

SCC24\_ParticipantId 1

Name  
Address1  
Address2  
Address3  
Postcode



Dear Firstname Surname,

**Please help us to understand the quality of NHS services for cancer patients in your area** by taking part in the Scottish Cancer Patient Experience Survey.

**Your views are very important to us.** They help us to understand more about your experiences of cancer care and treatment, and what needs to be improved.

You can complete the survey **online** at **[www.scotlandcancersurvey.co.uk](http://www.scotlandcancersurvey.co.uk)** using the login details below or by scanning the following QR code with your phone.

**Access Code:** PasswordQMS



Some of the questions will ask whether the care you received took place in:

**NHS Site in NHS Board**

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, and they will not see your answers. The care you receive will not be affected, regardless of whether you choose to participate in the survey or not.

If you have any difficulties completing the survey, please **phone the free helpline on 0800 783 1775**. The line is open between 9am and 5pm, Monday to Friday.

**A paper questionnaire** will be posted to those who have not responded in around 3 weeks, in case you are unable to access it online.

If you think that this survey should not have been sent to you, because you have not had a cancer diagnosis, I apologise for contacting you. If this is the case, please let us know by using the free helpline on **0800 783 1775**.

Thank you very much for your time.

Yours sincerely,

Professor Sir Gregor Smith  
Chief Medical Officer for Scotland

## About the Cancer Patient Experience Survey

The survey is jointly funded by the Scottish Government and Macmillan Cancer Support, and run in partnership with Public Health Scotland. A company, called IQVIA, print, post and collect survey questionnaires on behalf of the Scottish Government and Public Health Scotland. A privacy notice for the survey is available at [www.gov.scot/cpes-materials](http://www.gov.scot/cpes-materials)

## Why is this survey needed?

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

## 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.

## How did you get my name and address?

Public Health Scotland analysts selected names and addresses for all adults (16+) who had hospital treatment or investigations for cancer in a set time period.

Your name and address have been passed to IQVIA only so that they can send you this letter and collect your responses. IQVIA are required to destroy this information once the survey has been completed. They do not have access to any other information about you.

## What do I do if I haven't been diagnosed with cancer?

We apologise for contacting you and would ask that you let us know that this is the case by contacting us on the free helpline number on **0800 783 1775**.

## What will happen to my answers?

Access to your anonymised survey responses is very tightly controlled and is restricted to authorised individuals within Public Health Scotland, the Scottish Government, Macmillan Cancer Support and IQVIA. They will be stored securely and confidentially.

The survey responses will be analysed by Public Health Scotland and Scottish Government analysts who will produce a national report in Autumn 2024. This report will be available at [www.gov.scot/cpes](http://www.gov.scot/cpes) and it will not be possible to identify your answers in published results.

The information we collect will be analysed by Public Health Scotland, the Scottish Government and Macmillan Cancer Support analysts. No individuals will be identifiable in the dataset used in analysis. Additional comments you make within the survey are anonymised and shared with Health Boards to highlight best practice and areas for improvement.

Public Health Scotland will link some information that they hold to your survey responses. This includes age group, sex, information about the type of area where you live, the hospital you were treated in, the type of cancer you were treated for, and the stage when it was detected. The Scottish Government and Macmillan Cancer Support analysts will also have access to some of this data for analysis. Full details are available in the Privacy Notice at [www.gov.scot/cpes-materials](http://www.gov.scot/cpes-materials)

## Do I have to answer every question?

No, taking part is voluntary and you don't have to answer any question that you don't want to. Please fill in as much as possible because your opinion is important to us.