[Title, first name and surname here]

[Address 1] **Survey number:** **[SERVICE USER RECORD NUMBER]**

[Address 2] **Online password:** **[PASSWORD]**

[Address 3]

[Address 4]

[Postcode] [Mailing Date]

Dear [Title, first name and surname],

**This is your chance to help improve NHS community mental health care.**

We recently sent you a letter inviting you to complete a questionnaire about your experience of community 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. Alternatively, scan the QR code below.

A blue and white computer and mobile devices

Description automatically generated

**[INSERT UNIQUE QR CODE HERE]**

**[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]

# 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.

# 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/IN-HOUSE TRUST 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 **https://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].