lot better.
Stafford	Clear separation of bullet pointed information into tasks and needs, and reasons for them.
Stafford	Clear structure and flow with supporting information and explanations. Depending on whether this is a first or a repeat request might influence how much is repeated for second or subsequent referrals especially if they were recent.
Stafford	Clear.
Stafford	Clearly laid out, not Ali of unnecessary sentences.
Stafford	Clearly set out.
Stafford	Comprehensive contact details. Good information about what to expect during the tests.
Stafford	Comprehensive info.
Stafford	Confirmation that your referral has been received and next step details.
Stafford	Contact details and phone numbers.
Stafford	Contact details.
Stafford	Contact phone numbers for further information.
Stafford	Every thing clear and easy to understand.
Stafford	Explaining of tests required.
Stafford	Explaining the procedure.
Stafford	Explains exactly what is did to happen and who to contact.
Stafford	First sections.
Stafford	Inclusion of headings re what happens next and what I need to do.
Stafford	Information was easy to assimilate.

Stafford	It gives some contact details for each part of the process.
Stafford	It had a clear purpose, order and was easy to find key information due to headers and bullet points.
Stafford	It started with the main message - the referral.
Stafford	It was all good.
Stafford	It was extremely detailed.
Stafford	It was well spaced, bullet points were used and each section was appropriately headed.
Stafford	Layout and straightforward information under each heading.
Stafford	Main point was in first sentence and lots of bullet points.
Stafford	More logical.
Stafford	N/a.
Stafford	Nice, bite sized, information.
Stafford	Not able to take all this information in.
Stafford	Plain englishClear headings Simple sentencesBulletpoints.
Stafford	Simple and to the point. Easy to understand.
Stafford	Simple explanations.
Stafford	Simple to understand.
Stafford	Split of information and bold text highlighting important info and action.
Stafford	Sufficient throughout.
Stafford	That referral accepted.
Stafford	The beginning.

Stafford	The beginning and the end.
Stafford	The best bit was explaining what would happen next and who to contact for each form of enquiry.
Stafford	The bold words, emphasises the importance.
Stafford	The clear instructions and calm tone.
Stafford	The clear layout and headings to draw the patients attention.
Stafford	The easy-to-read bullet points under each sub-heading/section. It was very clear to read.
Stafford	The explanation.
Stafford	The fact that is was bullet pointed.
Stafford	The format is clear, the sub-headings make it clear where to get information, step-by-step instructions and contact numbers corresponding to events/ issues.
Stafford	The inclusion of the contact details.
Stafford	The layout easy to read and digest.
Stafford	The layout is easier on the eye and each section is clearly marked.
Stafford	The layout was easy to follow, the sections easy to understand.
Stafford	The letter was easier to read through in paragraphs that were clearly set out.
Stafford	The majority was clear and easy to follow.
Stafford	The reason for the referral and what happens next.
Stafford	The section about what happens next.
Stafford	The step by step and information.
Stafford	The what happens next paragraph.
Stafford	The 'what to do now' section and what to do if symptoms get worse.

Stafford	The whole layout. Instructional and informing.
Stafford	There were contact details for everything and what to do if your symptoms got worse.
Stafford	This letter was better as the bullet points were very clear, especially for people who get stressed by appointments.
Stafford	Too much information.
Stafford	Top part.
Stafford	Very clear and informative What needs doing, why and how. Who to contact for further help.
Stafford	Very informative, supportive and helpful.
Stafford	What happens Next section.
Staffordshire Moorlands	A promise.
Staffordshire Moorlands	All good.
Staffordshire Moorlands	All of it except headings.
Staffordshire Moorlands	All of it was much better than the previous.
Staffordshire Moorlands	All of it. Excellent letter.
Staffordshire Moorlands	ALL OK.
Staffordshire Moorlands	All the step by step information and all contact numbers.
Staffordshire Moorlands	Clear. Ordered information. No jargon unless explained.
Staffordshire Moorlands	Clear concise instructions and information.
Staffordshire Moorlands	Clear contact details if further information was needed.
Staffordshire Moorlands	Clear headings and instructions.
Staffordshire Moorlands	Clear information.

Staffordshire Moorlands	Clear instructions.
Staffordshire Moorlands	Clear instructions.
Staffordshire Moorlands	Clear instructions. Text broken down into sections.
Staffordshire Moorlands	Clear layoutSimple sections that signpost what the patient needs to knowUseful contact info and for what scenarios.
Staffordshire Moorlands	Clear short one liners.
Staffordshire Moorlands	Clear step by step sections.
Staffordshire Moorlands	Clear text size, spacing.
Staffordshire Moorlands	Clear what the purpose was, what will happen etc.
Staffordshire Moorlands	Clearly laid out.
Staffordshire Moorlands	Concise information.
Staffordshire Moorlands	Contact details.
Staffordshire Moorlands	Contact details, description of ECG.
Staffordshire Moorlands	Contact numbers.
Staffordshire Moorlands	Each stage being set out.
Staffordshire Moorlands	Explaining ECG.
Staffordshire Moorlands	Explaining what the patient needs to do.
Staffordshire Moorlands	Explanation of what an ECG is and entails.
Staffordshire Moorlands	First paragraph.
Staffordshire Moorlands	First part.
Staffordshire Moorlands	First sentence.

Staffordshire Moorlands	Good layout the heading & short sentence helped me understand.
Staffordshire Moorlands	Headings and Bullet points.
Staffordshire Moorlands	How it was set out, easy to follow and very clear.
Staffordshire Moorlands	How it's set out clear concise.
Staffordshire Moorlands	I could find out relatively easily all salient points that would get me to where I was to be and on time.
Staffordshire Moorlands	It outlined what was going to happen, what I had to do, and who to contact if necessary.
Staffordshire Moorlands	It was all good.
Staffordshire Moorlands	It was all ok.
Staffordshire Moorlands	It was clearly set out under different headings.
Staffordshire Moorlands	It was easy to read. It had clear instructions. It used correct medical terminology and then explained the procedures fully using lay terms. It explains how to recognise an emergency and what to do. It also gives a list of helpful contact details.
Staffordshire Moorlands	It was much easier to read with a visual impairment. More informative, because of the way it was broken down.
Staffordshire Moorlands	It's layout.
Staffordshire Moorlands	Layout clear.
Staffordshire Moorlands	Layout was mainly good and contact details. A generally more user friendly tone to the wording.
Staffordshire Moorlands	Letter was clear and concise easy to understand.
Staffordshire Moorlands	Local contact details - GP/ NHS 111.
Staffordshire Moorlands	Most of it.
Staffordshire Moorlands	Much better.
Staffordshire Moorlands	Not a lot.
Staffordshire Moorlands	Simple to read.

