Lexi's Letter

Dear Healthcare Professional,

When you spend time with me, please remember;

- Tell me what job you do and why you are in my room, even if you have a badge or you have been in before. I see a lot of healthcare professionals
- You talk about this topic all the time, but it might be the only time I will have this conversation
- Ask me how I like to communicate, be told information, what I like to be called and how I want to be told difficult news if there is any
- You know more about the medical side of things, but I am the expert on me and my story. I have had many experiences in hospital over many years, some positive, some scary, some painful. All of these experiences are with me now.
- Don't talk about me to others in the room without including me
- I can only have one conversation at once, especially if you are telling me complex information or instructions
- Things which are normal for you might be strange or scary for me; I might never have heard of them before or only have half-knowledge about them
- Before making a decision, I might need time to digest information and ask questions
- To check I understand, ask me to explain back to you what I think is happening, or about to happen, to me.
- My time in hospital affects me medically, socially and psychologically, please try to consider all three aspects together
- I might seem ok, even be laughing and smiling, but I might not be ok
- I have interests, passions, likes and dislikes, just like you. Ask me about them or look around me for clues. Maybe share something about yourself.
- I might feel self-conscious about my body, especially if it has changed through treatment or I need personal care from you. I might feel a loss of dignity, or embarrassed by not being able to look after myself
- Hospitals are loud, scary, bright, stuffy, clinical and strange places. You go home and have a break from it. I'm surrounded by it all the time, day and night
- It's ok to laugh and joke; take your cue from me whether it's time for fun or time to be serious
- I can feel stuck in a system I don't understand and I'm often waiting for information or for the next stage in my treatment. When you leave my room, please tell me what will happen next, and when.

Thank you for all of your expertise, your care and your commitment to the wellbeing of your patients, even when I'm grumpy.

From Lexi

Scan the QR code to watch a short animation of Lexi's Letter

#LexisLetter