



Barchester Healthcare Ltd,
Third Floor,
The Aspect,
12 Finsbury Square,
London,
EC2A 1AS

Date: 25 October 2021

Dear relatives,

We hope you are all well. I am pleased to invite you to complete our customer satisfaction survey, "Tell Barchester". The survey gives you the opportunity to tell us how you feel about your loved one living in their hospital and your feedback helps us to understand how well we're delivering against your expectations and where we may need to improve, as well as to share with the teams any lovely comments you give.

As you may know during October, our patients have been sharing their feedback and now we'd really value your views. We've tried to keep it short so that it only takes a minute or two. The survey is live now and should be completed online at: [tellbarchester.com/hospital-family-and-friend](https://www.barchester.com/hospital-family-and-friend)

You can either complete the survey yourself using your own technology, or a member of the team at the hospital will be happy to help you. The survey will remain open throughout November.

Do feel free to be honest, your answers can remain confidential if you wish. Please answer on the basis of your experience of your loved one living in the service during the past 6 months. If you have any further information you'd like to share please use the space provided for comments.

If you do give your contact details please note that you are giving consent to be contacted by one of our team. Your details will be kept confidential and will only be used to contact you about improving our service. To find out more about sharing your information please review our privacy policy: <https://www.barchester.com/privacy-policy>

If you want to discuss something urgently with us please contact the Hospital Director/General Manager or another member of the team. Alternatively you can contact the Customer Feedback team on: - 0207 788 8231 or <https://www.barchester.com/feedback> or email: feedback@barchester.com

Sending our very best wishes to you and your families.

A handwritten signature in blue ink that reads 'Pete Calveley'.

Dr Pete Calveley

CEO Barchester Healthcare

We are sending this with the best intentions and with the latest data we have. If this causes offence we are deeply sorry