Staffordshire Moorlands	Simpler language and clearly set out into sections. FAQ's need tabulating.
Staffordshire Moorlands	Straight to the point easy to understand.
Staffordshire Moorlands	Succinct and clear.
Staffordshire Moorlands	Succinct, to the point with no unnecessary waffle.
Staffordshire Moorlands	The clear lay out.
Staffordshire Moorlands	The bold headings.
Staffordshire Moorlands	The breakdown into sections. Easy to understand language.
Staffordshire Moorlands	The clarity.
Staffordshire Moorlands	The clarity of instructions.
Staffordshire Moorlands	The entire letter.
Staffordshire Moorlands	The first paragraph.
Staffordshire Moorlands	The first paragraph telling me that the referral had been made and that there would be some tests before the appointment. It also explained what the tests were for.
Staffordshire Moorlands	The first paragraph. What happens next and What to do now 'simple statements'. What happens after the hospital has seen you section with contact telephone number.
Staffordshire Moorlands	The first section.
Staffordshire Moorlands	The first sections - encouraged me to keep reading or pass to someone if I need help.
Staffordshire Moorlands	The formatting made the letter extremely easy to understand.
Staffordshire Moorlands	The headings, info broken down.
Staffordshire Moorlands	The instructions about the actual referral and what to do/wait for.
Staffordshire Moorlands	The layout makes it easy to read, with clear understandable information.
Staffordshire Moorlands	The letter was clear, easy to understand and did not cause me anxiety.

Staffordshire Moorlands	The medical term explanations and the clear lists of "what you need help with.".
Staffordshire Moorlands	The opening sentence reassured the referral has been done by the GP.
Staffordshire Moorlands	The part explaining about the referral and what will happen etc.
Staffordshire Moorlands	The part up to and including ECG.
Staffordshire Moorlands	The separate headings.
Staffordshire Moorlands	The subheadings in bold - particularly good once you've read it but need to refer to it again at a later date.
Staffordshire Moorlands	The way it was set out in stages.
Staffordshire Moorlands	This was an excellent letter all the information I needed was there and written in a way that I could understand.
Staffordshire Moorlands	Where it relates directly to the referral.
Staffordshire Moorlands	You have been referred.
Stoke-on-Trent	A much better letter. It explains everything you need to know in simple terms that non medical people can easily understand.
Stoke-on-Trent	All.
Stoke-on-Trent	All good.
Stoke-on-Trent	All of it.
Stoke-on-Trent	All of it.
Stoke-on-Trent	All of the process is included.
Stoke-on-Trent	Bold headings.
Stoke-on-Trent	Bold headings for scan reading.
Stoke-on-Trent	Breaking down the information into different headings which was much easier to read and understand.
Stoke-on-Trent	Broken down information, headings and short, bite size sentences.

Stoke-on-Trent	Broken down into sections. Sub headings and bold text to differentiate between the heading and text.
Stoke-on-Trent	Clarity.
Stoke-on-Trent	Clarity.
Stoke-on-Trent	Clear and informative.
Stoke-on-Trent	Clear and informative.
Stoke-on-Trent	Clear headings.
Stoke-on-Trent	Clear information.
Stoke-on-Trent	Clear information as to what when.
Stoke-on-Trent	Clear information.
Stoke-on-Trent	Clear instructions.
Stoke-on-Trent	Clear instructions as to what is going to take place.
Stoke-on-Trent	Clear layout.
Stoke-on-Trent	Clear layout.
Stoke-on-Trent	Clear message and formatting with appropriate headings. It was reassuring and advised the the health centre would always help if I had any concerns and didn't know who to contact.
Stoke-on-Trent	Clear sectioned information.
Stoke-on-Trent	Clear step by step instructions. No big long sentences.
Stoke-on-Trent	Clear summary of what the letter contained.
Stoke-on-Trent	Clear what happens next.
Stoke-on-Trent	Clear, concise format of information.
Stoke-on-Trent	Clearer layout with use of headings.

Stoke-on-Trent	Clearly & set out step by step.
Stoke-on-Trent	Contact number provided for queries.
Stoke-on-Trent	Easy to understand, and clear instructions.
Stoke-on-Trent	Everything.
Stoke-on-Trent	Everything step by step nothing bad othi.
Stoke-on-Trent	Explaining tests will need to be completed and to wait for appointment details.
Stoke-on-Trent	Explains why one is being referred and outlines the next steps.
Stoke-on-Trent	Explanation of what an ECG involves and step by step instructions of what you need to do now. Also a clear contact number is given.
Stoke-on-Trent	First page.
Stoke-on-Trent	First part again.
Stoke-on-Trent	Good letter.
Stoke-on-Trent	I like that everything they need to do is clearly explained and even what may happen after they have been seen. I like the extensive list of contact numbers.
Stoke-on-Trent	I thought this was a great letter I found it easy to understand and made me feel confident that all the tasks set out in the letter would be completed.
Stoke-on-Trent	It did give all relevant information you might need.
Stoke-on-Trent	It gave the necessary information to the patient.
Stoke-on-Trent	It had been written in plain english.
Stoke-on-Trent	It was all pretty good.
Stoke-on-Trent	It was better formatted with more structure.
Stoke-on-Trent	It was better than the previous letter.
Stoke-on-Trent	It was clear and precise.

