

Date: 19th March 2026

Protecting patient confidentiality window envelope reminder

Staff are reminded about the importance of preparing letters carefully for posting, particularly when using window envelopes.

Please make sure that no clinical or sensitive information is visible through the envelope window. This includes the name of the speciality, the clinician's name, job title or role, and any other clinical or identifying information.

This can usually be avoided by leaving enough space between the sender's details and the CC field, and by folding letters carefully so that no sensitive text appears in the window.

Patient confidentiality is a core part of data protection and a shared responsibility across all departments. Taking a few extra moments to check the layout and folding of letters can help prevent unintentional information breaches.

Thank you for your attention and continued support in maintaining high standards of confidentiality and care.