

## Guidance for London Cardiovascular Project Patient Passport

### Background

- A patient panel formed during the review of cardiovascular services in the capital, subsequently the London Cardiovascular Project (LCVP), made a number of recommendations to improve care and the overall patient experience. One of these recommendations was for all patients to be offered a Patient Passport when discharged from hospital.

#### Patient passport

**39 Issue eight:** When leaving hospital patients should be encouraged to keep a patient passport or similar wallet with them at all times, containing up-to-date medical information including discharge letters, latest medication, details of GP and consultants, ECG and Echo results, ICD settings, any later hospital admissions or appointments, and any other papers the patient would like to be readily available in an emergency. This material would be useful for paramedics or other professionals in event of future emergencies. This item could be a quick win for rapid implementation. In the longer term, the wallet should include a copy of a properly structured patient care plan.

*Extract from The Patient Perspective, a paper by the LCVP patient panel which looked at improving the patient experience. The Patient Perspective is available online at <http://www.slcsn.nhs.uk/lcv/files/lcv-patient-perspective.pdf>.*

- The purpose of the Patient Passport is to provide information on the patient's condition to medical staff who are not familiar with the patient. This could include ambulance staff, A&E staff, therapists, dentists or new GPs.
- Following the recommendations of the LCVP patient panel, the Patient Passport has since been incorporated into the quality standards for all workstreams within the LCVP.
- The templates have been developed by the London Cardiovascular Project Patient Panel, the Royal Free Hampstead NHS Trust and the London Cardiac and Stroke Networks communications team. Following input from clinicians, the final version of the Patient Passport has been agreed by the Pan-London Cardiac and Stroke Network Board, which also felt that the Patient Passport would be of benefit for a wider group of patients - not just those within the pathways covered by the LCVP.

### The Patient Passport

- The templates ([appendix 1](#)) have been devised as an example of best practice. However Trusts/departments are not obliged to use this version and are free to edit the templates if desired.
- The Patient Passport and associated documents will be forwarded to all Trusts' publications/communications teams for information and approval before being distributed to hospital departments/wards for use.
- Although the patient panel **recommend** that the Patient Passport should be in an A5 format (ideally A4 sheet folded to aid printing) clinicians have requested that an A4 version should also be available. These are both included in [appendix 1](#) and via the LCVP website: [www.slcsn.nhs.uk/lcv/passport.html](http://www.slcsn.nhs.uk/lcv/passport.html)

- Guidance for clinicians/hospital departments on the Patient Passport including what to include in the passport and items to discuss with the patient are included in [appendix 2](#).
- The patient passport documents should be given to the patient in a plastic wallet.

### Data protection

- In addition to the approval processes described, the Patient Passport has also had information governance (IG) input.
- It is vital that clinicians/hospital department comply with their Trust's policy for giving patient information out to patients. In many instances it is common practice for patients to be given copy of reports, letters, test results, etc. when they are discharged from ward. Depending on Trust policy, these could be included into the Patient Passport.
- For further information please see the Department of Health (DH) guidance - [Copying letters to patients: good practice guidelines](#) on their website [www.dh.gov.uk](http://www.dh.gov.uk).
- Trusts may wish to implement a **patient sign-up sheet**, which patients sign when they receive the passport ([appendix 3](#)) which could help to minimise IG risk.

### Who should be given a Patient Passport?

Although specifically mandated for patients treated under the particular regimes forming part of the London Cardiovascular Project, it would make little sense to limit the Patient Passport to these particular patients and in any case it would be administratively difficult to do so. Therefore a patient passport should be issued to all patients who are discharged with a chronic cardiovascular condition.

As recommended by the Pan-London Cardiac and Stroke Network Board, Trusts may also wish to consider issuing a Patient Passport, with suitably amended cover sheets, to all patients who are discharged with a chronic condition. To facilitate this, the cardiovascular templates have space for inserting a document control code to help ensure the correct version is used by each department.

For further information and supporting documents on the London Cardiovascular Project, please visit the website, [www.slcsn.nhs.uk/lcv](http://www.slcsn.nhs.uk/lcv) or contact the South London Cardiac and Stroke Network via email ([info@slcsn.nhs.uk](mailto:info@slcsn.nhs.uk)) or on 020 8812 5950.

## Appendix 1 – Patient Passport templates



patient passport lcv  
A5 FINAL Dec11.doc



patient passport lcv  
A4 FINAL Dec11.doc

**The templates are also available via the London Cardiovascular Project Website:**

**[www.slcsn.nhs.uk/lcv/passport.html](http://www.slcsn.nhs.uk/lcv/passport.html)**

## Appendix 2 – Guidance to ward staff for issuing the Patient Passport to patients

- The Patient Passport should be issued to patients when they are being discharged.
- The consultant in charge of the patient’s care should advise the ward clerk of which documents should be included by ticking/writing on the front of the Patient Passport.
- The patient should be issued with **photocopies** of the appropriate documents marked as *patient’s own copy* (particularly important with ECGs as originals fade over time).
- **The passport should always include a copy of the discharge summary**  
*N.B. Please always follow your Trust’s guidance for copying patient letters. Where this does not exist please see the DH’s publication [Copying letters to patients: good practice guidance](#).*
- **It is important to explain to the patient that:**
  - This passport will contain information which is personal and that is important they keep all personal information safe and secure.
  - It is up to them to keep this information up to date by removing old health records when adding newer versions and that having up to date information will help to get the right care as quickly as possible.
  - They are advised to carry the Patient Passport with them at all times as it has information which could be useful for medical staff.
  - If possible. they should offer the passport to medical or ambulance staff, particularly if being treated in an emergency
- Ask patient to sign a **Patient sign-up sheet when they receive the passport** (optional), agreeing to the passport and all the information explained, as above.

This guidance and the Patient Passport templates are available on the LCVP website:

[www.slcsn.nhs.uk/lcv/passport.html](http://www.slcsn.nhs.uk/lcv/passport.html)

