Suggested text for pre-survey communication with staff

**Example titles:**

What do our service users think about the [trust name]?

Getting service users’ views on the quality of care in [trust name]

Understanding service users’ experiences in [trust name]

Service user views vital to drive service improvements in [trust name]

We [or NHS Trust name] are carrying out a survey to find out what service users think about the community mental health care they receive.

**Why are we doing another service user survey?**

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.

**When is the survey taking place?**

Questionnaires will be posted to a sample of service users during [month]. Reminders will be sent to those who have not responded during [month(s)].

Service users are being asked about various aspects of their care, including [the quality of care and treatment, treatments, communication with health and social care workers, planning & reviewing care, information and support & wellbeing]

**Who is the survey being sent to?**

The survey will be sent to a sample of [number] service users, aged 18 years and over, who received community mental health services during 1st September to 30th November 2016.

**How have the results from previous surveys been used?**

Results from the 2016 community mental health user survey helped to identify areas where there was most room for improvement [a summary of the key findings from the previous survey and how the trust acted on the results can be inserted here]

**When will the results of this survey be available?**

The results of this survey will be available in autumn 2017 in [location of where results will be published or shared with staff]. The survey findings will be reported in [format, e.g. a summary report, at a meeting etc…]. By working with both staff and service users we will use the feedback from this survey to further help improve service user’s experiences at the trust.

**Where can I find out more?**

For more information about the survey, please contact [lead survey name and contact details]