Stoke-on-Trent	It was detailed.
Stoke-on-Trent	It was good from start to finish.
Stoke-on-Trent	It was set out in a more informative way and although the information is there it seemed to follow through with what was happening and by which department including contacts for all of them.
Stoke-on-Trent	It's spaced out arrangement which makes it clear to read. Very understandable.
Stoke-on-Trent	Knowing exactly what is going on and when, what the steps are and where to contact to ask some information from lots of different ways.
Stoke-on-Trent	Liked the Help with / Contact details portion of the letter.
Stoke-on-Trent	Most of the letter was easily understandable. See below.
Stoke-on-Trent	Much better layout easy to follow.
Stoke-on-Trent	Na.
Stoke-on-Trent	Negative input.
Stoke-on-Trent	Notification of referral. What happens nextWhat you need to do nowWhat to do if your condition worsens.
Stoke-on-Trent	Overall, the entire letter was excellent. Adding urgent help details is very helpful in outlining when the patient should seek emergency advice and in clarifying whether this is 999 or 111.
Stoke-on-Trent	Points - Clearly lady out.
Stoke-on-Trent	Short step by step instructions and a clear heading.
Stoke-on-Trent	Simple and shorter sentences. No long sentences.
Stoke-on-Trent	Simple layout clear of what to do.
Stoke-on-Trent	Simpler straightforward sentence structure.
Stoke-on-Trent	Sorry this one was terrible as it tries to do the right thing but in reality it deliberately fails.
Stoke-on-Trent	Split into sections. Tend to read a few times.
Stoke-on-Trent	That it explains what's happening.

Stoke-on-Trent	That it was clear what the reason for referral was and steps to take. That worsening instruction was given in case the condition deteriorated and patient didn't know to seek urgent care.
Stoke-on-Trent	The all the information was in the letter.
Stoke-on-Trent	The clear explanation of what will happen when undergoing the ECG.
Stoke-on-Trent	The contact information.
Stoke-on-Trent	The cut to the chase layout telling me clearly what I need to do vs. What you will do.
Stoke-on-Trent	The emergency directions.
Stoke-on-Trent	The first paragraph.
Stoke-on-Trent	The first part.
Stoke-on-Trent	The First two paragraphs, with relevant information.
Stoke-on-Trent	The format and layout made it very clear what was happening and when It didn't go into any hospital jargon and was very easy to understand.
Stoke-on-Trent	The information part if you feel unwell or have concerns whom to contact.
Stoke-on-Trent	The layout.
Stoke-on-Trent	The layout was clear and defined.
Stoke-on-Trent	The layout and structure of sentences made it incredibly easy to follow, and read in full (something I rarely do personally, I usually jump to what I feel I need to know and ignore the rest). The section with who to contact about specific things was really helpful.
Stoke-on-Trent	The layout is clear and easy to read.
Stoke-on-Trent	The layout is easy on the eye.
Stoke-on-Trent	The layout of steps.
Stoke-on-Trent	The layout, and no blame.
Stoke-on-Trent	The letter was to bad compared to the first one.
Stoke-on-Trent	The referral.

Stoke-on-Trent	The telephone number but I thought emails were possible to use now too?
Stoke-on-Trent	The way it is divided into sections with headlines.
Stoke-on-Trent	The 'what happens next' section.
Stoke-on-Trent	The whole letter was informative and easy to understand.
Stoke-on-Trent	Things were designated into appropriate sections that were clear and followed on logically.
Stoke-on-Trent	Transparent communication about the test required and further points of contact re extra support.
Stoke-on-Trent	Using headings it was clear what was happening and what the person needed to do.
Stoke-on-Trent	Very clear what being referred for.
Stoke-on-Trent	Very detailed and spaced out inbetween information.
Stoke-on-Trent	Very informative correspondence to patient.
Stoke-on-Trent	Very simple.
Stoke-on-Trent	Well... The letter was better set out and explained everything fully. It was split into headings clearly and is obvious what you are having done, what you need to do and all the contact details for people.
Stoke-on-Trent	What happens and next.
Stoke-on-Trent	What happens next section.
Stoke-on-Trent	What to do next plus contact information.
Stoke-on-Trent	What you need to do now.
Stoke-on-Trent	Where it states, "This letter explains:."
Stoke-on-Trent	Who to contact details and what to do in an emergency situation.
Tamworth	All good.
Tamworth	All of it.

Tamworth	Clearly set out.
Tamworth	Easier to understand and read, the layout was right for those who have dyslexia and ADD/ADHD.
Tamworth	Highlighted words.
Tamworth	Informative.
Tamworth	It gave all in instructions.
Tamworth	Lay out and font.
Tamworth	Layout and language al.
Tamworth	Layout made it clear and easy to read.
Tamworth	Presumably that it arrived, sometimes they don't.
Tamworth	Started off okay then gave up TMI. Unnecessary.
Tamworth	Step by step instructions.
Tamworth	Steps explained what was going on.
Tamworth	The 1st part stating how to know you're having a heart attack.
Tamworth	The clearly set out what you need to parts.
Tamworth	The explanation of what an ECG is, and how it's conducted.
Tamworth	The first paragraph and the what happens next section.
Tamworth	The layout: the overall structure, sentence sizes, use of bullet points and clear identification through subtitles.
Tamworth	The way everything was laid out and explained.
Tamworth	Very easy to read. Lots of information in a readable form.
Tamworth	What to expect and why. What to do and who to contact if any concerns or symptoms.

Tamworth

What we have arranged for you and the 999 info.

Tamworth

Yours sincerely.

Which local council area do you live in?	What was the worst part of the letter
Cannock Chase	Hard to say. If I needed the information, I would read it more carefully.
Cannock Chase	I thought it was all ok.
Cannock Chase	I thought the letter was very clear and provided the relevant information.
Cannock Chase	Its still rammed with words and is a little overwhelming.
Cannock Chase	Lengthy list of who to contact - could this be reduced?
Cannock Chase	Looked long but needed to be.
Cannock Chase	None.
Cannock Chase	None.
Cannock Chase	Nothing.
Cannock Chase	Nothing.
Cannock Chase	Nothing.
Cannock Chase	Nothing it was perfect.
Cannock Chase	Nothing really, far better than the first example.
Cannock Chase	Nothing really.
Cannock Chase	Nothing, everything was clearly explained.
Cannock Chase	Probably a bit too much information.
Cannock Chase	Reading all the phone numbers!
Cannock Chase	Still too much info, long winded.
Cannock Chase	question? Might overwhelm some people. Also, it was contradictory. One part says contact Greenfield health centre if you can't make ECG appointments or tests, then the contact section lists numbers for Anytown health centre to change ECG appointments.
Cannock Chase	The when.

