Health and Care Experience Survey

NHS SCOTLAND

Healthier Scotland
Scottish Government

Batch
HA25_SCG_BOX
ParticipantId_0012_20

Name
Address1
Address2
Address3
Address4
Postcode

Dear Firstname Surname,

We would like your help to understand your experiences of health and care services in your area. **Your views are very important to us**, so please take the time to complete this survey.

The survey asks about your experiences of your local health and care services, and any caring responsibilities you may have. The Scottish Government and Public Health Scotland (PHS) run the survey.

You can complete the survey **online at www.caresurvey.scot using the access code below,** or by scanning the **QR code** with your phone.

Access Code: [ACCESS CODE]

Do not worry if you cannot complete the survey online. If we do not receive a completed survey from you, we will write to you again in about 3 weeks' time and include a paper survey.

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

[GP practice name], [GP practice location]

If you need help to complete the survey, please **phone our free helpline on 0800 783 1775.** Taking part is voluntary and your responses will be completely confidential. No health or social care professionals will know whether or not you have responded.

We hope you're able to help us. Thank you very much for your time.

Yours sincerely,

Professor Sir Gregor Smith
Chief Medical Officer
Scottish Government

Alastair McAlpine
Chief Statistician
Scottish Government

Please turn over for more information

About the Health and Care Experience Survey

We pay a company called IQVIA to print, post and collect survey questionnaires on behalf of the Scottish Government and Public Health Scotland (PHS). More information about the survey, including the privacy notice, is on the Scottish Government website. Visit: **www.gov.scot/hace**

Why we do the survey

The survey results will help us to understand people's experiences of health and care services. We can use this information to improve care by finding out what we are doing well and where we could do better.

How we got your name and address

Public Health Scotland selected you at random from the NHS database of people registered with a GP practice. We have invited people from all parts of Scotland to complete the survey. Your name and address have been passed to IQVIA so that they can send you this letter and collect your responses. They are required to destroy this information once this work is finished.

What will happen to your answers

The Scottish Government and Public Health Scotland will analyse the survey responses. They will then produce a national report summarising the main findings from the survey in spring 2026. This report, alongside results for GP practices and NHS Boards, will be available at **www.gov.scot/hace**

It will not be possible to identify your answers in published results.

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

In the survey, you have the option to leave comments. We will review these and remove anything that could identify you. Once we have done this, we will share your comments with your GP practice to help them improve their service.

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.

Who will get access to other data about you

PHS and Scottish Government analysts will have your age group, sex and General Practice from NHS records. This will not be linked to your name and address. This will be used to provide results by age group, sex and each GP practice.

Do I have to answer every question?

No, taking part is voluntary and you don't have to answer any question if you don't want to. Please fill in as much as possible 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. Please remember that the answers should only be about your experiences.

If you haven't used any of the services asked about in the last 12 months

There is guidance in 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.