*Letter template to inform patients about changes following patient feedback results*

As part of the practice accreditation process, practices must collect feedback from patients, carers and other relevant parties as stipulated by Criterion QI1.2 – Patient feedback of the RACGPs [*Standards for general practices (5th edition)*](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20standards/5th%20edition/Standards-for-general-practice-5th-edition.pdf)(the Standards).

Practices can let patients know about changes that have or will be made to the practice via communication items such as emails, fliers, newsletters and posters in waiting rooms.

You can use the following sample letter to inform patients about the changes you are going to make as a result of feedback you received. Modify the content as necessary so it accurately reflects the changes you are going to make.

Please refer to the Standards and the RACGP [*Standards for general practices (5th edition) – Patient feedback guide*](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20standards/5th%20edition/Patient-feedback-guide.pdf) for more information about patient feedback requirements.

[Insert practice details or practice letterhead]

Dear [patient name/generic title],

Thank you for participating in the [questionnaire/focus group/interview] we recently conducted in order to collect feedback from our patients.

We would like to tell you about some of the changes we are going to make as a direct result of the feedback we received from you and other patients.

The following changes will be made at the practice:

*[Modify the following statements as required; use simple language so all readers can understand the change and, where possible, include the date by which the change will be made]*

* [eg] As of January 2019, the practice will be open for an extra hour every weekday, closing at 6.30 pm rather than at 5.30 pm.
* [eg] Your clinician will now provide you with written instructions for any medication they prescribe or recommend.
* [eg] In January 2018, we will be adding disabled toilet facilities.
* [eg] In October 2018, we will be upgrading our phone system so you will be able to request a call-back if you are on hold.

Thank you again for your time and valuable contribution. Please call us on [insert phone number] if you have any questions about the feedback or the changes we are making.

We look forward to continuing to provide you with quality healthcare.

Yours faithfully,

The GPs and staff members at [insert name of practice].

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