



East and North Hertfordshire

NHS Trust

Lister Hospital
Palliative Care L27
Coreys Mill Lane
Stevenage
Herts
SG1 4AB

Invitation to take part in future surveys to help improve the quality of care at the end of life

We would like to offer our sympathies to you and your family at this difficult time. We are writing to you regarding the care of the person close to you who has recently died at our hospital.

We aim to continually improve our services to ensure that we provide the best quality care for our patients but also those important to them.

We use surveys to measure the quality of care for patients and those important to them, we would be grateful if you could take the time to return this letter with the completed consent (overleaf) with your contact details (including a postal address) so that we may contact you in the future regarding your experiences within the trust relating to the care of the person you have recently sadly lost. We include a stamped addressed envelope for your convenience. These details will only be kept for twelve months, we will not contact you outside of this time. We would like to assure you that you are under no obligation to complete any survey we send and can withdraw your details at any time. Your help, if you feel able, will be greatly appreciated.

If you have any concerns or questions about the care provided for yourself or the person close to you then you can contact the Trusts Patient Advice and Liaison Service (PALS) on 01438 285811 or email pals.enh-tr@nhs.net

If you have any questions about this letter and accompanying consent slip please do not hesitate to contact the Lister Palliative and End of Life Education team on 01438 284035 (please leave a message on the answerphone if the call is not answered) or email educationtraining.enh-tr@nhs.net

Thank you for your time

Yours faithfully

Lister Palliative and End of Life Education Team

Information Governance and Legal Obligations:

Under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (No. 2936) Section 2.17(2) it is a legal requirement for NHS Trusts to 'assess, monitor and improve the quality and safety of the services provided in the carrying on of the regulated activity (including the quality of the experience of service users in receiving those services) [...and] seek and act on feedback from relevant persons [...] for the purposes of continually evaluating and improving such services'. We are sending you this consent request because we have a legal obligation to comply with this Act (General Data Protection Regulations, Article 6.1.c). **Please note that there is no obligation on you to take part in any survey.**

For more information on how your Personal Data is processed, your rights as a Data Subject, or for details on how to contact the Trust's DataProtection Officer, please view the Trust's Privacy Notice at <https://www.enherts-tr.nhs.uk/help/privacy-data-protection>



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Consent to be contacted within the next twelve months from the date of this form for the purposes of improving patient care and care for those important to the patient.

Full Name:

Of

Full address:.....
.....
.....

Postcode:.....

Email address (optional).....

Name and date of death of the person close to you.....
(requested for the purposes of ensuring we do not contact you outside of the 12 months)

Thank you for completing this form, please return it in the stamped addressed envelope provided or if you would rather please scan and email back to educationtraining.enh-tr@nhs.net