

# Review of Emergency Departments in the Greater Glasgow & Clyde area – Participant Information Sheet

## Why are we carrying out this survey?

Healthcare Improvement Scotland has been asked to conduct a review of emergency departments in the NHS Greater Glasgow & Clyde area. The aim of the review is to look at the safety and quality of care. We would like to receive feedback from patients to help us conduct this review.

## Why and how have I been invited to take part?

Your name was chosen at random from a list of patients who had recently used an emergency department in the NHS Greater Glasgow & Clyde area. NHS Greater Glasgow & Clyde has forwarded on this patient experience pack to you on Healthcare Improvement Scotland's behalf and has not shared any of your details with Healthcare Improvement Scotland.

We wish to hear from a range of people in terms of age, sex, ethnicity, and where people live. Your views are as important to us as everyone else's, so we want to hear from you.

You can choose one of the following ways to share your views:



by completing the attached questionnaire and returning it using the enclosed envelope. You do not need to use a postage stamp nor write anything on the envelope



or by completing the questionnaire online using this link <https://www.smartsurvey.co.uk/s/GGCEDPEX/> or this QR code will take you to the survey



or we can arrange to speak to you directly either by telephone or using a video call at a time which is most convenient to you. To set up a call, please telephone us on the relevant number below:  
Queen Elizabeth University Hospital - **07816 370 991**  
Glasgow Royal Infirmary - **07866 130 814**  
Royal Alexandra Hospital - **07866 130 771**  
or email us on [his.engagementevidence@nhs.scot](mailto:his.engagementevidence@nhs.scot)

**Please take part as soon as possible.**

You can do this either by post, on a computer, tablet or smartphone. The survey should take **approximately 15 minutes** and is straightforward to complete.

## Do I need to take part?

Taking part is completely voluntary but we hope you will take the time to do so. This is a way of working with members of the public to help inform decisions about how care is provided – it really will make a difference to how health care services are delivered in Greater Glasgow & Clyde. Even if you decide to take part, you can change your mind at any time. If you choose not to take part, it will not affect your care and you do not need to give us a reason.

## **What happens to my answers?**

Your answers are put together with the answers of other people and will be kept confidential by researchers at Healthcare Improvement Scotland.

The findings from this survey will be part of a report published in early 2025.

## **Can someone help me fill in the questionnaire?**

If you would like someone to help you complete the survey it's fine to ask a Guardian, carer, friend or relative to help, but please make sure the answers are only about **your** experiences.

## **Who do I contact if I have a query or complaint about the survey?**

If you would like to find out more about the survey, how your information will be used or to make a complaint, please email **his.engagementevidence@nhs.scot**

## **Your information will be kept confidential**

None of the staff who cared for you at NHS Greater Glasgow & Clyde will know who has taken part and it will not affect your care in any way. Your name will not be linked to your responses and nobody will be able to identify you in the report that is published.

## **Data Protection**

Healthcare Improvement Scotland comply with the Data Protection Act 2018 and General Data Protection Regulation 2018 when handling your personal information.

Any personal information about you will be treated as private and confidential and any identifying information you provide will be made anonymous in any published reports. Your information will only be used in this survey and the resulting report. Your details will not be used for general marketing activities, nor shared with anyone outside Healthcare Improvement Scotland unless we have your permission or are required to do so by law. Healthcare Improvement Scotland will keep your contact details confidential and destroy them once the survey is over. We will not keep your information for longer than 12 months. All personal information will be stored safely and in compliance with the Data Protection Act 2018. If you wish to see a copy of the information we hold on you, please submit a sharing request to **his.ig@nhs.scot**

For our full privacy policy, please go to

**<https://www.healthcareimprovementscotland.scot/privacy-policy-how-we-use-your-information/>** For more information about how we process your personal data, or if you have a concern, contact our Data Protection Officer at **his.ig@nhs.scot** Alternatively, you have the right to complain to the Information Commission Office **<https://ico.org.uk/concerns/>**

If you have any questions or need help filling in the questionnaire, please send an email to **his.engagementevidence@nhs.scot** or call 07816 370 991.

**Thank you very much for giving some of your time to help the NHS improve.**