

Working in partnership



Help us to improve stroke care

This Trust will soon be taking part in a national survey to find out what patients think about their stroke care.

All NHS stroke patients who received treatment and/or therapy between 16/05/22 and 16/09/22 will receive a copy of the survey.

This is part of a national programme to improve **stroke patients' experiences**.

Taking part is **voluntary**

The survey will be carried out by an independent company, under a signed agreement with NHS England in partnership with the Stroke Association.

Section 251 support has been recommended by the Secretary of State for Health and Social Care following advice from the Confidentiality Advisory Group (CAG), who are an independent advisory group which includes lay representation. This allows Trusts to share your details without your consent.

Regulation 5 of the 2002 Control of Patient Information Regulations provides a lawful basis for confidential patient information to be processed for medical purposes. If you have opted out via the National Data Opt Out, your information **will not be disclosed** by your Trust.

If you **do not** wish to take part, or have any questions about the survey, please contact us:

Address: Patient Advice and Liaison Service, James Paget University Hospital, Lowestoft Road, Gorleston, Great Yarmouth, Norfolk, NR31 6LA

Telephone: 01493 453240

E-mail: PALS@jpaget.nhs.uk

For more information about the survey and how your information will be used, please visit <https://www.stroke.org.uk/prems2022>

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Why do we want your feedback?

We want to improve people's experiences of stroke care by giving clear information, showing everyone respect and compassion and keeping patients safe and comfortable.

What happens to the information you give us?

Your NHS Trust will provide your name and address to Quality Health to send you the survey. Your answers will not be linked in any way to your personal contact details. We will keep your information secure and will not publish any information that can identify you.

We will use your answers to tell the people who treat patients what they're good at and what they can improve.

Taking part

You will be sent a pack in early 2023 which will include:

- The paper copy of the survey
- A link to complete this online if you prefer
- A Freephone number if you need help to complete this or require a translator.
- Further information about the purpose of the survey and data confidentiality.