*[To be adapted for local use]*

Dear [insert name]

Thank you for [insert method of initial contact e.g., meeting with us/ your time on the telephone/ videoconference].

We are aware of an issue which affects [or may affect] a group of patients, and you have been identified as one of those patients. We apologise once again if this has caused you concern or distress.

We wanted to talk to you about the issue and how it affects you. We will help to organise any tests or treatments which you may need.

We are also taking steps to manage this issue for every affected patient, using a NSW Health process called ‘lookback’. This ensures the safety of all affected patients and the safety of future patients.

We will be in touch from time to time with updates about this issue.

We hope that we have fully answered your questions today. If you have any future questions or concerns, please contact [insert contact person and details].

Kind regards

[insert signature, name and position]