Suggested template text for pre-survey article for external media

**Title: [NHS Trust name] seeks service user views or**

**Service user views vital to drive service improvements in [NHS Trust name]**

**Your chance to tell [NHS Trust name] about quality of care**

[NHS Trust name] is carrying out a survey to find out what community mental health service users think about the care they receive. The trust plans to use this feedback to improve service users’ experiences. The results will be used to help [NHS Trust name] highlight areas where they perform well and to identify the areas where there is most room for improvement.

People who have recently used services at [trust name] may receive a questionnaire in [month], asking about their experiences. They will be asked about various aspects of their care, including [the quality of care and treatment, treatments, communication with health and social care workers, information, and support & wellbeing].

Obtaining feedback from service users and taking account of their views and priorities is vital for bringing about improvements in the quality of care. The results will help [NHS trust name] see where they perform well and to identify any areas where there is room for improvement.

The survey is part of a commitment to design a health service around the needs and priorities of patients and service users, and to take account of their feedback and views. It signals the value and importance of listening to the people who use services to drive improvement.

The results of the survey will be presented in a form that does not allow any individual's answers to be identified. The results will be published by [NHS Trust name] in [month and year].

[A senior executive at the trust] says “We hope that our service users will take the time to help us with this survey. Their views are vital in helping us to find out how we are doing and how we can improve. This is an excellent way for service users to help shape the services we provide in the future.”

Please contact [NHS trust staff name/us] on [{freephone} telephone number] or email [email address] if you have any queries or concerns about the survey.