

## About the Better Together programme

Better Together is Scotland's patient experience programme. It's designed to give you more of a say in your treatment and to improve the quality of care every patient receives.

At its heart, **Better Together** is about people - patients, carers and staff - working together to achieve world-class care that's firmly focused on patients' needs.

We recognise patients and carers as people with valuable experiences to share. That's why we're asking you to help us continue improving our services by filling in the enclosed survey.



## Need help?

### HELPLINE NUMBER [REDACTED]

If you need help to fill in your survey, please call the helpline number above. If a relative, friend or carer is helping you to fill it in, please remember that all answers should come from your point of view - not the point of view of the person helping you.

إذا كنت تريد استكمال الاستبيان، في لغتك، الرجاء طلب [REDACTED]

আপনি যদি আপনার সার্ভে নিজের ভাষায় পূর্ণ করতে চান, তাহলে অনুগ্রহ করে [REDACTED] নম্বরে ফোন করুন।

如果您希望用母语填写调查问卷，请致电 [REDACTED]

Ma tha sibh ag iarraidh an ceisteachan a lìonadh nur cànan fhèin, fònaigibh [REDACTED]

यदि आप अपने सर्वे को अपनी भाषा में भरना चाहते हैं, तो कृपया [REDACTED] पर फोन करें.

Osoby chcące wypełnić ankietę w języku ojczystym prosimy o kontakt pod numerem [REDACTED]

ਜੇ ਤੁਸੀਂ ਆਪਣੇ ਸਰਵੇ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਭਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ [REDACTED] ਤੇ ਫ਼ੋਨ ਕਰੋ।

اگر آپ اپنا سروے اپنی زبان میں مکمل کرنا چاہتے ہیں تو، براہ کرم [REDACTED] پر کال کریں۔

If you need a copy of the survey on audio tape, or in large print, call the helpline number above.

Thank you for helping us improve our services and work towards our goal of world-class care for every patient.

NHS  
SCOTLAND



# Better Together

Patient survey



Your views matter

healthier  
scotland  
SCOTTISH GOVERNMENT

## Taking part

We've sent you a survey because you were recently a patient at a hospital in Scotland. The survey asks about your experiences from the time you went into hospital until the time you left.

## About the survey

The survey is easy to fill in and takes about 20 minutes. You'll find guidance notes inside. We have also provided a Freepost envelope so you don't pay for the postage.

You don't have to answer the survey, but if you do, you'll be helping us deliver the care and services you really want. You're the expert in this area. That's why we hope you'll share your views with us.



## Who will be able to see my personal information?

We have only used your contact details to send you the survey. We keep your details confidential at all times. Once you have filled in the survey we will destroy your details unless you give us your permission to contact you again. We chose a list of names randomly from a list of recent patients from hospitals throughout Scotland.

We don't have any information about your health - this has stayed confidential between you and the healthcare professionals responsible for your care.

If you do not want to fill in the survey, please return it in the Freepost envelope, or call our helpline number. If you choose not to fill it in, it won't affect any future care and treatment you receive from NHSScotland.

## Results from the survey

Once we have finished collecting in all the surveys, we will analyse the results from the NHS Board where you received care. We will then publish this information. Don't worry, all the information published will stay anonymous. No-one working on publishing results has access to your name, address or medical information. We only use the information to help us identify areas of good performance and opportunities for improvement.

Visit the **Better Together** website for results of surveys carried out by your local health board - [www.bettertogetherscotland.com](http://www.bettertogetherscotland.com).

## Where can I find out more?

If you have questions on filling in the survey, or have any other comments, please visit [www.bettertogetherscotland.com](http://www.bettertogetherscotland.com), or call our helpline.

