*Letter template to share patient feedback findings with patients*

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 should consider sharing the results with their patients via communication items such as emails, fliers, newsletters and posters in waiting rooms. It is also important to thank patients who participated in focus groups or interviews.

You can use the following sample letter to inform patients about the findings of the practice’s patient feedback. Modify the content as necessary so it accurately reflects the feedback you received.

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 have now completed our analysis of the feedback and would like to share some of the significant findings with you.

Overall, we found that: *[choose from, or modify, the following statements]*

• [eg] most of our patients are happy with the level of healthcare they receive at our practice

• [eg] most of our patients are happy with the service they receive from our administration staff

• [eg] there are several ways we can improve the level of healthcare we provide

• [eg] there are several ways we can improve the service that our reception staff members provide

• [example of a more specific statement] most of our patients with disability are pleased with the recent upgrade that improved our disability access.

*[If your practice conducted a questionnaire]* We are very pleased to report that most patients rated the following aspects of our practice as ‘very good’ or ‘excellent’: [insert up to five statements from the questionnaire that received high ratings]

• [eg] The clinician at my last visit treated me with respect.

• [eg] I was able to get an appointment at a time that suited me.

*[If your practice conducted a focus group or interviews]* We are very pleased to report that most patients referred to the following aspects of our practice in positive terms: [insert up to five aspects that most patients talked about]

• [eg] The practice’s clinicians treat our patients with respect.

• [eg] The practice’s patients can generally make an appointment at a time that suits them.

The feedback also indicated areas that we can improve, including: [insert up to three aspects of the practice that patients indicated needed to improve]

• [eg] our opening hours

• [eg] the way in which clinicians pass on information about medications to patients.

As a result of the feedback collected from our patients, we are planning to make some changes to improve the services and care we provide. We will give you more information about these changes when we have finished our planning so you can see how your feedback is helping us improve.

Thank you again for your valuable contribution. Please call us on [insert phone number] if you have any questions regarding the feedback.

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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