*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.*

[Date]

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

# Don’t forget to tell us about your care and treatment when you recently stayed overnight in hospital.

We recently sent you a questionnaire about your experience of being in hospital at [NHS trust name], but we haven’t received your response yet.

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.**

Please remember your responses are **confidential** and the people who provided your care will **not** know if you have taken part or not.

If you have already 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.

**Your response can help improve people’s experiences of care and treatment at the hospital.**

For any questions, please call [our Freephone line/us] on [number] between [opening time] and [closing time], [days].

Thank you.

[Chief Executive Name]

Chief Executive

[NHS Trust Name]