*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]

# Please take this opportunity to make a difference.

A few weeks ago we sent you a questionnaire about your child’s most recent experience of hospital care. As we don’t seem to have heard from you yet, we have enclosed another copy of the questionnaire. Thousands of people across England have already responded, and **we would really like to hear from you too.**

Don’t forget that this survey is **confidential** and nobody involved with your child’s care will know whether or not you have participated.

Taking part is **voluntary,** but we need people to tell us about their experiences. Your feedback is important because it helps us to know where we are providing good care and, if we need to, how we can make things better.

This is your final chance to take part in this year’s survey. Please don’t miss out on this opportunity to have a say about your child’s experience at [NHS trust name]. Please complete the questionnaire **as soon as possible** and return it in the Freepost envelope provided (no stamp is needed).

For more information, please see the back of this letter.

**We look forward to hearing from you soon - thank you for your time.**

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 CQC’s 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).