



For survey queries:
0800 7831775

Monday-Friday
9am-5pm

For other sources of information
please see enclosed patient leaflet

Dear First Name Last Name

We would like to ask you to take part in a survey about your experience of cancer care and treatment. Your views are important as they will help us understand more about the quality of NHS services for cancer patients and let us know what needs to be improved.

If you think that this survey is not appropriate for you, because you have not had a cancer diagnosis, we apologise for contacting you. Please let us know that this is the case using the FREEPOST envelope provided or using the FREEPHONE helpline number above.

If you are happy to participate you can complete the survey online at: www.quality-health.co.uk/scc15
Username: XXXXX. Password

Alternatively you can complete the enclosed questionnaire and return it in the FREEPOST envelope provided.

You do not have to participate and your care will not be affected in any way by whether you decide to participate or not. Your care team will not know if you have participated and will not have access to any identifiable patient responses.

In some of the survey questions we ask whether the care you received took place at the hospital named on this covering letter. For these questions, the specific hospital we are asking about is:

NHS Site A in NHS Board A

You will receive a reminder in a couple of weeks if you have not responded to the survey. So if you wish to take part, please respond as quickly as possible so that we can avoid troubling you with a reminder.

Alternatively, if you do not want to take part, you can opt out by returning the questionnaire blank in the FREEPOST envelope provided or by calling the FREEPHONE helpline. **You do not need to provide any reason for deciding not to participate.**

Thank you very much for your time.

Yours sincerely

Medical Director
NHS Board Name

Clinical Lead
Regional Cancer Network

Some Questions & Answers

What happens to the results?

The results will be used to identify ways to improve cancer care in Scotland. We will give NHS boards and larger hospitals a summary report on their results so they can see how they are doing. You will be able to find the survey results in June 2016 at www.gov.scot/cancersurvey

I've received cancer treatment at more than one hospital or GP practice; which should I refer to?

For some questions, we ask you to refer to your most recent treatment or experience. For the other questions please refer to your recent experiences overall.

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 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 783 1775**. The person on the phone will need you to tell them the ID number that is on the front of this letter.

Do I have to answer every question?

Taking part is voluntary and if you do, you don't have to answer every question. Sometimes we will ask you to skip a question if it doesn't apply to you.

Do I have to take part?

No, you don't have to take part if you don't want to, but taking part should help us to improve the care provided for everyone. If you would prefer not to receive any more letters or reminders about the survey, please phone the helpline on **0800 783 1775** or return the questionnaire blank. Your care will not be affected in any way by whether you decide to participate or not.

Will the people involved in my care see my answers?

NHS staff will not know if you have taken part in the survey. We will group together replies from all the patients from each NHS Board or hospital and will only share these overall results. Any written comments you provide will be anonymised before being sent to those involved in your care along with all the other comments for that NHS Board or hospital.

How did you get my name and address?

NHS Scotland stores your contact details securely and confidentially under the terms of the Data Protection Act and other legislation.

The use of patient information for surveys such as this is considered by the Privacy Advisory Committee- http://www.nhs.uk/pages/corporate/privacy_advisory_committee.php (now the Public Benefit and Privacy Panel-<http://www.informationgovernance.scot.nhs.uk/>). These groups advise on whether there is sufficient public benefit in using patient information in this way.

Your contact details have been passed to a patient survey contractor, **Quality Health**, only so that they can send you this questionnaire. **Quality Health** does not have access to any of your medical records and your contact details will be destroyed by the contractor once they have posted the questionnaire and any reminder letters to you.



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0800 028 5695



www.quality-health.co.uk/scc15