*Invitation to patients to participate in patient feedback questionnaire template*

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).

*Inviting participation*

When you invite a patient to participate in providing feedback, it is important to explain:

• they have been selected at random

• they do not have to participate if they do not wish, and choosing to not participate will not affect their treatment

• all responses are anonymous and will remain confidential.

You can provide this information by using the invitation template below, which can be amended as required.

Print or email the invitation on your practice letterhead and give it to randomly selected patients to invite them to complete a questionnaire follow their consultation.

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]

*Would you like to help us improve our practice?*

We are asking our patients to complete a questionnaire about their experiences with our practice so we can improve our patient care.

We would like to give you the questionnaire following your appointment today for you to complete before you leave the practice. It will take you less than 10 minutes.

Please note:

• you do not have to participate and your care will not be affected if you choose not to participate

• the questionnaire is confidential and anonymous

• your care at the practice will not be affected by the answers you provide

• there are no right or wrong answers – it is your opinion that is important to us.

If you have any questions, please ask the receptionist, your doctor, or other clinicians you see at the practice today.

Please give this patient information sheet to a reception staff member when your consultation is over, and tell us whether you would or like to participate.

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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*We acknowledge the Traditional Custodians of the lands and seas on which we work and live, and pay our respects to Elders, past, present and future.*