

Health and Care Experience Survey

<<firstname middlename surname>>
<<Patient address 1>>
<<Patient address 2>>
<<Patient address 3>>
<<Patient address 4>>
<<POSTCODE>>

«UID Number»



<<Date>>

Dear <<firstname middlename surname>>

We are writing to invite you to take part in a survey about health and care services in your local community. It is important that we get the opinions of as many people as possible so please take a few minutes to complete the survey if you can.

The survey is being carried out to help us understand more about the quality of health and care services offered in Scotland, and what needs to be improved.

Some of the questions in the survey are about your GP practice. Records show that you are registered at «**GP practice name**», «**GP practice location**». Please think about **your experiences at this GP practice** when answering the questions about GPs. There are also some questions about local care and support services for those who have used care services provided by local Councils or other organisations. Finally there are some questions aimed specifically at carers about their experiences of caring and support.

You can complete the survey online at www.experiencesurvey.org.uk. Alternatively you can complete the enclosed questionnaire and return it in the FREEPOST envelope provided. Your responses will be completely **confidential** and none of the health professionals involved in your care will see them.

If you have any questions or need help filling in the survey, please phone the **survey helpline** on **0800 783 2896**.

Please return your completed survey in the envelope provided (or you can complete it online at www.experiencesurvey.org.uk) by 31st January 2014. We will not write to you again but we do hope that you help us by completing the questionnaire. Thank you very much for your time.

Yours sincerely

John Connaghan
Acting Director General Health and
Social Care and Chief Executive NHS Scotland

Ron Culley
Chief Officer Health & Social Care, Convention
of Scottish Local Authorities (COSLA)

Some Questions & Answers

What is this survey for?

The survey asks about your experiences of your local health and care services in the last year. It includes questions about your GP practice and local care and support services provided by your local council and other organisations. You can take part in this survey even if you've just used one of these services. 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.

How do I complete the survey?

You can complete the survey online at www.experiencesurvey.org.uk; alternatively you can complete the enclosed questionnaire and return it in the FREEPOST envelope provided. Your responses will be completely **confidential** and none of the health professionals involved in your care will see them.

Can someone help me with the survey?

A relative, friend or carer may help you to fill in the survey, but please remember that you should give all of the answers from your own point of view. If you would prefer, you can give your answers over the phone instead, by calling the helpline on **0800 783 2896**. The person on the phone will need you to tell them the number that is on the front of this letter.

What if I only used local NHS or social care services for someone else?

If you have contacted NHS or local care services on behalf of a child or someone else that you were looking after, but not for yourself, then please answer the questions based on your experiences of doing this. When answering questions about your GP practice, please make sure you are thinking about the one named on this letter. We have included some questions for carers which ask about their experiences of caring and support.

Do I have to answer every question?

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.

How did you get my name and address?

We picked names at random from the NHS database of patients registered with a GP practice. The NHS 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 patient survey contractor, only so that they can send you this questionnaire. The survey contractor does not have access to information about your medical details and they 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.

Will my GP practice or other local care support services see my answers?

No. Staff from your GP practice and other care and support services do not know who has been sent this letter. They will only see anonymous summary results.

What happens to the results?

The survey results will be published on <http://www.scotland.gov.uk> in May 2014. GP Practices, Local Authorities and NHS Boards will use their results to understand and improve the quality of the services they provide.



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www.experiencesurvey.org.uk