*Please print this on your trust’s headed paper. You need to edit the text in square brackets and remove the yellow highlighting. Letters must be addressed to the patient by name. The letter below should fit on one side of A4, with the Q&A section on the reverse.*

[Date]

Dear [patient first name and surname]

**You’re invited to tell us about the care and treatment you received in the Accident and Emergency (A&E) department.**

We want to make sure our services at [Hospital name] are as good as possible, but **we can only do this with your help.**

Your feedback is very important as it’s the best way for us to understand your experiences. It will help us and the Care Quality Commission to find out what was good about your care and if any improvements are needed.

**All you need to do:**

* fill out the enclosed questionnaire - it will take about 20 minutes
* return the questionnaire using the Freepost envelope (you don’t need a stamp)

This survey is **confidential** and none of the staff who treated you will know if you have taken part.

We are also sending this questionnaire to many other people, so please join them in completing this survey.

Please see the back of this letter for more information or call [our Freephone helpline /us] on [phone number] [free of charge] if you have any questions.

**Thank you for taking the time to complete this important survey.**

Yours sincerely

[Chief Executive Name]

Chief Executive

[NHS Trust Name]

**PTO**

**What if I do not want to take part?**

This survey is voluntary. If you do not want to take part, this will not affect your care and you do not need to give us a reason. Please either return the blank questionnaire using the Freepost envelope or call the helpline number. This will ensure you don’t receive any reminders for this survey.

**What is the Care Quality Commission?**

The Care Quality Commission (CQC) inspects all hospital trusts across England to check the quality of care. Surveys like this help CQC to find out where care is good or if it needs to improve. You can find out more about CQC’s work on its website: [www.cqc.org.uk](http://www.cqc.org.uk).

**Can a relative, friend or carer complete this questionnaire for me?**

Yes, but when answering the questions, they must give the view of the person who the questionnaire was addressed to.

**What is the bar code / number for?**

You have been given a unique number for this survey so that your name and address do not show on the questionnaire and will not be linked to your responses for this survey.

**How is my personal data protected?**

Your personal data are held in accordance with the General Data Protection Regulation and the NHS Confidentiality Code of Practice. If you would like further information on how [hospital name] uses your personal information, keeps it safe and what your rights are under the law, please write to us, or call [Freephone survey helpline] or see our privacy notice [include link to privacy notice on trust website].

[Hospital name] drew a sample of people who had recently used their services which is used to send you the questionnaire and reminders. Personal data about your involvement in this survey is not used for any other purpose and is deleted once the survey process is complete. Your responses are not linked back to your name, or to other personal data that may identify you.

[[IF CONTRACTOR USED]: [Your contact details have been passed to [survey contractor], only so that they can send you this questionnaire and process your response. [Survey contractor] will process your answers in confidence and keep them separate from your contact details. [Survey contractor will delete your contact details once the survey process is completed]]

**How will the results from the survey be used?**

The results will be published on CQC’s website in autumn 2019. To see results from previous surveys, please go to: <http://nhssurveys.org/previoussurveys>.

We share data from the surveys with national bodies, including the Department of Health and Social Care and NHS England to help their work. This never includes names or addresses. You can see more information about how data is shared at: [www.nhssurveys.org/faq](file:///\\192.168.99.5\Surveys\Survey%20Development%20Team\Emergency\ED%202018%20P3197\Survey%20Development\Covering%20letters\www.nhssurveys.org\faq).