

Baseline and Post Intervention Surveys: Covering letter

To be printed on Trust headed paper. Text in square brackets to be edited and highlighting removed. Remove footer before printing.

[Date]

Dear patient

Your experience of hospital care

You are invited to take part in a survey about the care you received in [Hospital name or NHS Trust Name] where you have recently had a hospital stay. We are sending questionnaires to [250] patients; **your feedback is very important in helping us to understand the care you received.**

Participation in the survey is voluntary and it should take about 20 minutes to complete. If you choose not to take part, it will not affect the care you receive from the NHS. All answers are **entirely anonymous** and hospital staff will not know your individual answers.

The survey is being carried out by researchers from the University of Oxford and Picker Institute Europe, an independent health research charity. The results will be presented in a form that does not allow any individual's answers to be identified. Results from the survey will be used as a way of understanding patients' views and needs. Please take this opportunity to tell us what your experience is like.

Please return the questionnaire in the FREEPOST envelope enclosed (no stamp required).

If you do not return your questionnaire, we will send a reminder in a couple of weeks. If you wish to take part please respond as quickly as possible. Alternatively, if you do not want to take part, you can opt out by returning the questionnaire blank or by calling the helpline number below.

If you would like more information, or have questions on how to complete the questionnaire, please call our Freephone helpline on 0800 xxx xxxx at no cost to yourself and we will do our best to help. The line is open between 8am and 5pm Monday to Friday.

Chance to talk to us about your experiences

Following this survey we would like to talk to some patients to gather more detailed information on their experiences. If you would you like to take part in a face-to-face or telephone interview there is a question at the end of the survey that lets you register your interest. If you do register your interest, you will be agreeing for the hospital to match the unique number on your survey against their list of names and addresses of people to whom they sent the survey. They will pass on your name address and telephone number so that we can send you more information in 4-6 weeks. We may not interview everybody who volunteers, depending on numbers, but we will let you know whether or not you have been

selected. Please note all answers you provide on the survey will remain entirely anonymous and the hospital will not know your individual answers.

Thank you

[Yours faithfully/sincerely]

[signatory name]

[NHS Trust name]

Baseline and Post Intervention Surveys: First reminder letter

Text in square brackets needs to be edited and highlighting removed. Remove footer before printing.

[Date]

Dear patient

Your experience of hospital care

Approximately two weeks ago we sent you a questionnaire about the care you received in [Hospital name or NHS Trust Name] where you have recently had a hospital stay. At the time of sending this, we have not yet received your response. If you have already returned your questionnaire – **Thank you**, and please accept our apologies for troubling you.

Participation in the survey is voluntary, and if you choose not to take part, it will not affect the care you receive from the NHS. If you do not want to take part in the survey, or to answer some of the questions, you do not need to give us a reason.

Responses are anonymous and results will never be presented in a way that allows you to be identified. **Your views are important to us** so we would like to hear from you. The return envelope you were sent with the questionnaire does not need a stamp.

If we do not hear from you in 1- 2 weeks, we will send you another copy of the questionnaire and a freepost envelope. There will be no further correspondence regarding the survey after that reminder.

If you have any queries about the survey, or if you wish to opt out, please call our Freephone helpline on 0800 xxx xxxx between 8am and 5pm, Monday to Friday.

Thank you

[Yours faithfully/sincerely]

[Signatory Name]

[NHS Trust Name]

Baseline and Post Intervention Surveys: Second reminder letter

To be printed on Trust headed paper. Text in square brackets to be edited and highlighting removed. Remove footer before printing.

[Date]

Dear patient

Your experience of hospital care

A few weeks ago we sent a questionnaire to you about the care you received from [Hospital name or NHS Trust name]. We have enclosed another copy of the questionnaire as **your feedback is very important in helping us to understand how well your care was provided**. This questionnaire has been sent to [250] recent patients to collect their views. If you have already replied, please ignore this letter and accept our apologies.

Participation in the survey is voluntary and it should take about 20 minutes to complete. If you choose not to take part, it will not affect the care you receive from the NHS. All answers are **entirely anonymous** and hospital staff will not know your individual answers.

The survey is being carried out by researchers from the University of Oxford and Picker Institute Europe, an independent health research charity. The results will be presented in a form that does not allow any individual's answers to be identified. Results from the survey will be used as a way of understanding patients' views and needs. Please take this opportunity to tell us what your experience is like.

Please return the questionnaire in the FREEPOST envelope enclosed (no stamp required).

If you would like more information, or have questions on how to complete the questionnaire, please call our Freephone helpline on 0800 xxx xxxx at no cost to yourself and we will do our best to help. The line is open between 8am and 5pm Monday to Friday.

Chance to talk to us about your experiences

Following this survey we would like to talk to some patients to gather more detailed information on their experiences. If you would you like to take part in a face-to-face or telephone interview there is a question at the end of the survey that lets you register your interest. If you do register your interest, you will be agreeing for the hospital to match the unique number on your survey against their list of names and addresses of people to whom they sent the survey. They will pass on your name, address and telephone number so that we can send you more information in 4-6 weeks. We may not interview everybody who volunteers, depending on numbers, but we will let you know whether or not you have been selected. Please note all answers you provide on the survey will remain entirely anonymous and the hospital will not know your individual answers.

Thank you.

[Yours faithfully/sincerely]

[signatory name]

[NHS Trust name]