

We can help you with the design, print and postage of your communications, including postcards, consultation documents, booklets and calendars.

The following are just some of the examples of the most common communications we assist our clients with.

MEMBERSHIP APPLICATION
 Complete the coupon and simply tear off and send back in the FREEPOST envelope provided.
 Please register me as a Member of the Ashford and St. Peter's Hospitals NHS Trust which will become a Foundation Trust.

Home telephone no. (including dialing code)

Mobile no

Email address

How would you like us to contact you? (please tick)
 Post Email Text

Your postcode is important as it will be used to decide your geographical constituency.
 What is your date of birth?

You must be at least 14 before you apply for membership

Are you? Male Female

Your ethnic group.
 Please tick one box as appropriate. This will help us to see if our membership is representative of our local communities.

White
 British Irish Other White

Black or black British
 Black Caribbean Black African Other Black

Asian or Asian British
 Indian Bangladeshi Pakistani Other Asian

Chinese or other ethnic group
 Chinese Other ethnic group

Mixed
 White and black Caribbean White and black African White and Asian Other mixed background I would rather not say

SECTION 4 - Declaration
 I would like to become a Member of Ashford and St. Peter's Hospitals NHS Trust which is becoming a Foundation Trust. All the information I have given is correct.
 Signature: Date:

We are obliged to keep a public register of our Members, if you do not wish your name to be placed on this register please tick this box Your details will be held on a database so that we can provide you with further information as a Member of the Trust. The information you provide will remain confidential and will be managed in accordance with the Data Protection Act 1998.

Section 5 - Further Membership Information
 As a member I would like to (tick all of the boxes that apply to you)
 Be sent more information on becoming a Governor Receive regular information Attend meetings or events

PUTTING PEOPLE AT THE HEART OF EVERYTHING WE DO

Member application forms

- Bespoke design for consistent branding
- Assistance with content and personalisation to help target under-represented groups and areas
- Pre-populated forms are easy to fill in and encourage responses
- Competitively priced
- Automatic processing of application forms, ensuring speed and accuracy is maintained

Ashford and St. Peter's Hospitals **NHS**
 NHS Trust

Ashford Hospital
 London Road
 Ashford
 TW15 3AA

St. Peter's Hospital
 Quilford Road
 Chertsey
 KT16 5PZ
 01832 723650

Dear

WANT TO MAKE A DIFFERENCE TO LOCAL HOSPITAL SERVICES? JOIN US AS A MEMBER TODAY!

Everyone needs to use hospital services at some point in their lives. We want to make Ashford and St. Peter's Hospitals NHS Trust - your local hospital trust - the very best it can be, and to do this we need your support.

We are applying to become a Foundation Trust, which will give us more freedom to improve services for our patients, and we need people like you to come and join us as members. Through our membership, we'll be more accountable to our local community, which means we can plan and deliver our services to meet your needs.

You will also receive details on some of the events that are open to you as a member where you can find out more about services within the Trust.

In the meantime, we would like to invite you to our Annual General Meeting for 2008/09 which is taking place in the Education Centre at Ashford Hospital on Thursday 24th September, from 8.00 - 7.30 pm. The meeting will include a review of the past financial year and the presentation of the annual accounts, together with several presentations on current and future developments. We very much hope to welcome you at the meeting, but in order to give us some idea of numbers we would be grateful if you could let our Foundation Trust office know if you are planning on attending (01932 723650).

As a member you can do as little or as much as you wish. We'll make sure that you know what's going on in your local hospital - that's Ashford Hospital along the A30, and St. Peter's Hospital in Chertsey - and if you want to, you can let us know what you think about our plans and services. Your views will make a difference.

If you'd like to get more involved, we'll also be running regular meetings where you can come and talk with some of our staff. All our members will also be eligible to vote for Governors (or stand themselves) who will sit on the Trust's Council of Governors and who will represent your views directly to the hospital board.

It's completely free to join, and all our members will be entitled to join the NHS benefits and discounts scheme!

Interested? Simply complete the form below and send it back to us in the freepost envelope provided. Your details will be held completely confidentially and we won't disclose your information to anyone else third parties.

Show us your support, join today! We look forward to welcoming you.

Yours faithfully

Aileen McLash
 Aileen McLash
 Chairman

Member welcome letters

- Bespoke design for consistent branding
- Regular mail-outs as new members join
- Optional pop-out membership card designed to Trust requirements
- Re-issuing lost cards with Member ID Number
- Reduced costs by purchasing stock in bulk

"As an aspiring Trust, Capita has been instrumental in helping us exceed our membership target, bringing us one step closer to achieving Foundation Trust status"

- Melanie Perry, Membership Manager, Ashford and St Peter's Hospitals NHS Trust



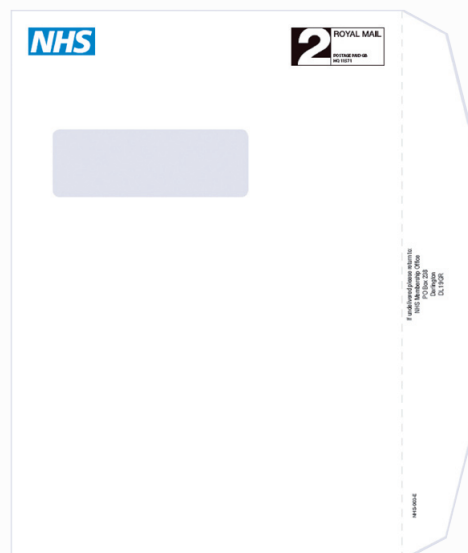
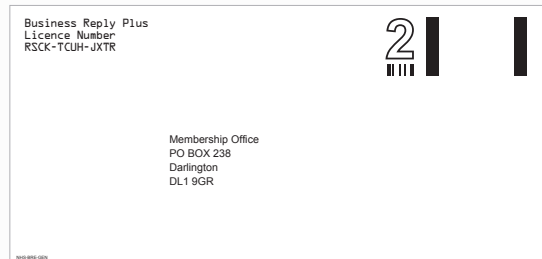
Member newsletters

- Keep members informed of events and developments that may affect them with personalised newsletters
- Black and white or full colour designs printed on single or multiple pages according to your print requirements
- Multi-channel communications – by print and email

To view any of these examples in greater detail, please ask your Relationship Manager.

Postage solutions

- NHS branded envelopes reduce the likelihood of unopened communications
- Reduced costs by purchasing branded envelopes in bulk
- Optional window envelopes to allow for personalisation
- Pre-paid envelopes can be supplied to help encourage returns
- Postage discounts from bulk mailing can reduce postage costs by as much as 20%
- We can manage the postage of any of your pre-printed communications



For more information on how we can support your Trust, please contact your existing Relationship Manager or Adrian Aggett, Director, 07771 901 589 or adrian.aggett@capita.co.uk
www.capitamembershipservices.co.uk

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