Does the survey comply with data protection laws?

Yes. The survey is carried out in full compliance with data protection laws, including the General Data Protection Regulation (GDPR).

You can read the HSE data protection policy to learn more about your data rights at www.hse.ie/eng/gdpr/hse-data-protection-policy/

Who do I contact if I want to make a complaint or give specific feedback?

If you or your child have a complaint about your screening experience, please email the NSS at your.say@screeningservice.ie or HSE at yoursay@hse.ie

You cannot use the survey to make a complaint because it is anonymous. We will not have your contact details to reply to you.

Who do I contact if I have questions about the survey?

Please contact: DRS001@screeningservice.ie

Freephone: 1800 45 45 55

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Diabetic RetinaScreen

An Clár Náisiúnta Scagthástála Reitiní do Dhiaibéitigh
The National Diabetic Retinal Screening Programme

Diabetic RetinaScreen survey

Frequently asked questions (FAQs)



hse.ie/diabeticretinascreen

What is the Diabetic RetinaScreen Patient Reported Experience Measures survey (PREMs)?

The survey asks people about their recent experience of the HSE retina screening programme. The purpose of the survey is to learn from you, the people who use our service, to help us improve it.

Who is doing the survey?

The HSE National Screening Service (NSS) is carrying out the survey. Diabetic RetinaScreen is part of the NSS. We are working with a company called Cemplicity to administer the survey. Cemplicity follows all data protection laws in its work.

Who is eligible to take part in the survey?

In this first survey, people recently screened and who received a normal result may be invited to take part.

What does taking part involve?

Taking part in the Diabetic RetinaScreen survey is easy. We will send a link to the survey by SMS text message to people eligible to take part. We will send it around 5 working days after you receive a normal test result letter.

Why should I complete the survey?

You can tell us about your recent experience of Diabetic RetinaScreen. Your responses will provide us with important information on how we deliver screening. It will help us identify what we are doing well, and where we may be able to improve.

Can a family member or friend fill in the survey for me?

We would love to hear about your experience of Diabetic RetinaScreen, and that is why we encourage you to complete the survey yourself. A family member or friend can help you, as long as the answers are your own.

If you are under 16, your parent or guardian must give consent for you to take part and you must also agree. If you're helping a young person to complete the survey, we recommend doing it together.

What does the survey ask?

The survey asks questions about:

- Your diabetes
- The invitation process and how accessible screening was
- Your screening appointment, the physical surroundings and timeliness
- General satisfaction with our screening programme and how we communicate with you.

There are additional questions for women who are pregnant.

How did you get my name and address/phone number/email?

We create a register (list) of people who are eligible for screening. We can get your details for this register in two ways:

- Your GP or healthcare professional refers you to Diabetic RetinaScreen
- You complete an online registration form, get it signed by your GP and send it to us.

We can use these details to send the survey.

What happens if I do not want to take part?

Taking part in the survey is voluntary. We would like to hear about your experience. If you do not want to take part, you can text STOP to the number that sent you the survey link. We will not contact you about the survey again.

Will you treat my answers confidentially?

Yes. Your answers are confidential. We will keep your answers separate from your contact details and delete them after 3 weeks. We keep the responses anonymous. We may use them for further analysis or comparisons with future surveys.

Health service researchers may use the anonymous and grouped data in the future. We will never give the data to commercial companies or use it for commercial purposes.