

### **Patient Feedback – Emergency Service Department**

Healthcare Improvement Scotland is a national organisation which is part of the NHS and aims to improve health and care services for the people of Scotland. One of the ways we do this is by listening to patients who have used services and get their valuable feedback which is then used to improve the service.

We are conducting a review of the emergency departments in the NHS Greater Glasgow & Clyde area. The aim of the review is to look at the safety and quality of care.

Healthcare Improvement Scotland is contacting you, through NHS Greater Glasgow & Clyde, because you were recently a patient at either the Queen Elizabeth University Hospital, Glasgow Royal Infirmary or the Royal Alexandra Hospital (Paisley). A vital part of the review is to hear from patients and so it would be appreciated if you could share some feedback about the quality of care you received by taking part in a short survey.

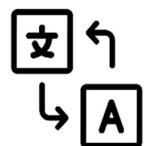
All information you share with us will be kept **confidential**. The feedback we receive will be summarised and **anonymously** reflected in Healthcare Improvement Scotland's report of the review which is due for publication in early 2025. More details on how to take part are contained in the Participant Information Sheet included with this letter.

The deadline for sharing your views is **29<sup>th</sup> November 2024**. We look forward to hearing from you. If you would like feedback on the review report that will be published in early 2025 then please contact us at [his.engagementevidence@nhs.scot](mailto:his.engagementevidence@nhs.scot) or call us on 07816 370 991 to leave your contact details.

**Clare Morrison**  
Director of Engagement & Change

**Healthcare Improvement Scotland is committed to inclusive communication.  
More information is included on the back of this letter.**

We are happy to consider requests for other languages or formats:



Translation



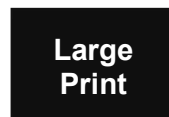
Easy Read



BSL



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Large Print



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For any questions or for further support needs please contact us.



[his.engagementevidence@nhs.scot](mailto:his.engagementevidence@nhs.scot)



07816 370 991