Cannock Chase	too many contact numbers.
Cannock Chase	Too many contacts numbers.
Cannock Chase	Too many phone numbers. Have one point of contact.
Cannock Chase	Too much info on one sheet.
Cannock Chase	Too much info towards the end.
East Staffordshire	Again, too much information, perhaps add a link for FAQ or more info to a website.
East Staffordshire	Alignment of contact numbers at the bottom of the letter.
East Staffordshire	All of it.
East Staffordshire	All the different information. If I feel unwell I don't want to read a load of instructions about what might go wrong.
East Staffordshire	All the excuses for poor service.
East Staffordshire	All the extra information.
East Staffordshire	All the waffle about what you would need to do if things didnt go to plan.
East Staffordshire	An excessive list of telephone numbers with no alternatives for all those departments.
East Staffordshire	Confusing info re who is doing ECG and Blood tests and who has arrange (reads as if both GP and hospital have arranged and these will happen at GP). There seems an excessive list of contacts and excess information regarding later stages in the process.
East Staffordshire	Contact details.
East Staffordshire	Gave no indication of likely timescales.... Particularly important to stop patients worrying that they may have missed an appointment.
East Staffordshire	I couldn't identify a worst part of the letter.
East Staffordshire	I would have put the contact info at the end as it was cluttered.
East Staffordshire	It can be clearer by using numbers and telling a story with them. 1. Do this 2. Do that 3. We will then do xyz.
East Staffordshire	It was all good.
East Staffordshire	service user with lots of information re urgent 999, fitness notes contact, waiting times etc. All this should be in a very clear part of the web page / QR code with a contact telephone number that's clear for service users who need communication support.

East Staffordshire	Its a bit patronising and still assumes the patient will deal with any issues so contact the GP who will direct you to the right place - in essence each service should know what that do and not pass people to sort things out.
East Staffordshire	Lots of information and numbers on page two of the letter could be confusing as to who to contact, as a non medical person how are we supposed to determine whether or not to call 111 or 999? The delay in calling the right number could be fatal.
East Staffordshire	N/a.
East Staffordshire	No appointments!
East Staffordshire	No worst part.
East Staffordshire	No worst part really.
East Staffordshire	None.
East Staffordshire	None.
East Staffordshire	Nothing.
East Staffordshire	Nothing.
East Staffordshire	Nothing really - pretty clear although a little long but does give a lot of useful information.
East Staffordshire	Nothing.
East Staffordshire	Perhaps too many who to contact telephone numbers.
East Staffordshire	Probably too many phone numbers. Prefer to have just one phone number to answer any queries regarding my appointment.
East Staffordshire	Still too much information.
East Staffordshire	The “when to get urgent help” section.
East Staffordshire	The 999 warning was very concerning. An older person would be very worried by this.
East Staffordshire	The impersonal approach to getting urgent care - don't bother us!
East Staffordshire	The information appeared quite long.
East Staffordshire	The lengthy what if section. Too wordy.
East Staffordshire	The list of where to get help.

East Staffordshire	There wasn't anything that was particularly bad.
East Staffordshire	Too long.
East Staffordshire	Too many 'contact' points (when most are the same number anyway.
East Staffordshire	Too much at top.
East Staffordshire	Too much unnecessary information.
Lichfield	A bit overlong.
Lichfield	All ok.
Lichfield	Because it will cover both sides of paper just needs a side 1 of 1, 1 of 2 on footer of sides / sheets so patients know there is more than one side, no missed information.
Lichfield	Contact for further info.
Lichfield	Everything was fine as far as I can tell.
Lichfield	Far too long and concerned staff spending too much time writing long letters and not seeing patients.
Lichfield	Happy as it is.
Lichfield	I couldn't find a 'worse' part.
Lichfield	I would find this letter perfectly acceptable.
Lichfield	Just seems a long winded process for an ECG and blood tests Why can this not be done at the surgeries.
Lichfield	Lack of accessibility for sight impaired.
Lichfield	Long list of phone numbers, which could be confusing to chose between.
Lichfield	May look wordy and long but everything was pertinent.
Lichfield	N/A.
Lichfield	No date when it was sent. I have missed hospital appointments in the past due to letters arriving after my appointment.
Lichfield	None.

Lichfield	Nothing.
Lichfield	Nothing.
Lichfield	Nothing.
Lichfield	Nothing.
Lichfield	Nothing - I fully understood the content and what I needed to do.
Lichfield	Nothing really.
Lichfield	Nothing, this letter was so much better and easier to follow.
Lichfield	Nothing.
Lichfield	Nothing (likely.)
Lichfield	Probably too many contacts details.
Lichfield	Rather a lot of information to take in.
Lichfield	Rather long.
Lichfield	Still didn't give an idea of how long the referral would take.
Lichfield	Still felt like excessive additional info was included.
Lichfield	The last paragraph.
Lichfield	The length.
Lichfield	The length and information density, especially for someone who is anxious, unwell, elderly, neurodivergent or lower literacy skills etc.
Lichfield	The length of the letter.
Lichfield	The phone numbers in the middle of the letter. Would prefer them as a PS.
Lichfield	Too many contact details.
Lichfield	Too many contacts.

