



Dear patient

Your chance to help shape the future of local health and care services

We are inviting you to take part in the **Neighbourhood Health Survey**. The survey is being carried out by **Ipsos UK for the NHS**.

You have been invited because we want to understand how health and care services are working for people who may have more complex health and care needs.

Your views are very important. They help us understand your experiences and how services can be improved to better support you and other people in your community. It will help the NHS focus on what matters most.

Even if you have filled in a survey before, it's still important that we hear from you. This helps us keep track of how things are changing and understand if improvements are making a difference.

We want to hear from as many people as possible so we can get a clear picture of people's experiences.

Taking part is easy and should take about 10 minutes.

Please take part as soon as you can by clicking the link below.



Click here to take part: **Neighbourhood Health Survey**

Once you have clicked on the link, you will be asked to enter your **NHS number** and your **date of birth** so we know which local area you are in. Your NHS number can be found at the top of this letter, or you can find it in the NHS App if you have it, or on the NHS website: www.nhs.uk/nhs-services/online-services/find-nhs-number/

(If the survey link does not work, right-click it, choose **Copy Hyperlink**, and paste it into your internet browser).

Your answers will be kept confidential.

Everything you tell Ipsos is confidential. The staff who cared for you will not know who has taken part, unless you clearly say in your survey answers that you are happy for them to know.

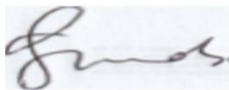
You can call the **Ipsos UK free helpline on 0800 4702987** or email neighbourhoodhealthsurvey@ipsosresearch.com if you need help completing the survey or if you are unable to take part online. We can also help with different languages if needed. They do not have your contact details and therefore are not able to remove you from the survey.

Do you have someone who helps and supports you?

We would also like to hear from people who support you. If a family member or friend helps care for you without being paid (even if they receive Carer's Allowance), please share the Information for Carers with them later in this document so they can take part too.

You will be asked at the end of your survey if your family member or friend who supports you would like to take part in the Carers' Survey. If you select yes and provide your email address, you will be emailed information about how they can take part.

Thank you for taking the time to help improve health and care services in your area.

A handwritten signature in black ink, appearing to read 'Frankie Swords', on a light blue background.

Professor Frankie Swords

National Medical Director
NHS England and Department of Health and
Social Care

A handwritten signature in black ink, appearing to read 'Richard Watson', on a light blue background.

Richard Watson

National Programme Director - Strategic
Commissioning
NHS England

Further information about this survey

How and why have I been invited?

You were chosen because you may have complex health and care needs. Your personal details and some information about your health have been used to identify you for this survey from your health record. This was done by your local health provider. Ipsos, the independent research organisation that is running this survey on behalf of NHS England, has not received these details.

Do I have to take part in the survey?

No. Taking part in the survey is voluntary. We may however, send you one reminder, as Ipsos cannot pass on information about who has taken part in the survey. You may disregard the reminder if you have already taken part in the survey.

What happens to my answers?

We will use all responses from the survey to produce reports which will be available later this year. **We will make sure that it is not possible to identify you in any reports that are published.** Your information is held in accordance with the General Data Protection Regulation and Data Protection Act 2018. NHS England's privacy notice explains your rights: www.england.nhs.uk/contact-us/privacy-notice

To help us get a full picture of patient health and care, we will link your survey answers with other data held by NHS England and Integrated Care Boards (ICBs) using your NHS number. This allows us to better understand patient experiences and improve services. Specialist researchers will link the data, and this process is subject to strict confidentiality rules.

Will you contact me again in the future?

By taking part, you agree to be invited to take part in the survey again in the future. This helps us understand how your experiences change over time. We will keep your contact details secure and will only use them for this purpose unless you tell us we can use them for another purpose. We will keep your personal details for up to 3 years after the last survey you completed. You can ask to be removed from our contact list at any time.

The NHS wants to be able to take steps to improve the care delivered to you. At the end of the survey, we ask for your consent to allow a professional supporting your health and wellbeing to follow up with you to discuss your needs. This may help them understand, and take steps to, improve support for your ongoing care. This means they would be able to see the responses you give about your health and wellbeing. This information will only be reviewed by the health professionals involved in your care. If you are happy with this, tick yes. If not, please tick no.

What if I want to withdraw my responses from the survey later?

You can contact NHS England via england.ices@nhs.net to ask them to delete information about you collected for this survey. However, where your survey answers have been anonymised; for example, in national reports, it will not be possible to delete your answers.

Can someone help me to take part in the survey?

If you would like someone to help you complete the survey it's fine to ask a friend or relative to help, but please make sure the answers are only about your experiences.

Can I take part in different formats?

This information can be made available in alternative formats, including large print, and it may be possible for you to take part in alternative languages. Please contact the **FREEPHONE helpline number 0800 4702987**.

