

TRUST  
LOGO



QH UNIQUE  
IDENTIFIER  
NUMBER

Dear patient

You are being invited to take part in this survey because you were recently a patient at xxxx Hospital, having treatment for your cancer. We originally sent the survey to you a few weeks ago. If you have already replied, please ignore this letter and accept our apologies.

We would like you to answer this questionnaire about your cancer care in the hospital named above, regardless of whether you have received further treatment at a different hospital.

### **What is the purpose of the survey?**

We are trying to find out what patients across Northern Ireland think of the care they receive for cancer. Your views are very important in helping us find out how good Health and Social Care (HSC) services in Northern Ireland are, and how they can be improved. This is part of our commitment to design a health service that provides the best patient experience possible.

### **Do I have to take part?**

No. Taking part in this survey is voluntary. If you choose not to take part it will not affect the care you receive from the HSC in Northern Ireland in any way. If you do not want to take part in the survey, or to answer some of the questions, you do not need to give us a reason.

### **What would I have to do?**

Please complete the questionnaire and return it in the FREEPOST envelope. No stamp is needed. The questionnaire should take around 20 minutes to complete.

If you have decided you do not wish to take part, please ignore this reminder. You may return the blank questionnaire to us in the FREEPOST envelope and we will remove you from the survey mailing list.

Supported by

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

## Who is organising the survey?

The survey is being carried out by researchers from Quality Health for the Public Health Agency (PHA) and with the support of Macmillan Cancer Support. Quality Health is an experienced company which specialises in patient surveys in the health service, and it currently works within the health service across the whole of the UK. The results will be presented in a form that does not allow any individual's answers to be identified. The PHA will produce public reports that will include the anonymous survey findings.

## How will my response be kept confidential?

You have been given a unique number just for this survey so that your name and address does not appear on the questionnaire. Quality Health will ensure that data is handled securely and confidentially. At no point in the process will your responses be linked to your name and address and Macmillan Cancer Support will not have access to any identifiable data. Your responses will only be used to provide information about the quality of the hospital's services and to help us to improve these services.

Quality Health will process your answers in confidence. All name and address information will be kept separately and will be destroyed within three months of completion of the survey, unless you agree in question 78 of the questionnaire to be contacted again in future. Your personal data are held in accordance with the Department of Health, Social Services and Public Safety NI document Code of Practice on Protecting the Confidentiality of Service User Information.

## Contact for further information

If you would like more information about the survey, protection of your data, or have questions on how to complete the questionnaire, you can call our FREEPHONE helpline on 0800 783 1775 and we will do our best to help. Quality Health provide this dedicated cancer patient helpline which is open between 9am and 5pm, Monday to Friday and there is an answerphone at all other times where you can leave a message. Quality Health will be able to forward on any specific concerns relating to the hospital or trust where you were treated. There is also a Textphone, and we have included a language support leaflet with this letter.


Yours faithfully



**Eddie Rooney**

Chief Executive

Public Health Agency



**Heather Monteverde**

General Manager, Northern Ireland

Macmillan Cancer Support