*To be printed on your trust’s headed paper. Please edit the text in square brackets and remove the yellow highlighting. Please also delete the text in the footer before printing.*

[Date]

Dear parent/carer of [child’s first name and surname OR child’s initials and surname]

# Don’t forget to tell us about your child’s experience of hospital care

We recently sent you a questionnaire that asks you about the care your child experienced at [Hospital name or NHS Trust Name] when they stayed as an inpatient or attended as a day case patient. We haven’t received your response yet, so this letter is to remind you not to miss out on the opportunity to give your feedback.Your response can help us improve the care we provide to all the children that we treat. If you’ve already returned your questionnaire, thank you, and please accept our apologies for sending this reminder.

Taking part in the survey is voluntary, and if you choose not to take part, it will not affect the care your child receives. If you decide not to take part in the survey, or you don’t want to answer all of the questions, you don’t need to give us a reason.

All responses are confidential and the results are all anonymous. If you don’t want to take part, just return the blank questionnaire in the FREEPOST envelope that you received with the questionnaire or call the helpline number below. You don’t need a stamp to post the FREEPOST envelope.

If we do not hear from you within the next couple of weeks, we will send you another copy of the questionnaire and a FREEPOST envelope. We won’t send you any more letters about the survey after that reminder.

If you have any questions, please call our [FREEPHONE line /us] on [number] between [opening time] and [closing time], [days].

**Thank you,**

[Chief Executive Name]

Chief Executive

[NHS Trust Name]