1. SMS content and guidance
2. **Adult Inpatient Survey 2020**
3. Please find details below on the content of the SMS reminders for the survey, along with dates and times for sending them to respondents.

|  |  |  |
| --- | --- | --- |
|  | **SMS 1 (invitation)** | **SMS 2 (nudge)** |
| **Wording** | From: NHS Survey  We recently sent you a letter about your experience of [SITE NAME]. Please click on the link to give feedback: [unique link]. You don’t need to enter your log-in details. Any questions? Please call Freephone [CONTRACTOR OR IN-HOUSE PHONE NUMBER]. | From: NHS Survey  [SITE NAME] would welcome your feedback. Please tell us about your recent experience by completing the questionnaire: [unique link]. Any questions? Please call Freephone [CONTRACTOR OR IN-HOUSE PHONE NUMBER]. |
| **Date** | 3 days after mailing 1 | 3 days after mailing 2 |
| **Time** | 3-4pm | 9am-10am |