Lichfield	Too many contacts all relating to cardiology. Ridiculous.
Lichfield	Too many phone numbers. I would prefer a single number to contact.
Lichfield	Too much clutter.
Lichfield	Unsure it has a worst part.
Lichfield	Wasn't one!
Newcastle-under-Lyme	A bit long winded.
Newcastle-under-Lyme	A lot of extra information at the end which is perhaps a bit confusing especially as there is further important information at the end of the letter. It would be easy to miss this section as it comes after the contact details. Ideally all contact details should be right at the end of the letter so they are only referred to if needed, in my opinion.
Newcastle-under-Lyme	Having to start explaining what is ECG, instructions after your appointment.
Newcastle-under-Lyme	I am not sure if I have received a referral or not as it doesn't say?
Newcastle-under-Lyme	I couldn't fault it, it was very clear and informative.
Newcastle-under-Lyme	I think it is all ok.
Newcastle-under-Lyme	I think the who to contact could have been at the end of the letter. Stopped reading at that point so initially didn't read after the appointment details.
Newcastle-under-Lyme	If I'm being picky the contact details section could be condensed.
Newcastle-under-Lyme	Irrelevant info.
Newcastle-under-Lyme	It got a bit long.
Newcastle-under-Lyme	It seems a good letter to me.
Newcastle-under-Lyme	It was lengthy, maybe too much info at the end of the letter.
Newcastle-under-Lyme	It's very long with lots of information regarding the tests (ECG) I would have hoped my GP would have explained the tests when I visited them at the surgery. Lots of contact numbers-just 1 number needed. For some patients this will be confusing.
Newcastle-under-Lyme	Lack of specific phone numbers.
Newcastle-under-Lyme	Layout and jumbled info.
Newcastle-under-Lyme	Length.

Newcastle-under-Lyme	Length.
Newcastle-under-Lyme	Letter was informative and fine.
Newcastle-under-Lyme	List of contacts/actions if necessary could be on a separate sheet or could be available on a link.
Newcastle-under-Lyme	Lots of contact details.
Newcastle-under-Lyme	Maybe a little impersonable and too short.
Newcastle-under-Lyme	Most of the second page, with all those contact numbers (most! T identical) Too much unnecessary information.
Newcastle-under-Lyme	N/A.
Newcastle-under-Lyme	N/A.
Newcastle-under-Lyme	N/A.
Newcastle-under-Lyme	Na.
Newcastle-under-Lyme	Needless refer to other data.
Newcastle-under-Lyme	Nil.
Newcastle-under-Lyme	No direct contact name or number just a list of numerous numbers.
Newcastle-under-Lyme	No worst part.
Newcastle-under-Lyme	None.
Newcastle-under-Lyme	None.
Newcastle-under-Lyme	None - for me, this is a perfect letter.
Newcastle-under-Lyme	Not arranging an appointment.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.

Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing it was great.
Newcastle-under-Lyme	Nothing really.
Newcastle-under-Lyme	Nothing really.
Newcastle-under-Lyme	Nothing really.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Nothing.
Newcastle-under-Lyme	Probably a bit too long.
Newcastle-under-Lyme	Probably too much and confusing information.
Newcastle-under-Lyme	Quite long.
Newcastle-under-Lyme	Slightly too long.
Newcastle-under-Lyme	Still a bit too long.
Newcastle-under-Lyme	Still a bit wordy.
Newcastle-under-Lyme	Still no idea on average waiting times to be seen, and also should additional treatment / procedures be required current waiting times.
Newcastle-under-Lyme	Still too long.
Newcastle-under-Lyme	Still too many sections!

Newcastle-under-Lyme	The last part.
Newcastle-under-Lyme	The latter part of the letter still has too much jargon.
Newcastle-under-Lyme	The list of who to contact - far too long.
Newcastle-under-Lyme	The long last section of who to contact.
Newcastle-under-Lyme	The number of contacts quoted - too many.
Newcastle-under-Lyme	The only thing I can say is that there might have been a timescale attached to the contact from the GP practice for the follow up tests.
Newcastle-under-Lyme	The table could be a little hard to read as there's a lot of rows and no dividers between them.
Newcastle-under-Lyme	The typeface.
Newcastle-under-Lyme	The who to contact part, too long and should only be 1 or 2.
Newcastle-under-Lyme	There is no worst part of the letter.
Newcastle-under-Lyme	There is still too much unnecessary information. It needs to be 1) The referral process and why 2) Tests required beforehand 3) What happens after 4) Who to contact if your condition worsens.
Newcastle-under-Lyme	There seemed to be a lot of information.
Newcastle-under-Lyme	There was no worst part of the letter.
Newcastle-under-Lyme	This letter explains section is unnecessary as this is self explanatory. The what happens next section - see my comments above.
Newcastle-under-Lyme	This one is pretty good for literate patients.
Newcastle-under-Lyme	Too long.
Newcastle-under-Lyme	Too long.
Newcastle-under-Lyme	Too many contact details.
Newcastle-under-Lyme	Too much detail in one letter - some could have been sent with the actual date and time.
Newcastle-under-Lyme	Too much information and explanation in the middle - should be separate sheet.
Newcastle-under-Lyme	Too much information and unnecessary information.

Newcastle-under-Lyme	Too much information in letter format. An explanation regarding what tests are needed, why you need them and what to do could be in a leaflet. The leaflet could also clearly give contact details of the necessary department and map of where they are. This would allow pictures and diagrams that help those with reading/SEND needs.
Newcastle-under-Lyme	Too much information under the what to do in an emergency.
Newcastle-under-Lyme	Very long.
Newcastle-under-Lyme	We knew quickly what had been arranged and what this involved.
Newcastle-under-Lyme	Where to seek help - very long.
South Staffordshire	Again a lot of information that some people may struggle to take on board.
South Staffordshire	Could have done with better contact details eg greenfield health centre is mentioned as a point of contact, needs a number as there are only details for the hospital.
South Staffordshire	I thought it was very good - no typos that I noticed.
South Staffordshire	It was more like a fact sheet.
South Staffordshire	Knowing I have a referral.
South Staffordshire	Lack of appointments.
South Staffordshire	Lots of phone numbers. They all may be needed at some point but could they be split across appointment letters or on the back page?
South Staffordshire	Maybe add on what would happen after the tests.
South Staffordshire	takes months. The worst experience I have had is that letters always arrive on they day of appointment or at most a day before and this has been happening for years. I have even had letters arrive after the appointment which must mean you get a lot of no shows. When I've given feedback on this I have been told letter had been posted 7 days before but the post stamp
South Staffordshire	No problems.
South Staffordshire	No timescale for appointment.
South Staffordshire	None.
South Staffordshire	Nothing.
South Staffordshire	Nothing.
South Staffordshire	Nothing.
South Staffordshire	Scary start - it begins with the worst case advice rather than explaining the reason for the letter.

