**LARGE PRINT COVERING SHEET – INSTRUCTIONS**

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

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

When you receive a request for a large print questionnaire, please take down the service user's name and address and, if possible, the questionnaire’s survey number.

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. Please save this personalised version of the cover letter.
2. The **questionnaire** should also be personalised with the **service user’s survey 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 are monitoring requests for the large print survey separately for CMH25. Any requests should be logged in the weekly monitoring spreadsheet. On completion, please record this as **outcome 1** in the Outcome column. This will ensure the service user does not receive any further mailings.
6. **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.
7. If the service user **does not take part in the survey**, the large print request noted in the weekly monitoring spreadsheet should be left in and an **outcome code 6** added.

**Processing the return:**

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

**[PERSONALISATION OF NHS TRUST]**

**[NHS TRUST NAME]**

[DATE]

Dear [TITLE] [FIRST NAME AND LAST NAME],

Thank you for your interest in the 2025 Community Mental Health Survey. Please find enclosed a large print version of the questionnaire. **You can return your completed questionnaire in the Freepost envelope provided**. You do not need to use a stamp. Alternatively, you can complete the questionnaire online by following the website address below, or by scanning the QR code. Please take part by 28th November 2025.

**[INSERT UNIQUE QR CODE HERE]**

**Website address: [online survey link]**

**Survey number:**

 **[SURN]**

**Online password:**

 **[PASSWORD]**

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

# **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. The findings from this study will be published in the spring of 2026 at **www.cqc.org.uk/publications/surveys.**

# **Can a relative, friend or carer complete this survey for me?**

If you would like someone to help you complete the survey it’s fine to ask a friend or relative to help, but please make sure the answers are only about your experiences. If you would like a paper version of the questionnaire, you don't need to contact us - one will be sent in the next few weeks.

# **What are the survey number and online password 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).

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

Your answers are put together with the answers of other people to provide results for this trust and produce national results and will be kept confidential by researchers at [CONTRACTOR NAME] and the Survey Coordination Centre at Picker (who co-ordinate the survey on behalf of the Care Quality Commission). None of the staff who cared for you will know who has taken part. Neither your name nor full address will be linked to your responses, and nobody will be able to identify you in any results that are published. Researchers analysing the results of the survey will use your postcode to undertake geographical analysis of overall results. If comments on the questionnaire were to 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. 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.

# **How is my personal data protected?**

Your name was chosen from a list of people who had recently used the services of [TRUST NAME]. Your personal data are held in accordance with the General Data Protection Regulation and Data Protection Act 2018. The [NHS TRUST NAME] and the Care Quality Commission are the data controllers for this study. Their privacy notices explain your rights about how your information is used, and how you can get in touch. You can see the notices at **[NHS TRUST PRIVACY STATEMENT ON WEBSITE]** and **www.cqc.org.uk/about-us/our-policies/privacy-statement**. For more information go to **www.nhssurveys.org/faq**.

<IN-HOUSE TRUSTS TO REMOVE PARAGRAPH> Your contact details have been passed to [CONTRACTOR], only so that they can invite you to take part in this survey. [CONTRACTOR] will **keep your contact details confidential** and destroy them once the survey is over.

**Who do I contact if I have a query or complaint about my care?**

If you have a query or a complaint about the care you have received, please contact your trust on [phone number] or at [email address].