

HA23_B01_ParticipantId BOXREF 1
Name
Address1
Address2
Address3
Postcode



Dear Firstname Surname,

We recently sent you a letter asking you to complete the Health and Care Experience Survey online. If you have done so, please ignore this letter.

We would like your help in understanding your experiences of health and care services in your area. We would very much appreciate it if you would take the time to take part in this survey. **Your views are very important to us.**

We have included a copy of the questionnaire with this letter. You can complete and return it to us using the FREEPOST envelope provided. You can also complete the survey **online at www.caresurvey.scot using the access code below**, or by scanning the following **QR code** with your phone.

Access Code: Access Code



NHS Scotland records show that you are registered at the practice below. Please think about your experiences **at this General Practice** when answering the survey.

GP practice name, GP practice location

If you have any difficulties completing the form, please **phone the free helpline on 0800 783 1775**. Taking part is voluntary and your responses will be completely confidential. No health or social care professionals will know whether or not you have responded.

We hope that you are able to help us and thank you very much for your time.

Yours sincerely,

Professor Sir Gregor Smith
Chief Medical Officer
Scottish Government

Alastair McAlpine
Chief Statistician
Scottish Government

About the Health and Care Experience Survey

A company, called IQVIA, print, post and collect survey questionnaires on behalf of the Scottish Government and Public Health Scotland (PHS). More information on the survey, including the privacy notice, can be found online at www.gov.scot/hace

Why is this survey needed?

The survey results will help us to understand people's experiences of health and care services. We can use this information to improve care by finding out what we are doing well and where we could do better.

How did you get my name and address?

PHS analysts selected you at random from the NHS database of people registered with a General Practice. People from all parts of Scotland have been invited to participate. Your name and address have been passed to IQVIA so that they can send you this letter and collect your responses. They are required to destroy this information once the survey has been completed.

What will happen to my answers?

The survey responses will be analysed by PHS and Scottish Government analysts who will produce a national report in Spring 2024. This report, alongside results for General Practices and NHS Boards, will be available at www.gov.scot/hace and it will not be possible to identify your answers in published results.

Access to your anonymised individual responses is very tightly controlled and is restricted to authorised individuals within PHS, the Scottish Government and IQVIA. They will be stored securely and confidentially.

Additional comments you make within the survey are made anonymous by removing any details that might identify you. They are shared with your General Practice to use to improve services.

The survey dataset and 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.

Who will get access to other data about me?

PHS and Scottish Government analysts will have your age group, sex and General Practice from NHS records. This will not be linked to your name and address. This will be used to provide results by age group, sex and each General Practice.

Do I have to answer every question?

No, taking part is voluntary and you don't have to answer any question if you don't want to. Please fill in as much as possible 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 only be about your experiences.

What if I haven't used any of the services asked about in the last 12 months?

You will be advised within the survey to skip questions where appropriate. In some cases, this may mean you complete very few questions but your responses are still valuable as they tell us which groups of people are not using particular services.