

## SMS content and guidance

### Adult Inpatient Survey 2022

Please find details below on the content of the SMS reminders for the survey, along with dates and times for sending them to respondents. Please note, there is some optional text included if you would like to include survey ID in the SMS reminder to help with managing respondent communications.

	SMS 1 (invitation)	SMS 2 (nudge)
Wording	<p><u>From: NHS Survey</u></p> <p>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].</p> <p><b>Optional additional text:</b></p> <p>"Your ID number is XXXXXXXX."</p>	<p><u>From: NHS Survey</u></p> <p>[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].</p> <p><b>Optional additional text:</b></p> <p>"Your ID number is XXXXXXXX."</p>
Date	4 days after mailing 1	4 days after mailing 2
Time	9am-10am	4pm- 5pm