*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, with the FAQ section on the reverse.*

[Date]

Dear [patient first name and surname],

**Please tell us about your recent experience of maternity care.**

A few weeks ago we sent you a questionnaire about the maternity care you received from [Hospital name or NHS Trust Name]. We have not yet received a response from you, so we have enclosed another copy of the questionnaire. This is your final opportunity to share your views.

**Your feedback will be used to improve maternity services in the future.**

It should only take about 20 minutes to complete the survey. The doctors, nurses or midwives who were responsible for your care will not know that you have taken part, and all your answers are **completely confidential**. This survey is voluntary, so if you don’t want to take part, this will not affect your care and you don’t need to give a reason if you choose not to be involved.

This survey is part of a national study run by [Hospital name or NHS Trust Name] and the Care Quality Commission (CQC). CQC inspects all NHS hospital trusts in England and it will use the results from this survey to look at how all trusts in England are doing.

Please return the questionnaire in the FREEPOST envelope enclosed (you don’t need a stamp). If you do not want to take part, please return the blank questionnaire or call the helpline number below. No further contact will be made with you even if you choose not to return the questionnaire.

If you would like more information or need any help, please call [our FREEPHONE help line /us] on [phone number] [free of charge]. The line is open between [opening time] and [closing time], [days].

**Thank you.**

Yours sincerely,

[Name of chief executive / head of midwifery]

[Chief Executive / Head of Midwifery]

[NHS Trust Name]

**Some questions and answers**

**There’s a bar code/number on the questionnaire/letter – what’s this for?**

You have been given a unique number just for this survey so that your name and address do not appear on the questionnaire. Your name and address **will not** be linked to your responses for this survey at any point. Your responses will only be used to provide information about the quality of the services the hospital trust provides and to help us to improve these services.

**How are my details being used?**

Your personal data are held in accordance with the Data Protection Act 1998 and the NHS Confidentiality Code of Practice. **{IF CONTRACTOR USED:** Your contact details have been passed to [survey contractor], only so that they can send you this questionnaire and process your response. [Survey contractor] will process your answers in confidence and keep them separate from your contact details.**}** [NHS Trust name] has a leaflet for patients explaining how we use and handle your personal information, and what your rights are under the Data Protection Act 1998. If you would like further information or a copy of the leaflet, please write to us, or call [FREEPHONE survey helpline].

We will also share the data from the survey with national bodies who will use the data to support their functions, though this will **not** include names or addresses. For more information please see: [www.nhssurveys.org/faq](http://www.nhssurveys.org/faq)

**Can this questionnaire be completed by a relative/friend?**

Yes, but the questions should be answered from the point of view of the person who has been sent the questionnaire.

**I can’t answer one of the questions – what should I do?**

If you can’t answer a question just leave it blank and move to the next one.

**Why is the NHS spending money on a survey?**

It is important for the NHS to collect the views of the people that use its services. This survey has been specially developed to ensure that it asks questions which matter to patients. It is also used by the Care Quality Commission to assess how well your hospital trust is performing compared to others in the country.

**Can I see the results of the survey?**

Yes. These will be available to the public on the Care Quality Commission’s website in late 2017. To see results from previous surveys, please visit:

[www.cqc.org.uk/public/reports-surveys-and-reviews/surveys](http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys)