**[NHS Trust Name]**

**How was your urgent care and treatment?**

**2024 Urgent and Emergency Care Survey**

At [INSERT TRUST NAME], we believe providing high-quality urgent and emergency care for each person is fundamentally important. Therefore, we are excited to announce that, in April, the NHS is launching a major survey on people’s experiences of using urgent and emergency care services. If you used services in January or February 2024, you could be invited to take part and give your feedback on the quality of care and treatment you received. If you are invited to take part, you will be sent a letter with details explaining how to participate.

In the 2022 survey, we received XXX responses from adults aged 16 and over, who used the survey to tell us what is working well and what requires improvement.

Insert quote from Trust (Max 150 words)

* How feedback is used by the trust
* Examples of actions taken based on the previous survey
* Positive outcomes based on the changes

The survey can be completed online or as a paper questionnaire. If you prefer to complete the survey on paper, a paper questionnaire will be sent in a later mailing. The survey is carried out by the Care Quality Commission and a dedicated Survey Coordination Centre at Picker, on behalf of NHS England. **Participation will not affect your care or treatment.  Your responses are not shared with our staff and will be kept confidential by the research team.**

The results will be published in the autumn of 2024 and will be used to assess NHS Trusts in England. What we learn will enable us to identify key priorities, aiding our mission to provide the very best urgent care and treatment for you and our community.

If you are invited to take part, please know your valuable feedback will help us improve the quality of our care and people’s experience.

For more information about the survey, please visit <https://www.cqc.org.uk/publications/surveys/urgent-emergency-care-survey>