

To be printed on trust headed paper. Text in square brackets to be edited and highlighting to be removed.

[Date]

Dear [Insert first name and surname here]

**You're invited to tell us what you think about your NHS services.**

We want your community mental health services to be as good as possible but **we can only do this with your help.**

This national survey will help us at [NHS trust name] and the Care Quality Commission to find out what is good about your care and if any improvements are needed.

All you need to do:

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

Your feedback is important as it's the best way for us to understand your experience of community mental health services. This survey is **confidential** and none of the staff who care for you will know if you take 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]

### **Why have I been sent a questionnaire?**

We are sending this questionnaire to people who have used community mental health services and we want to hear about your experience even if your contact with mental health or social care staff has been short or has now finished.

### **Is this survey voluntary?**

Yes. If you don't wish to take part, this will not affect your care and you don't need to give us a reason. If you do not want to take part, please either return the blank questionnaire or call the helpline number.

### **Can this questionnaire be completed by a relative/friend of the person using services?**

Yes, but when answering the questions, they must give the view of the person who has received the questionnaire.

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

You have been given a unique number just for this survey so that your name and address do not appear on the questionnaire.

### **Can I see the results from the survey?**

The results will be available on the Care Quality Commission's website in autumn 2018. To see results from previous surveys, please go to:

<http://nhssurveys.org/surveys/290>

### **How will my name and address details be protected?**

Your personal data are held in accordance with the Data Protection Act 1998 and the NHS Confidentiality Code of Practice. **[[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.]]** **[[IF IN-HOUSE TRUST]: [We will process your answers in confidence and will keep them separate from your contact details.]]**

Anonymised survey results will be published online and shared with national health and social care organisations such as the Department of Health and NHS England, but the results **will not** include your name and address.

### **What if I have further questions?**

If you have any further questions or need help answering the questionnaire, please call **[our Freephone helpline /us]** on **[phone number] [free of charge]** and we will do our best to help. The line is open between **[opening time]** and **[closing time]**, **[days]**.