South Staffordshire	Still a lot of information that some patients may not need straight away; or could go in an accompanying leaflet rather than on a letter that is sent when a patient is being told their referral has been made.
South Staffordshire	The way things are numbered, shorter lines, its clear what is happening and what I need to do.
South Staffordshire	There isn't a worst part.
South Staffordshire	There were a lot of phone numbers at the end, perhaps this could be rationalised for simplicity.
South Staffordshire	Too much info about contact details.
South Staffordshire	Who to contact. Still too much info.
Stafford	A bit long. See above.
Stafford	After the hospital has seen you. Feels a bit vague.
Stafford	Again too much info in with important appointment details.
Stafford	Bit wordy re all the contacts and what happens after. I don't particularly need to know this but 1 contact no for further questions would be important (not all the different ones.)
Stafford	Bottom part not needed.
Stafford	Could not fault it.
Stafford	Could not fault it.
Stafford	Don't need the last section. That can surely be explained by the hospital staff at the appointment(s), where the patient can ask questions of the staff involved.
Stafford	Far too much information.
Stafford	I don't believe there was a worst part.
Stafford	It is long. I would probably read this about 2/3 times to fully understand it.
Stafford	It is rather long.
Stafford	It is still a long letter, albeit much easier to read.
Stafford	It was a little bit long, although the information was all pertinent to the referral.
Stafford	It was far too long.

Stafford	It was way too long.
Stafford	It's long!
Stafford	Lots of unnecessary text!
Stafford	N/A.
Stafford	N/a.
Stafford	N/a.
Stafford	No appointment date!!! Still a lot of information in the letter.
Stafford	No date or time for appointment or possible delays.
Stafford	No description of timescale.
Stafford	No timescales.
Stafford	None.
Stafford	None.
Stafford	None.
Stafford	None - it's fine.
Stafford	None it was all ok.
Stafford	Not a lot really.
Stafford	Not clear how long you might need to wait for results - if urgent will you get in touch or does the reply need to grind its way back through your GP?
Stafford	Nothing.
Stafford	Nothing.
Stafford	Nothing.
Stafford	Nothing.

Stafford	Nothing.
Stafford	Nothing.
Stafford	Nothing.
Stafford	Nothing It was very good.
Stafford	Nothing - I much prefer this layout.
Stafford	Nothing in particular.
Stafford	Nothing is mentioned as to how or when I get the results.
Stafford	Nothing really as it's a much easier to read letter.
Stafford	Nothing to highlight.
Stafford	Nothing, 10/10 in my opinion.
Stafford	Nothing.
Stafford	Perhaps help for elderly patients who live alone.
Stafford	Probably the listing of contingencies and contacts.
Stafford	Repetitive phone contact numbers could have been under one heading for Cardiology department.
Stafford	Still a bit long.
Stafford	Still overly wordy. Contact details didn't really help as it's saying contact GP or Cardiology. Unnecessary ECG description (should be in a separate page if required) & 999 instructions.
Stafford	That a letter was required at all and a simple phone call was not used instead to agree an appointment with the patient.
Stafford	The bit in between.
Stafford	The first bit saying this letter explains and the last section about what happens after.
Stafford	The font. Times New Roman is serif. Sans serif font is much easier to read.
Stafford	The last line - it would be more helpful to have a direct number to the department.

Stafford	The length of the letter - with every eventuality in it. Made it very long - but it does make sense to be able to help them get their own help.
Stafford	The length.
Stafford	The letter was too long.
Stafford	you.. We need to do some tests before the referral is accepted" would seem a better way to present an 'if' letter. It suggests that there is a referral and then says that 'if' your referral is accepted. A 'referral' means to me that you will see an expert about a health problem, Then, at the end of the letter there is an 'if' your referral is accepted. It does not say why it would not
Stafford	The who to contact part could have been in a table and not repeating the same number.
Stafford	The who to contact table wasn't very clear.
Stafford	There wasn't a worse part.
Stafford	Thought it was ok.
Stafford	Too long. Too much information.
Stafford	Too many phone numbers.
Stafford	Too many phone numbers. Also, it was not clear if I was having my blood test at the same time. This would have resulted in an unnecessary phone call to find out.
Stafford	Too much in one letter. Better if had separate info sheets.
Stafford	Too much information not applicable at present. Though it would be good to know these things, some would be better when the hospital appointment was arranged.
Stafford	Waiting for times and dates.
Staffordshire Moorlands	A bit busy.
Staffordshire Moorlands	A bit long winded.
Staffordshire Moorlands	A good basic letter no problems.
Staffordshire Moorlands	After the appointment! Don't need this information at this point.
Staffordshire Moorlands	ALL OK.
Staffordshire Moorlands	Bit too much info.
Staffordshire Moorlands	Couldn't read the name of the person signing the letter, it should be printed underneath alongside their job title.

Staffordshire Moorlands	Font type. Not the clearest. (Arial 12 recommended.)
Staffordshire Moorlands	Having to go.
Staffordshire Moorlands	Headings.
Staffordshire Moorlands	I feel like it's a lot of unasked for info. How long does it take to do this, is that time worthwhile.
Staffordshire Moorlands	I think I covered this before.
Staffordshire Moorlands	I would have been happy with this letter.
Staffordshire Moorlands	I would have to go through it word by word to find anything, it looked good.
Staffordshire Moorlands	I'm not sure that there is a worst part.
Staffordshire Moorlands	Information to clustered together, it was still too close together to be easy to read with a visual impairment.
Staffordshire Moorlands	It doesn't say when you can expect an appointment.
Staffordshire Moorlands	It should not be an encyclopedia of what to do in emergency nor identify all possible reasons to call for help.
Staffordshire Moorlands	It still seemed unnecessarily wordy with all information included in the main body of the letter (see answer to Q16.
Staffordshire Moorlands	It was a little long.
Staffordshire Moorlands	It was all very clear.
Staffordshire Moorlands	It was just too long. I started to skim read which might lead me to missing something. Contact details could be simplified.
Staffordshire Moorlands	It was long and took some time to read and there were lots of different people to contact if I had a query, I would rather there was one person to contact to make it simpler.
Staffordshire Moorlands	It was all good.
Staffordshire Moorlands	It went on a little too long. Too much information at this stage.
Staffordshire Moorlands	Its too long!
Staffordshire Moorlands	Lack of named doctors and time frame.
Staffordshire Moorlands	Lack of reassurance to people without medical knowledge.

