

[Name]  
[Address Line 1]  
[Address Line 2]  
[Address Line 3]  
[Address Line 4]  
[Postcode]

Dear [Name],

**We recently sent you a letter asking you to complete the Health & Care Experience Survey online.** If you have done so then please ignore this letter.

**Your views are very important to us.** They help us to understand more about the quality of health and social care services offered in your area and what needs to be improved. You will be asked to skip any sections that do not apply to you. More information on the survey can be found at [www.gov.scot/GPsurvey](http://www.gov.scot/GPsurvey).

We have included a paper copy of the questionnaire with this letter which you can complete and return in the FREEPOST envelope provided. You can also complete the survey **online at [www.myonlinesurvey.co.uk/HACE17](http://www.myonlinesurvey.co.uk/HACE17) using the details below** or by **phoning the survey helpline on XXXX XXX XXXX**.

**Username:** [Username]

**Password:** [password]

NHS Scotland records show that you are registered at the practice below. Please think about your experiences **at this GP practice** when answering the survey.

**[GP practice name], [GP practice location]**

**Taking part is voluntary and your responses will be completely confidential.**

None of the health or social care professionals involved in your care will know whether or not you have responded.

Please return your completed questionnaire by **[survey end date]**. We hope that you are able to help us and thank you very much for your time.

Yours sincerely,



Richard Foggo  
Head of Primary Care  
Scottish Government



Paula McLeay  
Chief Officer Health & Social Care  
Convention of Scottish Local  
Authorities (COSLA)



### 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 possible though because your opinion is important to us.

### Can someone help me with the survey?

Yes – a relative, friend or carer may help you to fill in the survey, but please remember that the answers should all be from your own point of view.

### What if I haven't used any of the services asked about in the last 12 months?

You will be advised within the survey to skip questions where appropriate; in some cases, this may mean you complete very few questions but your responses are still valuable as they tell us which groups of people are not using particular services.

### How did you get my name and address?

NHS Scotland analysts picked names and addresses at random from the NHS database of patients registered with a GP practice.

Your name and address have been passed to Quality Health, only so that they can send you this letter. They are required to destroy this information once the survey mail out has been completed. They do not have access to any other information about you.



### Why is this survey needed?

The survey responses **inform local services**, including GP Practices, about peoples' experiences and the differences between local areas. They also highlight areas of best practice and areas for improvement.

The survey responses will be analysed by NHS Scotland and Scottish Government analysts who will **produce a national report of the results in Spring 2018**. This report, alongside GP Practice and NHS Board level results, will be available at [www.gov.scot/GPSurvey](http://www.gov.scot/GPSurvey). No individuals will be identifiable in the reported results.

### Who can access my survey responses and how will they be used?

Access to your anonymised individual responses is very tightly controlled and is restricted to authorised individuals within NHS Scotland, the Scottish Government and Quality Health. They will be stored securely and confidentially.

The survey dataset – containing anonymised individual responses linked to GP Practice, area that you live in, age group and sex – will be analysed by NHS Scotland and Scottish Government analysts. No individuals will be identifiable in the survey dataset. Additional comments you make within the survey are anonymised and shared with Health and Care services for service improvement.

The survey dataset or anonymised comments will sometimes be shared with a third party for additional analysis or to be linked to other data sources. This will only be done with the approval of the relevant NHS research, ethics, and governance groups.

Our full **Privacy Notice** is available at [www.gov.scot/HACEPrivacyNotice](http://www.gov.scot/HACEPrivacyNotice).