

E-mail to patients

Dear Patient,

I would like to start compiling a questionnaire for this year's patient survey to ensure that we ask the right questions. We would like to know what you think our key priorities and issues in this questionnaire should be.

We feel that we should focus on the following areas:

1. Clinical care.
2. Getting an appointment.
3. Reception.
4. Opening times.
5. Modernising communication methods.
6. In-house services.

Could you please confirm that you are happy for us to focus on these areas and please let us know if there are any other areas that you would like us to cover. We would be very grateful if you could reply by the end of February, 2014.

Thank you so much for your help with this.

Best wishes.

Filippa Dilena  
Practice Manager