



Letter to the family doctor — ready to sign

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1,610 letters over 12 weeks · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The letter goes out through secure health messaging, never by ordinary email**, and never without the doctor's named sign-off.

What the letter already contains when it reaches the desk

Element	Source	What it saves
Departmental letterhead and correspondent's details	Electronic patient record	Looking up the address, the first cause of delay
Reason, conclusion, plan	APPROVED clinic letter, never the raw one	A letter going out on a text that can still change
Investigations requested and their deadlines	Approved clinic letter	The correspondent's follow-up call

Element	Source	What it saves
Reminder of the previous consultation and its date	Record history	It is what the correspondent looks for first, and nobody had time to add it

The time and the delay shifted

Measure	Before	After	Benchmark
Preparing a letter to the family doctor	10 minutes	4 minutes	20 % → 8 % of processing time
Across 310 letters a week	—	31 hours a week given back	—
Time to reach the family doctor	6.4 days	0.6 days	The only figure the service user and the correspondent see
Calls of the “my doctor hasn't received anything” kind	62 a week	9 a week	Last six weeks

Over the last twelve weeks: 1,610 letters dispatched, 0 sent without the doctor's named sign-off. The sign-off is not a tick box: it technically conditions dispatch through secure health messaging.

Next proposed scope: letters to colleagues. Same template, same sign-off route. They account for **40 % of the department's dispatches** and had never been counted separately.

To be settled

Extension to letters to colleagues (yes / no) and go-live date: _____

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