Information for your carer

Please show the information below to your carer. We are inviting them to take part in the Neighbourhood Health Carer Survey.

Your chance to help shape the future of health and care services in your local area

A friend or family member has identified you as someone who supports them with day-to-day activities.

In your local area, health and care organisations are working together to deliver services, so people with complex health and care needs receive joined-up care.

We are asking you to take part in the Neighbourhood Health Carer Survey. The survey is about your recent experiences as a carer of how health and care services are working together.

It's important we hear your views on what is good and what could be improved so we can identify how carers can be supported better in the future. It will help the NHS focus on what matters most.

This is your chance to have your voice heard and help improve services in your local area. We need to hear from as many carers as possible to gain a full picture of their experiences.

The questionnaire we will ask you to complete is separate to the one we have asked the person you support to complete. The carer questionnaire seeks to understand how well services are working together from carers' perspectives. The person you care for may have also asked you to help them complete their questionnaire, but we would be grateful if you could also fill in this separate questionnaire.

If you would like to take part, a survey link can be sent to the person you support

If you would like to take part in the survey, please let the person you support know that you would like to do so. After completing their own survey, they will be asked if a friend or family member would like to take part in the Carers' Survey.

They will be asked to provide their email address. A link to take part in the Carers' Survey will be emailed to them. They will be asked to share this with you, either by forwarding the email or sharing the survey web address with you verbally. You will need your NHS Number and date of birth to take part in the survey. You can find your NHS number either on the NHS App if you have it, via the NHS website at

www.nhs.uk/nhs-services/online-services/find-nhs-number/ or on NHS letters or documents,

If you would like to take part but the person you support has already completed their survey and not asked for the Carers' Survey link, please ask them to call the **FREEPHONE helpline number 0800 4702987** or email neighbourhoodhealthsurvey@ipsosresearch.com to request a link.

Your information will be kept confidential

None of the staff involved in your care, or who have cared for the person you support, will know who has taken part unless you explicitly agree to this in your responses to the survey. There is more information about how your answers will be used below. If you have any questions, please call the **FREEPHONE helpline number 0800 4702987** or email neighbourhoodhealthsurvey@ipsosresearch.com.

Thank you for taking time to help your local health and care services.

Further information about this survey for carers

Why are you carrying out this survey and why have I been invited?

The survey will help improve how health and care organisations in your local area work together to provide health and care services. You have been invited to take part as you support a person who may have complex health and care needs. As well as understanding the experiences of the person you care for, we'd also like to understand your experiences as a carer for that person. Your contact information and survey answers will be held in accordance with the General Data Protection Regulation and Data Protection Act 2018. NHS England is the data controller for this study, and our privacy notice explains your rights about how your information is used, and how you can get in touch. You can see the notices at [NHS England » Those completing surveys or questionnaires](#)

What happens to my answers?

We will use all responses from the survey to produce reports which will be available later this year. We will link your survey responses to the data of the person you care for to help us understand how these experiences compare. **We will make sure that it is not possible to identify you or the person you care for in any reports that are published.** No one, including the staff who provide care to the person you support, will be able to identify you in any reports that are published.

To help us get a full picture of carers' health and care, we will link your survey answers with other data held by NHS England and Integrated Care Boards (ICBs) using your NHS number. This allows us to better understand patient experiences and improve services. Specialist researchers will link the data, and this process is subject to strict confidentiality rules.

Will you contact me again in the future?

If you consent to being recontacted, we may invite you to take part in the survey again in the future. This helps us to understand how your experiences change over time. We will keep your contact details secure and will only use them for this purpose. We will keep your personal details for up to 3 years after the last time you completed a survey. You can ask to be removed from our contact list at any time.

The NHS wants to be able to take steps to improve the support they can offer you as a carer. At the end of the survey, we ask for your consent to allow a health or care professional involved in your care, or the care of the person you support, to follow up with you to discuss your needs. This may help them understand, and take steps to, better support you. This means they would be able to see the responses you give in the survey. If you provide consent, your name and answers will be visible to them. If you say 'no', you will not be able to be identified or contacted in this way.

What if I want to withdraw my responses from the survey later?

You can contact NHS England via england.ices@nhs.net to ask them to delete information about you collected for this survey. However, where your survey answers have been anonymised, for example in national reports, it will not be possible to delete your answers.

Do I have to take part in the survey?

No, taking part in the survey is voluntary. If you choose not to take part, you don't need to give us a reason.

Who do I contact if I have a query or complaint about the survey?

If you would like to find out more about the survey, how your information will be used or to make a complaint, please call the **FREEPHONE helpline number 0800 4702987** or email neighbourhoodhealthsurvey@ipsosresearch.com.