**LARGE PRINT COVERING SHEET – INSTRUCTIONS**

**THIS COVERING SHEET MUST BE REMOVED BEFORE SENDING LETTER TO SERVICE USER.**

The availability of large print will be signposted on the mailing letters and administered at the request of the service user.

Once requested, the following steps should be taken.

**Administering the request:**

1. Any highlighted yellow text on this **large print invitation letter** should be personalised. Please also review any highlighted blue text and remove the text if it is not relevant. As this letter uses font size 18, it can be printed on A4 paper.
2. The **questionnaire** should also be personalised with the **service user record number.** This will enable any returns to be processed. As the questionnaire uses font size 12, **please print this scaled up on A3 paper to ensure it is large print** (with each page of the questionnaire on a full side of A3).
3. The questionnaire and covering letter should be posted to the service user alongside a **return envelope.** You can either use the Freepost address you have set up or include a stamped addressed envelope to a different processing address.
4. Please **log any large print requests** in the fieldwork monitoring spreadsheet.
5. We recommend that service users who request a large-print are logged as **opt-out.** This will ensure they do not receive any further small print mailings. If the service user then takes part in the survey, the code should be changed to complete. At the time of the service user requesting the large-print, if it’s likely they will receive a further small print mailing (e.g. due to extraction deadlines) it is worth making them aware this will happen, but that a large print will also be shared.

**Processing the return:**

1. Manually enter **responses into the excel data entry** sheet for that service user.

**[NHS TRUST NAME]**

**Survey number: [SERVICE USER RECORD NUMBER]**

[DATE]

Dear [TITLE] [LAST NAME],

Please find enclosed a large print version of the Community Mental Health Survey. You can return your completed questionnaire in the Freepost envelope provided. You do not need to use a stamp. Please take part by 1st December 2023.

The survey will ask you questions about your experience, which will help us improve the care we provide. We understand you may also be receiving mental health care from a GP, when answering this survey please think about the care you received at the NHS Community Mental Health Trust. Even if your contact with the NHS mental health team has been short or has now finished, we would still like to hear from you.

If you have any questions**, email [HELPLINE EMAIL]** or call **[our Freephone helpline] on [HELPLINE NUMBER]** [HELPLINE OPENING DAYS/TIMES].

Thank you for taking the time to complete this important survey.

Yours sincerely,

SIGNATURE

[CHIEF EXECUTIVE NAME]

Chief Executive,

[NHS TRUST NAME]

**What if I do not want to take part in the survey?**

This survey is voluntary. If you choose not to take part in this survey, please call our Freephone helpline [phone number] or email us on [XXXXXXXXXXX@XXXXXXXXX] stating “opt-out” and your Survey number (written on the front page of this letter). You will not need to give a reason and this will not affect your care.

**Who is carrying out the survey?**

This survey is being carried out by the Care Quality Commission (CQC) who are 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 survey for me?**

Yes, but when answering the questions, they must give the view of the person who the letter was addressed to.

**What is the survey number for?**

The survey number is used to identify who has responded to the survey (so that reminders are only sent to people who haven’t responded). The survey number is not linked to your NHS number.

**How are my answers and the results from the survey used?**

The results will be published on CQC’s website in spring 2024. To see results from previous surveys, please go to: <http://www.cqc.org.uk/cmhsurvey>

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

Your answers to the survey are not linked to your name, phone number or full address, but researchers analysing the results of the survey will use your postcode to undertake geographical analysis of overall results. If comments on the survey suggest that you or someone else is at serious risk of harm, your details would be provided to the appropriate authority to investigate, as part of our safeguarding duty.

**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. You can find more information about how [NHS trust name] or CQC use your personal information at [link to trust privacy notice] and <https://www.cqc.org.uk/about-us/our-policies/privacy-statement>.

[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.

<IF CONTRACTOR USED> Your contact details have been passed to [contractor], only so that they can send you this questionnaire and process your response. [Contractor] will process your answers in confidence and keep them separate from your contact details. [Contractor] will delete your contact details once the survey process is completed.