**LETTER AND PATIENT/ FAMILY REPORT FOR COVID-19 CLUSTER REVIEW**

[insert name]

[insert contact details]

Dear [insert name]

I write in regard to an incident of a suspected hospital onset of COVID-19 infections in the ward/ unit during your admission to [insert facility] Hospital on DD/MM/2021 for [insert reason for admission]. I understand that you were diagnosed COVID-19 positive during this admission, along with a number of other patients on the ward/ unit.

On behalf of the [insert LHD/SHN] Local Health District/Specialty Health Network, I wish to acknowledge the significant distress caused to you. I am sincerely sorry for what has occurred and want to reassure you that a thorough review has taken place.

The Health Service appointed qualified individuals to undertake a cluster/ outbreak review. The review team looked into the healthcare systems and the care that was provided to you. The purpose of the review is to find out how this cluster/ outbreak occurred and what actions must be put in place to make sure we have a safer health system. Please find attached an individual summary of the review.

Again, I wish to convey my sincere apologies to you and I hope that this information is of assistance to you. However, I appreciate that you may have further questions or outstanding concerns and would like to offer you the opportunity to meet with relevant clinicians and executive representatives to discuss these. Should you require any further information, or if you would like to accept the offer of a meeting, please contact [insert name and position], on [insert phone number] or [Insert email@health.nsw.gov.au](mailto:Insert%20email@health.nsw.gov.au)

Yours sincerely

[Insert name]

**Chief Executive**

Date

**Summary of the cluster review**

The review team looked into [insert brief cluster/ outbreak description].

[Insert summary of patient journey].

The Health Service undertook these actions immediately [insert any immediate post incident actions]. Through these actions, the Health Service was ensuring [insert brief description of how actions made system safer].

The review team found [insert key review findings].

Based on the findings, review team recommended [insert recommendations]

OR

The review team did not make recommendations because [specify reason e.g. immediate post incident actions]

In addition, the review team put forward the following areas for potential state-wide changes [insert topics, if any]. These will be considered by NSW Health for implementation.