[TITLE] [INITIALS] [LAST NAME]

[ADDRESS 1]

[ADDRESS 2]

[ADDRESS 3]

[ADDRESS 4]

[POSTCODE]

**Survey number: [PATIENT RECORD NUMBER]**

 **Online password: [PASSWORD]**

[MAILING DATE]

Dear [FIRST NAME] [LAST NAME],

**Taking part will help [DISCHARGE SITE NAME]**

I recently sent you a letter asking you to take part in a survey about your recent stay in hospital on [DISCHARGE DATE, FORMAT DD/MM/YYYY]. You may also have received a text message about the survey. 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 in the survey, please do so. The survey asks questions about the care you received during your recent hospital stay. Your answers will help us understand what is good about patient care and whether any improvements are needed.

**Please take part as soon as possible.** This can be done on a computer, tablet or a smartphone. It should take about 15 minutes. Type the website address below into the address bar at the top of your internet browser. Enter the survey number and online password to start the survey, or scan the QR code below to complete the survey online. Alternatively, please fill in the questionnaire we sent previously and return it in the Freepost envelope that was provided. If you have misplaced the questionnaire, another one will be sent to you soon.

**[INSERT ONLINE SURVEY LINK]**

**Survey number:**

 **[PRN]**

**Online password:**

 **[PASSWORD]**

**[INSERT UNIQUE QR CODE HERE]**

**Your information will be kept confidential**

This survey is being carried out by [CONTRACTOR IN-HOUSE TRUST NAME] on behalf of the Care Quality Commission (CQC) with support from the hospital [and NHS Trust]. None of the staff who cared for you at [DISCHARGE SITE NAME] will know who has taken part and it will not affect your care in any way. If you have any questions or need help filling in the questionnaire**,** please send an email to: **[HELPLINE EMAIL]** or call [CONTRACTOR/IN-HOUSE TRUST NAME] on **[Freephone] [HELPLINE NUMBER]** [HELPLINE OPENING DAYS/TIMES].

Thank you very much for giving some of your time to help the NHS.

Yours sincerely,

SIGNATURE

[CHIEF EXECUTIVE NAME]

Chief Executive, [NHS TRUST NAME]

**Why are you carrying out this survey?**

The NHS Adult Inpatient Survey will help your hospital to improve inpatient services so they better meet patient needs. The findings from this study will be published at **www.cqc.org.uk/surveys**.

**Why have I been invited to take part?**

Your name was chosen from a list of inpatients who had recently used the services of [DISCHARGE SITE NAME]. Your personal data are held in accordance with the General Data Protection Regulation and Data Protection Act 2018. The [NHS TRUST NAME] and the Care Quality Commission (CQC) are the data controllers for this study. This means that they make the decisions on how and why your personal data is collected and used. Their privacy notices explain your rights about how your information is used, and how you can get in touch. You can see the notices at **[NHS TRUST PRIVACY STATEMENT ON WEBSITE]** and **https://www.cqc.org.uk/about-us/our-policies/privacy-statement**. For more information go to **www.nhssurveys.org/faq**.

<IN-HOUSE TRUSTS TO REMOVE PARAGRAPH> Your contact details have been passed to [CONTRACTOR] only, so that they can invite you to take part in this survey. [CONTRACTOR] will **keep your contact details confidential** and destroy them once the survey is over.

**What happens to my answers?**

Your answers are put together with the answers of other people to provide results for your hospital and produce national results and will be kept confidential by researchers at [CONTRACTOR/IN-HOUSE TRUST NAME] and the Survey Coordination Centre (SCC) at Picker (who co-ordinate the survey on behalf of the Care Quality Commission, CQC). None of the staff who cared for you at hospital will know who has taken part. Neither your name nor full address will be linked to your responses, and nobody will be able to identify you in any results that are published. Researchers analysing the results of the survey will use your postcode to undertake geographical analysis of overall results. If comments on the questionnaire were to suggest that you or someone else is at serious risk of harm, your details would be provided to the appropriate authority to investigate, as part of our safeguarding duty. Your NHS number is not linked to your survey responses.

**What is the survey number on the front of this letter used for?**

The survey number is used to identify who has responded to the survey (so that reminders are only sent to people who haven’t responded) and to link responses to hospitals.

**Do I have to take part in the survey?**

**Taking part in the survey is voluntary**. If you choose not to take part, it will not affect your care and you don’t need to give us a reason. If you do not wish to take part, contact us at [**Freephone] [HELPLINE NUMBER] or email [HELPLINE EMAIL]** stating “opt-out” and your Survey number (written on the front page of this letter). Alternatively, return a blank questionnaire.

**Can someone help me fill in the questionnaire?**

If you would like someone to help you complete the survey it’s fine to ask a friend or relative to help, but please make sure the answers are only about your experiences. If you would like another paper version of the questionnaire, you don't need to contact us - one will be sent in the next few weeks.

**I was admitted to one hospital but discharged from another. What should I do?**

Please answer the questionnaire thinking about your stay in the hospital named in this letter.