## Patient welcome and invitation to participate letter

Dear Patients, Families and Carers

We welcome, and recognise the importance of your input in your care planning and delivery whilst you are a patient within *< insert facility name here*> .

Bedside nursing handovers from shift to shift are our primary method of sharing patient information between shifts to ensure continuity of care, and we recognise that accurate communication during handover is a key element in safety and quality.

Safety and improved communication are two of our priorities. Patient Delivered Handover is a bedside handover process that acknowledges the patient as the expert. We are introducing a patient delivered handover at your bedside to provide you with the opportunity to inform us of your understanding of your health journey and provide you with an opportunity to voice any concerns you may have.

We invite you to participate in this opportunity at the *< time of handover*> clinical handover each day. With your permission, any family and / or carers present are also welcome to participate.

You will be provided with a prompting sheet and we encourage you to jot things down during the day. Please note this is only a guide and suggestions, and you are free to tell us anything else you feel is important for us to know.

A member of our nursing team will be available to answer any specific questions you have about the handover. Alternatively, please let a staff member know if you have any concerns.

We appreciate your participation and contribution to improving the care delivered in this hospital.

Yours sincerely

[**YOUR HOSPITAL NAME**]