*To be printed on your trust’s headed paper. You need to edit the text in square brackets and remove the yellow highlighting. The letter below should fit onto one side of A4.*

[Date]

**Don’t forget to tell us about your experience of maternity care.**

We recently sent you a questionnaire that asks you about the care you experienced at [Hospital name or NHS Trust Name] when using maternity services. We haven’t received your response yet, so this letter is to remind you not to miss out on the opportunity to give your feedback. Your response can help us improve the care we provide to all new mothers. If you’ve already returned your questionnaire, thank you, and please accept our apologies for sending this reminder.

**Your views are important to us so we would like to hear from you. They will help us find out how good the maternity services are, and how they can be improved.**

Participating in the survey is **voluntary**, and if you choose not to take part it will not affect the care you receive from the NHS. If you do not want to take part in the survey, or only want to answer some of the questions, you do not need to give us a reason.

All responses are confidential and the results are all anonymous. If you don’t want to take part, just return the blank questionnaire in the FREEPOST envelope that you received with the questionnaire or call the helpline number below. You don’t need a stamp to post the FREEPOST envelope.

This is the first of two reminders that you will receive about the survey. If we do not hear from you within the next couple of weeks, we will send you another copy of the questionnaire and a FREEPOST envelope. We won’t send you any more letters about the survey after that reminder.

If you have any queries about the survey, please call [our FREEPHONE helpline / us] on [number] from [opening time] to [closing time], [days].

**Thank you.**

Yours sincerely,

[Name of chief executive / head of midwifery]

[Chief Executive / Head of Midwifery]

[NHS Trust Name]