*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 onto one side of A4, with the Q&A section on the reverse.*

[Date]

Dear [patient first name and surname]

**Please take this opportunity to make a difference to NHS care.**

A few weeks ago we sent you a questionnaire asking about your experience of Accident & Emergency (A&E) care at [Hospital name]. As we do not seem to have heard from you yet, we have enclosed another copy of the questionnaire. Thousands of other people have completed the survey, and **we would really like to hear from you too**.

Please remember your responses are **confidential**, this means that staff caring for you will not know who has taken part or how you responded.

All you need to do:

* Take **20 minutes** to fill out the questionnaire
* Return the questionnaire using the **Freepost** envelope (no stamp is needed)

This is the final chance to take part in this year’s survey. Please do not miss out on this opportunity to have your say about the care you received at [Hospital name]. This survey is **voluntary**, and to participate please complete the questionnaire as soon as possible.

For more information about the survey please see the back of this letter or call [our Freephone helpline /us] on [phone number] [free of charge] if you have any questions. The line is open between [opening time] and [closing time], [days]. You can also email us on [XXXXXXXXXXX@XXXXXX.XXX].

**We look forward to hearing from you soon - thank you for your time.**

Yours sincerely,

[Chief Executive Name]

Chief Executive

[NHS Trust Name]

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

This survey is voluntary. If you do not want to take part in this survey, please return the blank questionnaire using the Freepost envelope, call our Freephone helpline [phone number] or email us on [XXXXXXXXXXX@XXXXXXXXX]. You will not have to give a reason why and this will not affect your care.

**What is the Care Quality Commission?**

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England. 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 named on the front of the envelope.

**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.

**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 more information about how [NHS trust name] or CQC use your personal information to keep it safe, and what your rights are under the law, please write to us, call [Freephone survey number], email [XXXXXXXXXXX@XXXXXX.XXX] or see our privacy notice [link to trust privacy notice].

To send out questionnaires to service users, [NHS trust name] selected a sample of people who had recently used their services. 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 answers to the survey are not linked to your name or full address, but researchers analysing the results of the survey will use your postcode to undertake geographical analysis of overall results.

[[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 2021. To see results from previous surveys, please go to: <https://nhssurveys.org/surveys/survey/03-urgent-emergency-care/>.

We share data from the surveys with national bodies, including the Department of Health and Social Care and NHS England and NHS Improvement to help their work. Data may also be shared with approved university or charity research teams. Shared data never includes names or addresses. You can see more information about how data is shared at: <https://nhssurveys.org/received-a-questionnaire/>.