

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

Dear [Name],

**Please help us to understand the quality of NHS services for cancer patients in your area** by taking part in the Scottish Cancer Patient Experience Survey.

If you think that **this survey is not appropriate for you** because you have not had a cancer diagnosis, we apologise for contacting you. If this is the case, please let us know by using the freepost envelope provided or by contacting us on the free helpline number below.

You can complete the survey in one of three ways:

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

Some of the questions will ask whether the care you received took place in:

**[NHS site]** in **[NHS Board]**

**Your views are very important to us.** They help us to understand more about your experiences of cancer care and treatment, and what needs to be improved. More information on the survey can be found at [www.gov.scot/CancerSurvey](http://www.gov.scot/CancerSurvey).

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 taken part. If you do not wish to be contacted about this survey again, please call the free survey helpline and request that you are not sent a reminder letter.

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

Yours sincerely,

[Medical Director]  
[NHS Board Name]

[Clinical Lead]  
[Regional Cancer Network]



### 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 do I do if I haven't been diagnosed with cancer?

We apologise for contacting you and would ask that you let us know that this is the case by using the freepost envelope provided or by contacting us on the free helpline number provided.

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

NHS Scotland analysts selected names and addresses for all adults (16+) who had hospital treatment or investigations for cancer in a set time period.

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 fieldwork has been completed. They do not have access to any other information about you.



### Who runs the survey and why is it needed?

The survey is jointly funded by the Scottish Government and Macmillan Cancer Support, and run in partnership with NHS Scotland. A **national report of the results will be published in Spring 2019**. It will be made available at [www.gov.scot/CancerSurvey](http://www.gov.scot/CancerSurvey), alongside hospital and NHS Board level results. No individuals will be identifiable in the reported results.

The survey responses inform local services, including NHS Boards, about peoples' experiences of cancer care. They also **highlight areas of best practice and areas for improvement in cancer care in Scotland**.

### Who can access my survey responses?

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

The survey dataset – containing anonymised individual responses linked to age group; sex; area of Scotland you live in; tumour type; stage / grade of cancer at diagnosis; where, when and how your cancer was diagnosed; and where, when and how your cancer was first treated – 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/CancerSurveyPrivacyNotice](http://www.gov.scot/CancerSurveyPrivacyNotice).