[FIRST NAME] [LAST NAME]

[ADDRESS 1]

[ADDRESS 2]

[ADDRESS 3]

[ADDRESS 4]

[ADDRESS 5]

[POSTCODE]

[DATE]

Dear parent/carer of [CHILD NAME]

**Please do not forget to tell us about your child’s recent visit to hospital.**

I recently sent you a letter asking you to take part in a survey about your child’s recent experience at [HOSPITAL NAME]. If you have already filled in the survey, thank you for your time – you do not need to do anything else.

**Please send us your feedback so your voice can be heard**

If you have not taken part, please do so we can hear about your child’s most recent experience at [HOSPITAL NAME]. Your views are very important so we would like to hear from you. The results of the survey will help us find out what we do well and what changes we need to make. It is only by hearing from as many people as possible that we can be sure that our results represent the views of everyone who has been a patient at [HOSPITAL NAME].

**Please take part in the survey as soon as possible by filling in the questionnaire that was sent previously.** It will take approximately 20 minutes and you can return it using the Freepost envelope. You do not need a stamp.

Please remember your responses are **confidential**, this means that staff caring for you will not know who has taken part or how you responded.

If you have recently returned your questionnaire, **thank you**, and please accept our apologies for sending this reminder. If you have misplaced the questionnaire, another one will be sent to you soon.

If you have any questions or do not want to take part, please call [our FREEPHONE helpline / us] on [number] [free of charge] from [opening time] to [closing time], [days]. You can also email us on [XXXXXXXXXXX@XXXXXX.XXX].

Thank you very much for giving some of your time to help [HOSPITAL NAME].

Yours sincerely

[INSERT SIGNATURE]

[CHIEF EXECUTIVE NAME],

Chief Executive, [HOSPITAL NAME]

**If you want a copy of the questionnaire in easy read, large print or Braille, call [Freephone] [HELPLINE NUMBER]**