*To be printed on your trust’s headed paper. You need to edit the text in square brackets and remove the yellow highlighting. The letter should fit onto one page, with the FAQ section on a separate page. 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]

# Please tell us about your child’s recent experience of hospital care

A few weeks ago we sent you a questionnaire about the care your child received from [Hospital name or NHS Trust Name]] when they were admitted as an inpatient or attended as a day case patient. We have not yet received a response from you, so we have enclosed another copy of the questionnaire.

**Your feedback is very important and helps us to understand more about the care we provide to children in our hospital.**

In 2014, nearly 19,000 people across the country helped to improve children’s hospital care by responding. We are really interested in hearing from you, even if your child only stayed in hospital for a short time.

It should only take about 20 minutes to complete the survey. The doctors or nurses who treated your child will not know that you have taken part, and all your answers are **completely confidential**. This survey is voluntary, so if you don’t want to take part, this will not affect your child’s care and you don’t need to give a reason if you choose not to be involved.

This survey is part of a national study run by [Hospital name or NHS Trust Name] and the Care Quality Commission (CQC). CQC inspects all NHS hospital trusts in England and it will use the results from this survey to look at how all trusts in England are doing.

Please return the questionnaire in the FREEPOST envelope enclosed (you don’t need a stamp). If you do not want to take part, please return the blank questionnaire or call the helpline number below.

If you would like more information or need any help, please call [our FREEPHONE help line /us] on [phone number] [free of charge]. The line is open between [opening time] and [closing time], [days].

**Thank you**

Yours sincerely,

[Chief Executive name]

Chief Executive

[NHS Trust Name]

**Some questions and answers**

**Who should fill in the questionnaire?**

If your child is aged 7 or under, all the questions are for the parent or carer to answer. If your child is aged 8 or above, there is also a separate section for your child to complete.

**There’s a bar code/number on the questionnaire/letter – what’s this for?**

You have been given a unique number just for this survey so that your name and address do not appear on the questionnaire. Your name and address **will not** be linked to the answers that you give in this survey. Your answers will only be used to provide information about the quality of the trust’s services to help monitor and improve them.

**How are my details being used?**

Your personal data are held in accordance with the Data Protection Act 1998 and the NHS Confidentiality Code of Practice. **{IF CONTRACTOR USED:** Your contact details have been passed to [survey contractor] only so that they can send you this questionnaire and process your response. [Survey contractor] will process your answers in confidence and keep them separate from your contact details.**}** [NHS Trust name] has a leaflet that explains how we use and handle your personal information, and what your rights are under the Data Protection Act 1998. If you would like a leaflet or further information, please write to us, or call [Freephone survey helpline].

CQC will share the data from the survey with national organisations such as the Department of Health and NHS England, who will use the data to support their work, but this will **not** include names or addresses. For more information please see: [www.nhssurveys.org/faq](http://www.nhssurveys.org/faq)

# My child has been admitted to this hospital more than once, which visit should I refer to?

# This questionnaire is about a stay in hospital as an inpatient or a visit as a day case patient. If your child has been admitted to the hospital named in this letter more than once, then please think about the most recent time they attended.

# My child was admitted to one hospital but discharged from another, which should I refer to?

As far as possible, please think about the hospital that is named in this letter when you answer the questions.

**I can’t answer one of the questions – what should I do?**

If you can’t answer a question just leave it blank and move to the next one.

**Why is the NHS spending money on a survey?**

It is important for the NHS to ask people what they think about its services, as their views help to improve care. This survey has been specially developed to make sure that it asks questions about issues that really matter to people. The Care Quality Commission (CQC) also uses the results to assess how well your hospital trust is performing compared to others in the country, and CQC’s inspectors use the results when inspecting hospitals.

**Can I see the results of the survey?**

Yes. These will be available to the public on the Care Quality Commission’s website in Autumn 2017. To see results from previous surveys, please go to: www.cqc.org.uk/surveys