

# Inpatient Experience Survey



[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 Inpatient Experience Survey.** If you have done so then please ignore this letter.

This is the last chance to give us your views. You can complete the survey:

- by **returning the enclosed questionnaire** in the freepost envelope provided
- **online** at [www.myonlinesurvey.co.uk/inp18](http://www.myonlinesurvey.co.uk/inp18) using the login details provided:  
**Username:** [Username]      **Password:** [Password]
- by **phoning the helpline** on **XXXX XXX XXXX**

The survey asks about your experiences during your **most recent stay in**  
**[NHS site]** in **[NHS Board]**

More information on the survey can be found at [www.gov.scot/InpatientSurvey](http://www.gov.scot/InpatientSurvey).

**Your views are very important to us.** They help us to understand more about the quality of NHS services across Scotland and what needs to be improved.

Taking part is **voluntary** and your responses will be completely **confidential**. None of the health care professionals involved in your care will know whether or not you have responded.

Please complete your questionnaire **as soon as possible**. We hope that you are able to help us and thank you very much for your time.

Yours sincerely,

[Chief Executive]  
[Board Name]

**Please turn over for Frequently Asked Questions**

### 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.

### Which hospital visit should I refer to?

As far as possible, please answer the questions based on the hospital named on this letter.

If you have had more than one visit to the named hospital where you have stayed for one night or more, please think about your most recent visit.

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

NHS Scotland analysts picked names and addresses at random from the NHS database of patients who have had a recent overnight stay in hospital.

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

### Why this survey is needed

These survey responses **inform local services**, including NHS Boards, 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 Summer 2018**. This report, alongside hospital and NHS Board level results, will be available at [www.gov.scot/InpatientSurvey](http://www.gov.scot/InpatientSurvey). 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 hospital, the area of Scotland you live in, specialty area of treatment, day and time of discharge, 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 Boards 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/InpatientPrivacyNotice](http://www.gov.scot/InpatientPrivacyNotice).