

Dear Patient,

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 what you think of cancer services in Northern Ireland and how they can be improved. By completing this survey, you are helping us to design and deliver a health service that provides the best patient experience possible.

You are being invited to take part in this survey because you were recently a patient at *Site Hospital*, having treatment for your cancer. If you have received this letter and feel it does not apply to you, please return the questionnaire in the FREEPOST envelope provided, or call the FREEPHONE survey helpline on 0800 783 1775.

Taking part in the survey is **voluntary**. If you choose not to take part it will not affect the care you receive from Health and Social Care 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.

Completed questionnaires should be returned in the FREEPOST envelope. No stamp is needed. The questionnaire should take around 20 minutes to complete.

Reminders will automatically be sent to everyone we do not hear from in 3-4 weeks' time, and 6-7 weeks' time. If you have decided you do not wish to take part, please ignore these reminders. To avoid receiving these reminders, you may return the blank questionnaire to us in the FREEPOST envelope and we will remove you from the survey mailing list.

You can also complete the survey online at www.myonlinesurvey.co.uk/NI18



Or scan the QR code with a tablet / smart phone. ➔

When you get to the login page please enter the following case sensitive username and password:

Username: ParticipantId

Password: Password

If you have any questions about this questionnaire, or require assistance in any way, Quality Health provide a **dedicated FREEPHONE cancer patient survey helpline on 0800 783 1775** which is open between **9am to 5pm, Monday to Friday** and there is an answerphone at all other times where you can leave a message. There is a Textphone, and we have included a language support leaflet with this letter.

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

Yours faithfully,

Heather Monteverde

Valerie Watts
Chief Executive
Health and Social Care Board

Heather Monteverde
Head of Services, Northern Ireland
Macmillan Cancer Support



0800 028 5695



Do I have to answer every question?

No – taking part is voluntary and you don't have to answer every question if you don't want to. However, please fill in as much as possible though 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 all be from your own point of view.

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

Each question should be answered based on your experience of care in the hospital named in this letter, or on your experience of care elsewhere.

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.

Who can I 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 the **FREEPHONE helpline on 0800 783 1775** for assistance.

Quality Health will be able to forward on any specific concerns relating to the hospital or Trust where you were treated.

Who will my data be shared with?

If you answer 'No' to question 74: Identifiable data about you and your responses will only be held within Health and Social Care organisations. Non-identifiable response data will be shared with Macmillan Cancer Support for further analysis.

If you answer 'Yes' to question 74: As well as the above, your contact details may be shared with organisations who are approved by your Trust, and who may then contact you to ask you about your experience of cancer care. **If you change your mind after ticking 'Yes', and wish to have your details removed from the contact list, please contact your HSC Trust at *Trust telephone here* or *Trust email here***



Who is organising the survey?

The survey is being carried out by researchers from Quality Health on behalf of the Health and Social Care Board (HSCB) in Northern Ireland 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 HSCB will produce public reports that will include the anonymous survey findings.

How will my responses 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 the data is handled securely and confidentially. At no point in the process will your responses be linked to your name and address, and your identifiable data will only be held within Health and Social Care organisations, unless you consent to this by answering 'Yes' to question 74. 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.

The information you provide will be managed in line with the General Data Protection Regulation and Data Protection Act 2018. 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 74 of the questionnaire to be contacted again in the future. Your personal data are held in accordance with the Department of Health NI document Code of Practice on Protecting the Confidentiality of Service Users Information.