**[NHS Trust Name]**

[Title and surname here]

[Address 1]

[Address 2]

[Address 3]

[Address 4]

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

**Online password:** **[PASSWORD]**

[Date]

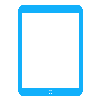
Dear [Title and surname here],

**This is your chance to give feedback on your NHS mental health care.**

We recently sent you a letter inviting you to complete a questionnaire about your experience of mental health services at [NHS trust name]. You may also have received a text message about the survey. If you have already filled in the survey, thank you for your help, you do not need to do anything else.

**Your responses will be kept confidential.** This means staff caring for you will not know who has taken part or how you responded. This survey is voluntary but we welcome your feedback as it will help us find out what we do well and what changes we need to make to improve your care. 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.

**You can complete the survey online or on paper. The questionnaire should take no more than 15 minutes to complete**. You can return the paper questionnaire to us in the Freepost envelope provided or if you prefer, you can still take part online. To take part online, please type the website link below into the address bar at the top of your internet browser, then enter the survey number and online password to start the survey.



**[INSERT ONLINE SURVEY LINK]**

**Survey number:**

**[SURN]**

**Online password:**

**[PASSWORD]**



# Your feedback will help improve mental health services.

If you have any questions or need help filling in the survey, please email [[X](mailto:XXXXXXXXXXX@XXXXXX.XXX)X[XXXXXXXXX@XXXXXX.XXX](mailto:XXXXXXXXXXX@XXXXXX.XXX)] or call [our Freephone helpline] on [phone number and opening times].

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

Yours sincerely,

[Chief Executive Signature]

[Chief Executive Name]

Chief Executive, [NHS Trust Name]