

20 Grosvenor Gardens  
 London SW1W 0DH  
 Telephone 0171 730 3469  
 Facsimile 0171 730 0191

National  
**Consumer**  
 Council



**Anna Bradley** Director

Melissa Simons  
 Phase Two Team  
 The Bristol Royal Infirmary Inquiry  
 2-10 Temple Way  
 Bristol BS2 0BY

RECEIVED  
 18 FEB 2000

8 February 2000

Dear Melissa Simons

**BRI Inquiry – Phase Two**

Thank you for your letter of 18 January inviting the National Consumer Council to produce a position paper on the topic of “People – Education, Training, Development and Governance”. Unfortunately, we will not be submitting a paper.

However, you have also asked for comments on “future direction of policy, examples of good practice and perceived barriers to change”.

On this point, we think it is important that the following components should be taken into account:

- working in partnership with patients
- power-sharing
- communication skills
- communicating risk and uncertainty

I hope that you find these comments helpful.

Yours sincerely

Anna Bradley