*Please print on the trust’s headed paper with signatory at the bottom. You need to edit the text in square brackets and remove the yellow highlighting. The letter below should fit onto one side of A4 with the questions on the reverse.*

[Date]

Dear [Insert patient’s first name and surname],

# You’re invited to tell us about your most recent overnight stay in hospital.

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

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

**All you need to do:**

* Take 20 minutes to fill out the questionnaire.
* Return the questionnaire using the **Freepost** envelope (no need to put a stamp on).

Your feedback is important as it’s the best way for us to understand your experience of staying overnight in hospital.

This survey is **confidential** and none of the staff who cared for you will know if you take part.

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

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]

# Can a relative or friend complete this questionnaire on my behalf?

Yes, but the answers to the questions should be the views of the person who the letter was sent to.

# Is this survey voluntary?

Yes. If you don’t wish to take part, this will not affect your care and you don’t need to give us a reason. If you don’t want to take part, please either return the blank questionnaire or call the helpline number.

# What is the bar code/number for?

You have been given a unique number just for this survey so that your name and address don’t appear on the questionnaire.

# I was admitted to one hospital but discharged from another, what should I do?

Please answer the questionnaire thinking of when you stayed overnight in the hospital named in this letter.

# 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 on to the next.

# 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. [NHS Trust name] has a leaflet that explains how we use your personal information and keep it safe, and what your rights are under the law. If you would like a leaflet or further information, please write to us, or call [Freephone survey helpline] or go to [privacy statement on trust website].

[NHS Trust name] picked a sample of people who had recently used their services which is used to send you the questionnaire and reminders. 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 to the questions are not linked back to your name, or to 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 spring 2020. The results are used to understand what care and treatment is like, both for England as a whole and at your local trust. To see results from previous surveys, please go to: [www.cqc.org.uk/surveys](http://www.cqc.org.uk/surveys)

We share data from the surveys with national bodies, including the Department of Health and Social Care and NHS England. They use the information to help their work. This never includes names or addresses. You can see more information about how data is shared at: [www.nhssurveys.org/faq](http://www.nhssurveys.org/faq)