



Inpatient Experience Survey

Dear

I am writing to invite you to take part in a survey about your **most recent stay in the** **in** . We are sending questionnaires to patients to collect their views about their experiences of the care they received. Your views are very important, as they help us understand more about the quality of NHS services in Scotland and what needs to be improved. For more information about the survey see overleaf.

Your responses will be completely **confidential**. It will not be possible to identify you from the results and none of the staff involved in your care will know whether or not you have responded. You do not have to respond to this survey. The care and treatment you receive from the NHS will not be affected in any way if you decide not to respond.

You can complete the survey online at . Alternatively you can complete the enclosed questionnaire and return it in the FREEPOST envelope provided. If you need more information or have any questions about completing the survey, please phone our **FREEPHONE Survey Helpline** on .

You will receive a reminder in a couple of weeks if you have not returned your questionnaire. So if you wish to take part, please respond as quickly as possible to save a reminder being sent. Alternatively, if you do not want to take part in the survey, you can opt out by returning the questionnaire blank or by calling the FREEPHONE helpline number above.

Thank you very much for your time.
Yours sincerely

Some Questions & Answers

What is this survey for?

The survey asks about your experiences of your recent stay in hospital. The information that you give is important because it will help us to understand more about the quality of services, and what needs to be improved. The results of the survey will be published in late summer 2016 at www.scotland.gov.uk/Topics/Statistics/Browse/Health/InpatientSurvey.

How do I complete the survey?

You can complete the survey online at [www.scotland.gov.uk/Topics/Statistics/Browse/Health/InpatientSurvey](#). Alternatively you can complete the enclosed questionnaire and return it in the FREEPOST envelope provided. Please do not send your questionnaire to your NHS Board. Your responses will be completely **confidential** and none of the health professionals involved in your care will know whether or not you have responded.

I've visited this hospital more than once, which visit should I refer to?

This questionnaire is about an inpatient visit so means that you should have spent one night or more in hospital. If you have had more than one such visit to the hospital named on this letter then please think about your most recent visit.

I was admitted to one hospital but discharged from another?

As far as possible, please answer the questions based on the hospital named in this letter (i.e. the hospital from which you were discharged).

Can someone help me with the survey?

A relative, friend or carer may help you to fill in the survey, but please remember that all of the answers should be given from your own point of view. If you would prefer, you can give your answers over the phone instead, by calling the FREEPHONE helpline on [0800 012 3456](#). The person on the phone will need you to tell them the number that is on the front of this letter.

Do I have to answer the survey?

No, taking part is voluntary and you don't have to answer every question if you don't want to. Please fill in as much as you can though, because the more that people answer, the more we can understand about the different experiences of people across Scotland. Sometimes we will ask you to skip a question if it doesn't apply to you. If you do not want to receive any more reminders about the survey, please call our FREEPHONE helpline number on [0800 012 3456](#) or return the questionnaire blank.

How did you get my name and address?

We picked names **at random** from a database of patients who had a recent overnight stay in hospital. NHS Scotland stores your contact details securely and confidentially under the terms of the Data Protection Act. This database has no information about your medical history. Your contact details have been passed to a Scottish Government and NHS approved patient survey contractor, only so that they can send you this questionnaire. The survey contractor will destroy your contact details once the survey is completed. We have given you a unique ID number which lets us know if you have returned your form. The person reading your reply will only be able to see this number, not your name or address.