*Please print on the trust’s headed paper with signatory at the bottom. You need to edit the text in square brackets and remove the yellow highlighting. The letter below should fit onto one side of A4.*

[Date]

Dear [patient first name and surname]

**Don’t forget to tell us about your visit to the Accident and Emergency (A&E) department.**

We recently sent you a questionnaire to ask about your experience of care you received in the A&E at [hospital name] but we haven’t received your response yet.

Many people have already responded to the survey but **we would really like to hear from you**. Your feedback and views will help us to find out where our services are good as well as if we need to make any improvements.

Please remember that this survey is **confidential** and the staff who provided your care will not know if you have taken part.

If you have recently returned your questionnaire, thank you, and we are sorry for sending this reminder. If you have lost the questionnaire, we will send another one to you soon.

**Your response can help improve emergency care at [hospital name].**

If you have any questions or do not want to take part, please call [our FREEPHONE helpline / us] on [number] from [opening time] to [closing time], [days].

Yours sincerely

[Chief Executive Name]

Chief Executive

[NHS Trust Name]