*To be printed on trust headed paper. Text in square brackets to be edited and highlighting to be removed.*

[Date]

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

**You’re invited to tell us what you thought about your child’s most** **recent experience of hospital care.**

We want hospital care to be as good as possible for children and young people but **we can only do this with your help.**

This national survey will help us at [NHS trust name] and the Care Quality Commission to find out what is good about the care we provide and if any improvements are needed.

**All you need to do is:**

* **Take 20 minutes to fill out the questionnaire**
* **Return the questionnaire using the Freepost envelope**

**(no stamp is needed)**

Your feedback is important as it’s the best way for us to understand your child’s experience of hospital care. This survey is **confidential** and, if you decide to take part, none of the staff who cared for your child will know.

We are also sending this questionnaire to many other people, so please join them in completing it and sending it back.

Please see the back of this letter for more information or call [our Freephone helpline /us] on [phone number] [free of charge] if you have any questions and [they/we] will do our best to help. The line is open between [opening time] and [closing time], [days].

**Thank you for taking the time to complete this important survey.**

Yours sincerely,

[Chief Executive name]

Chief Executive,

[NHS Trust Name

**Who should fill in the questionnaire?**

If your child was aged 7 or under on the 31st December 2018, all of the questions should be answered by a parent or carer. If your child was aged 8 or above on the 31st December 2018, there is a separate section for your child to complete as well.

**What if I do not want to take part?**

This survey is voluntary. If you do not want to take part, your child’s care will not be affected and you are not required to explain why. If you return the blank questionnaire using the Freepost envelope or call the helpline number, you will not receive reminders to complete the questionnaire.

**What is the Care Quality Commission?**

The Care Quality Commission (CQC) inspects all hospital trusts across England to check the quality of care. Surveys like this help CQC to find out where care is good and where it needs to improve. You can find out more on the CQC website: [www.cqc.org.uk](http://www.cqc.org.uk).

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

# 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 were admitted.

**What is the bar code / number for?**

You have been given a unique number for this survey so that your name and address do not appear on the questionnaire and are not linked to your responses for this survey.

**How is my personal data protected?**

Your personal data are held in accordance with the General Data Protection Regulation and the NHS Confidentiality Code of Practice. If you would like more information about how [trust name] or we use your personal information to keep it safe, and what your rights are under the law, please write to us, call [Freephone survey number] or see our privacy notice [link to trust privacy notice].

To send out questionnaires to patients, [trust name] selected a sample of people who had recently used their services. Personal data about your involvement in this survey is not used for any other purpose and is deleted once the survey process is complete. Your responses are not linked back to your name, or to any other personal data that may identify you.

[[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. [Survey contractor will delete your contact details once the survey process is completed].]

**How will the results from the survey be used?**

The results will be published on CQC’s website in autumn 2019. To see results from previous surveys, please go to: <http://nhssurveys.org/previoussurveys>.

We share data from the surveys with national bodies, including the Department of Health and Social Care and NHS England to help their work. Data may also be shared with approved university or charity research teams. Shared data never includes names or addresses. You can see more information about how data is shared at: [www.nhssurveys.org/faq](file:///\\192.168.99.5\Surveys\Survey%20Development%20Team\Emergency\ED%202018%20P3197\Survey%20Development\Covering%20letters\www.nhssurveys.org\faq).