SMS content and guidance

**Adult Inpatient Survey 2024**

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.

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| --- | --- | --- |
|  | **SMS 1 (invitation)** | **SMS 2 (nudge)** |
| **Wording** | From: NHS SurveyWe recently sent you a letter about your experience of [DISCHARGE 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].**Optional additional text:**“Your ID number is XXXXXXX.” | From: NHS Survey[DISCHARGE SITE NAME] would welcome your feedback about your recent experience. Please help the NHS by completing this survey: [unique link]. Any questions? Please call Freephone [CONTRACTOR OR IN-HOUSE PHONE NUMBER].**Optional additional text:**“Your ID number is XXXXXXX.” |
| **Date** | 5 working days after mailing 1 | 5 working days after mailing 2 |
| **Time** | 9am-10am | 4pm- 5pm |