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]

**This is your chance to provide feedback about your visit to the Urgent Treatment Centre or Minor Injuries Unit.**

We recently sent you a questionnaire to ask about your experience of urgent care services at [Site name] but we have not received your response yet.

**Your views are very** **important** so we would like to hear from you. The results of the survey will help us find out what we do well and what changes we need to make.

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

If you have recently returned your questionnaire, thank you and please accept our apologies for sending this reminder. If you have misplaced the questionnaire, another one will be sent to you in 2 to 3 weeks.

**Your feedback can help improve urgent care services.**

If you have any questions or do not want to take part, please call [our FREEPHONE helpline / us] on [number] [free of charge] from [opening time] to [closing time], [days]. You can also email us on [XXXXXXXXXXX@XXXXXX.XXX].

Yours sincerely

[Chief Executive Name]

Chief Executive

[NHS Trust Name]

If you want a copy of the questionnaire in easy read, large print or Braille, call [Freephone] [HELPLINE NUMBER].