Staffordshire Moorlands	Much too long with far too much information. Some may prefer this as very simple terms used. I am used to medical jargon & detailed info& if I come across something I don't understand I research it.
Staffordshire Moorlands	N/A.
Staffordshire Moorlands	N/A.
Staffordshire Moorlands	N/A.
Staffordshire Moorlands	No concrete timescale.
Staffordshire Moorlands	No details of where I needed to go for my blood test.
Staffordshire Moorlands	No worst part.
Staffordshire Moorlands	None.
Staffordshire Moorlands	None.
Staffordshire Moorlands	None.
Staffordshire Moorlands	None of it.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Nothing comes to mind.
Staffordshire Moorlands	Nothing in particular stands out.

Staffordshire Moorlands	Nothing it's a great letter.
Staffordshire Moorlands	Nothing particularly.
Staffordshire Moorlands	Nothing really.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Pretty lengthy given the information needed, but I suppose it does cover all eventualities. I'm not sure someone without further education would bother -or be able - to read it all.
Staffordshire Moorlands	Probably too many contact numbers. Still a bit confusing - am I having the ECG and blood test at the same time?
Staffordshire Moorlands	Repetition again and again of that phone number.
Staffordshire Moorlands	Still has some unnecessary information, but a big improvement.
Staffordshire Moorlands	Still quite long - could be overwhelming for some.
Staffordshire Moorlands	Still seemed a lot of text.
Staffordshire Moorlands	Text could be a little larger, but otherwise it was all relevant.
Staffordshire Moorlands	Text printed on white background - not good for neuro divergent brains, I. E one third of the population. My trust prints on recycled pale buff colour paper (cheap), electronic copies need to follow suit. Thanks.
Staffordshire Moorlands	The ECG explanation was unnecessary and the when to get urgent help section was too long winded and could have been simplified.
Staffordshire Moorlands	The fact that the patient may not be accepted for referral by the hospital after the initial diagnostic tests have taken place. Should this be the case, clear guidance on the care pathway in primary care needs to be given.
Staffordshire Moorlands	The instructions around when to call 999. It is confusing about if it is any of the listed issues that constitute an emergency or if all are required at the same time. Plus breathlessness and indigestion seem common for many with chest pains anyway.
Staffordshire Moorlands	The large numbers of contacts. It would be better if each patient had one person to contact.
Staffordshire Moorlands	The letter explains... not needed headings explain that.
Staffordshire Moorlands	The rest of the letter.
Staffordshire Moorlands	The whole part explaining Emergency and remainder of letter.
Staffordshire Moorlands	There may have been an excess of information that wasn't needed at this stage of the process.
Staffordshire Moorlands	There was not one.

Staffordshire Moorlands	Too much detail about other aspects of who does what etc. Too much waffle.
Staffordshire Moorlands	Too long.
Staffordshire Moorlands	Too long!
Staffordshire Moorlands	Too many confusing contact details.
Staffordshire Moorlands	Too much information.
Staffordshire Moorlands	Too much information at the bottom.
Staffordshire Moorlands	Too much information.
Staffordshire Moorlands	Was rather lengthy. Perhaps there should be a referral helpline for someone to call to explain the content if unsure for some patients eg elderly or those with additional needs.
Stoke-on-Trent	"It is the responsibility of the hospital" as most patients find it easier to speak to someone at their GP practice rather than someone at the hospital.
Stoke-on-Trent	A less complicated who to contact list. Fewer numbers, perhaps one or 2 numbers only.
Stoke-on-Trent	All of the different departments and telephone numbers.
Stoke-on-Trent	Apart from the above much of the rest was superfluous now. There needed to be a clear contact number of whom you should contact if you dont hear anything in a specified timescale.
Stoke-on-Trent	Assuming everyone can follow instructions.
Stoke-on-Trent	unnecessary for an appointment letter. Many patients could be overwhelmed and confused by the volume, when what they need to know is an appointment has been requested,
Stoke-on-Trent	additional tests requested, and when they are likely to happen.
Stoke-on-Trent	I can see some relevance to the 999 section but I think its a bit alarmist and probably wouldn't need to be put on every referral letter. I can imagine things like that can create more anxiety than is needed. Sometimes over informing people make them worry as much as under informing them.
Stoke-on-Trent	I cant see a worse part.
Stoke-on-Trent	I definitive time frame Far too much wasted paper with entire catalogue of telephone numbers. Just add 111. For guidance or assistance.
Stoke-on-Trent	I didn't see any contact details if I have any questions.
Stoke-on-Trent	I didn't think it was that bad.
Stoke-on-Trent	I found nothing that was not helpful.
Stoke-on-Trent	I liked all of it, although maybe it could have been summarised into a shorter letter.

