[Sections in blue are to be altered according to each organisation’s/contractor’s needs]

 [Organisation name/logo]

[date]

Dear colleague,

**The 2024 NHS Staff Survey: Your voice counts**

We each have a voice that counts, and the NHS Staff Survey, which is run every year in partnership with trade unions, is one of the best ways for you to have your voice heard about your job, your organisation and the NHS.

By taking part in the survey, your views will be heard by your organisation, region and key decision makers nationally and used to inform policy and improvements around your priorities such as safety, wellbeing, working decisions and pay. By completing this survey once, your voice will be heard by numerous data users.

For example, [A short paragraph may be added to show how results from previous surveys have been used to make improvements in this organisation].

The survey questionnaire is aligned with the **NHS People Promise.**The themes and words that make up the People Promise come from those who work in the NHS and detail what matters most to them, and what would make the greatest difference in improving their experience in the workplace. By taking part, you can help us to understand what it’s really like to work here, improve the experience of working in the NHS for everyone, and ultimately help to improve patient care.

**What you need to do:**

Complete the paper survey accompanying this letter and return it in the Freepost envelope (no stamp is needed), to:[Insert contractor name and address]

OR, IF YOU PREFER,

Complete the survey online at [insert online link and log in details] or by scanning the QR code below:

[FOR BANK SURVEY PLEASE USE ONLY THE TEXT BELOW]

**What you need to do:**

Complete the survey online at [insert online link and log in details] or by scanning the QR code below

**The link in this letter is unique to you. Please do not share it with anyone else.**

[THE FOLLOWING PARAGRAPH SHOULD BE INCLUDED ONLY IF THE ORGANISATION IS EXTENDING THE SURVEY TO BANK WORKERS, IN WHICH CASE IT SHOULD APPEAR ON ALL LETTERS, NOT JUST THOSE FOR BANK WORKERS]

[Eligibility to participate in the NHS Staff Survey has been extended to bank only workers. The inclusion of bank only workers in the NHS Staff Survey will help to improve the working experience of bank only workers and will help influence positive changes that will ultimately improve patient experience and outcomes.]

NHS staff often ask whether the NHS Staff Survey is confidential. The answer is yes: **no one from where you work, or the NHS, will see your completed survey or be able to identify individual responses:**

1. The information you enter in the survey is returned to an independent external research company [Contractor] and not to your organisation.
2. [Contractor] then collates and analyses the data for your organisation; the reports they provide are all completely anonymised.
3. Results will only be reported to organisations in summary form and in such a way that it is impossible to identify an individual's responses.
4. Any barcodes, unique identification numbers or personalised links [Contractor] uses in administering the survey are not shared with your organisation; they are only used to allow [Contractor] to send reminders to staff who have not yet completed the survey and to ensure that survey responses are assigned to the correct NHS organisation.

**We want to hear from you**, whatever your role or background, so we can be sure the survey results reflect the experience of everyone who works here.

[ADD BRIEF ADDITIONAL INFO ABOUT INCENTIVE SCHEMES IF REQUIRED]

If you need help completing the survey, please email [contractor email] or call [contractor number]. Information about the survey is available at [www.nhsstaffsurveys.com](file:///\\pckr-file01\Company%20Data\Service%20Delivery\All%20Live%20SCC%20Projects\NHS%20Staff%20Survey%20Coordination%20Centre%202022%20P-101646\Survey%20Documents\Letters%20&%20Emails\LETTERS\www.nhsstaffsurveys.com).

Thank you for taking the time to respond to this important survey.

Yours sincerely,



Jenny King

Chief Research Officer

NHS Staff Survey Coordination Centre

[ORGANISATION CHIEF EXECUTIVE’S SIGNATURE MAY ALSO BE ADDED BELOW OR ALONGSIDE]