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We may return unduly long letters to the author for shortening so that we can offer readers as wide a selection as possible. We receive so many letters each week that we have to omit some of them. Letters should be typed with double spacing between lines and must be signed personally by all their authors, who should include their degrees. Letters critical of a paper may be sent to the authors of the paper so that their reply may appear in the same issue.

Correspondents should present their references in the Vancouver style (see examples in these columns). In particular, the names and initials of all authors must be given unless there are more than six, when only the first three should be given, followed by et al; and the first and last page numbers of articles and chapters should be included.

Failures of communication in the NHS

SIR,—I am on the whole a defender of the NHS, but I have always felt that one of its major deficiencies is in communication. This has been emphasised to an extraordinary degree by a recent episode involving a close relative of mine.

The patient, an intelligent, previously healthy 64 year old man, collapsed at work and on arrival at the local casualty department of a teaching hospital in one of Scotland's larger cities had signs of a transient hemiparesis and carotid artery stenosis. Recovery was rapid, and admission was not needed.

Arrangements were made for an "early" neurosurgical outpatient appointment, and some three weeks later a letter advising an admission date was received. There had been no previous verbal or written indication of pending admission. The patient dutifully presented himself and during a few days in hospital underwent an arteriogram which confirmed a carotid artery stenosis. Operation was recommended, but further investigation was thought advisable first to exclude other pathology. The patient was discharged and advised he would receive "within the week" word of an outpatient appointment at another hospital for this to be arranged.

Three weeks later he was not surprised to receive notification of admission to the other

hospital. He was by now realising that doctors had difficulty differentiating "out" from "in." He telephoned the second hospital to confirm that admission and was asked to arrive by 9 am to see the consultant on his ward round.

By 4 pm on the appointed day a bed in the ward was finally found, but no consultant had appeared in the preceding seven hours. At this point it became clear that nobody had any idea why the patient was being admitted as no notes or word had filtered through from the first hospital. Twenty four hours and three identical interviews with doctors later the threat of a repeat arteriogram prompted some counterattack from the patient, who had not found the earlier one a pleasant experience. The doctors clearly did not believe he had already had one, or if they did there was the usual complete mistrust of any investigations done elsewhere. The arteriogram was fended off, and the usual battery of computed tomogram, isotope scan, and whatever other latest investigatory toy was available was undertaken. Three days after admission, the patient was told by a consultant that operation was indeed indicated and arrangements would shortly be made for readmission to the first hospital. The following day, however, another consultant told him that he had been entered into a "trial," that all his case data had been fed into a computer, and that he would not after all be having an operation. At no point was "informed consent" sought. Reeling somewhat from the investigatory assaults but more from the difficulty of deciding whether he felt more like a pawn or a guinea pig, our patient took another two weeks before feeling able to return to work. His unnecessarily prolonged absence (nearly three months in all) may affect his pension rights, and he has precisely nothing to show for it except for a reduced opinion of doctors and the service we offer. Needless to say, some three weeks after discharge his general practitioner has received no communication whatsoever from either hospital. Will we, and those responsible for administrative communication, never learn?

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Boxers' brains

SIR,—The BMA's board of science and education is to be congratulated on its recent report (17 March, p 876). My experience