Stoke-on-Trent	I personally think that there is still too much info.
Stoke-on-Trent	I would bold the Re:.. I'd make the main headers bigger to clearly distinguish between sections. For example, on page 2 the "when to get urgent help" and "who to contact" should be much bigger than the rest of the text in bold, it may seem like I need to look down the list of services and phone numbers to ring if I'm having chest pain that doesn't go away, spreads to my jaw etc (the bullet points). It would also make it clearer that I may NOT need to go to hospital for urgent treatment if everything stays at it is now, current version may be interpreted as I may need to go into hospital for urgent treatment regardless of the presence of those symptoms described in bulletpoints. I'd also change the font to something like Verdana or Calibri which are easier to read. And lastly, the "re:" at the very beginning could be removed, abbreviations are confusing.
Stoke-on-Trent	Information could be better arranged.
Stoke-on-Trent	It appeared somewhat patronising to me and assumes that people are not expert patients as far as their own health is concerned.
Stoke-on-Trent	It comes across as someone who hates writing letters or disdain for keeping patients informed and stops being helpful.
Stoke-on-Trent	It doesn't have an eta for your appointment.
Stoke-on-Trent	It is still quite long, a lot of contacts to raise any queries with.
Stoke-on-Trent	It was a bit long. I don't know if everyone would read it to the end.
Stoke-on-Trent	It was long winded.
Stoke-on-Trent	It was slightly long winded.
Stoke-on-Trent	Its long but not sure it could be shortened. The date by which you should contact if you havent heard about the appointments.
Stoke-on-Trent	Length.
Stoke-on-Trent	Length.
Stoke-on-Trent	List of contacts too detailed/over long.
Stoke-on-Trent	Lots of different contact details.
Stoke-on-Trent	Lots of writing.
Stoke-on-Trent	Multiple contact numbers.
Stoke-on-Trent	N / a.

[illegible]

Stoke-on-Trent	Nothing.
Stoke-on-Trent	Nothing.
Stoke-on-Trent	Nothing.
Stoke-on-Trent	Nothing.
Stoke-on-Trent	Nothing bad.
Stoke-on-Trent	Nothing identified by me.
Stoke-on-Trent	Nothing of note.
Stoke-on-Trent	Nothing, as long as it can also be sent electronically to someone too as a reasonable adjustment to get the information in a format that is accessible to them.
Stoke-on-Trent	Nothing, the letter is perfect.
Stoke-on-Trent	Nothing.
Stoke-on-Trent	Nothing.
Stoke-on-Trent	Nothing. The letter was fine.
Stoke-on-Trent	Numerous phone numbers, instead of one which could be used to direct the patient to the relevant source of further help.
Stoke-on-Trent	Overly long.
Stoke-on-Trent	Perhaps a little long but the information seems relevant.
Stoke-on-Trent	Probably too much information.
Stoke-on-Trent	Second page.
Stoke-on-Trent	Seems & lot of information.
Stoke-on-Trent	Signposting information based upon medical symptoms, latter part of correspondence. Spoilt layout and could potentially confuse patient. Better to enclose separate leaflet outlining 'Medical Emergencies'.
Stoke-on-Trent	So long!!
Stoke-on-Trent	Still a lot of information in one letter.

Stoke-on-Trent	Stretches into two pages. Could it be shortened still further?
Stoke-on-Trent	The amount of information in it was too much.
Stoke-on-Trent	The different department contact list, this should be one contact number if you require any help or confirmation.
Stoke-on-Trent	The layout of the signposting info.
Stoke-on-Trent	The length of it.
Stoke-on-Trent	The letter was clear and easy to understand so there was no worst part as far as I am concerned.
Stoke-on-Trent	The list of contacts for each possible issue. The 'this letter explains' section is not needed.
Stoke-on-Trent	The list of numerous departments to contact - this would be more appropriate in an actual appointment letter.
Stoke-on-Trent	The long list of contact reasons / numbers.
Stoke-on-Trent	The long list of contacts.
Stoke-on-Trent	The long list of who to contact if you had questions. This could be made simpler, eg speak to GP or a nurse if you have any questions. It seemed unnecessary to have loads of different contact details. Made it more complicated.
Stoke-on-Trent	The part at the end "After the hospital has seen you".
Stoke-on-Trent	The warning at the top.. Immediately worries the patient.
Stoke-on-Trent	The who to contact part could have been reduced as the number and contact was the same in most instances.
Stoke-on-Trent	arent interested in. Its clearer to see and easier to read and take in. Less fussy and more easily paragraphs. I am still glad I put all the comments I wrote about the other one. I understood both and got the same information but understand that others may not do so. I prefer the second format.
Stoke-on-Trent	too many contact details.
Stoke-on-Trent	too many contacts for different things.
Stoke-on-Trent	Too much detail, should be in the form of attachment to minimise length of letter.
Stoke-on-Trent	Too much unnecessary information at end of letter.
Stoke-on-Trent	Too long.
Stoke-on-Trent	Too many lists.

Stoke-on-Trent	Too much information needs to be shortened and brief to the point.
Stoke-on-Trent	Too much information, too many contacts.
Stoke-on-Trent	Towards the end of the letter, "After the hospital has seen you".
Stoke-on-Trent	Trying to embody all aspects of the activity into the initial contact letter. Additional information leaflet would be better.
Tamworth	A bit long and some repetitive information.
Tamworth	All of it! Utter bump really.
Tamworth	All OK.
Tamworth	Contact info could be shorter.
Tamworth	Information overload.
Tamworth	It goes over 2 pages.
Tamworth	Long letter.
Tamworth	Lot of information about who to contact which I'm not sure is relevant.
Tamworth	Maybe a little lengthy and would an older person sit and read it all through.
Tamworth	No timeline was indicated.
Tamworth	Nothing.
Tamworth	Nothing.
Tamworth	Nothing.
Tamworth	Nothing.
Tamworth	Nothing.
Tamworth	Nothing! As a cardiac patient myself, I'd be happy to receive this style of communication as it's clear and concise.
Tamworth	Quite a long letter.

Tamworth	Small print. Patients need bold print table instructions 1-10. Dates times place, tele nos. Also reassurance the phone call will be answered. Attending the appointment with a small one liner list of their problems. This aids diagnosis.
Tamworth	Still very long. This letter explains section at the beginning of the letter in unnecessary.
Tamworth	Too long.
Tamworth	Too long.
Tamworth	Too much detail, scrappily presented.
Tamworth	What this letter contains section (not needed). All the information on ECGs and what to do in an emergency. Should be included in a separate leaflet. Letter is too long and contains too much unnecessary information.
Tamworth	Why was it sent? Am I having a heart attack? Which bit of the middle part is relevant?