

18 October 2013

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Dear

I am writing to you in order to give you the opportunity of completing a survey which is being conducted by Healthwatch organisations in Suffolk, Cambridgeshire and Norfolk, for patients who have undergone liver resection operations. There is a covering letter enclosed from the Chief Executives of the Healthwatch organisations for the three counties involved, as well as the survey itself. The covering letter explains that this survey is being undertaken because NHS England wants to create one specialist centre for liver cancer patients in the east of England.

Whilst every effort has been taken to ensure that this letter has been sent appropriately, please accept my sincere apologies if you feel that we have written to you at an inappropriate time. You may wonder why Healthwatch is not contacting you directly. It is simply that data protection quite properly prevents us from sharing information with any external agencies. Please be assured that we will not share your name and address with Healthwatch.

It is important that you understand that, should you opt to complete the survey, you will be sending the information directly to Healthwatch and not to the hospital. It is entirely up to you whether or not you prefer to respond anonymously or to disclose your name to Healthwatch when completing the survey.

Thank you for taking the time to read this letter.

Yours sincerely

Brenda Hennessy
Director of Patient Experience and Public Engagement
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