**Appendix G**

**Letter where there has been no conversation with the relevant person.**

The Duty of Candour letter should be personal to the recipient, empathic and easy to read. The template gives a starting place. Replace RED text with relevant information. Change the words to ensure the letter is in line with what happened and is personal to the recipient.

Remove this box before using this template

Service Name here

Address here Address here Address here

Tel no. here Email: here

Text only phone for deaf/hard of hearing:

07771933869

Our Ref:

Date

PRIVATE & CONFIDENTIAL

Patient Address Postcode

Dear XXXX

On behalf of Rotherham, Doncaster, and South Humber NHS Foundation Trust, please accept my sincere condolences following the loss of your son/daughter/etc. PATIENT NAME.

I am very sorry for your loss and sorry that this happened whilst PATIENT NAME was under our care. I would like to assure you that we take matters of this nature very seriously.

Because of this, an investigation into the care and support provided by our staff will be carried out to identify any lessons to be learned and to improve our services. The investigation is part of the normal procedure following any serious event such as this. Name of Investigator (if known) has been assigned to undertake the investigation and will be in contact with you to arrange to meet or have a discussion with you at your convenience. This will allow her to outline the investigation process to you and will also give you the chance to ask any questions you may have.

As the Team/Service Manager for the XXXX Team, I am writing to see if we can offer any support or assistance at what I understand is a very difficult time for you and your family. We may be able to assist you with any practical matters, arrange for counselling or provide emotional support

If you would like to speak to me further, please don’t hesitate to contact me on XXXX or the e-mail address above.

Yours Sincerely

MANAGER NAME JOB TITLE

