

# Healthcare Service Feedback Letter

Subject: Patient Feedback Regarding Recent Healthcare Experience

Dear [Medical Director/Patient Relations Department],

I am writing to provide feedback on the medical care and services I received at [Facility Name] on [Date] for [type of appointment/procedure]. Patient feedback is essential for healthcare quality improvement, and I wish to contribute to your excellence initiatives.

## Clinical Care Assessment:

[Healthcare provider name] provided [description of medical care quality]. The clinical assessment was [thorough/rushed/adequate], and explanations of [diagnosis/treatment/procedures] were [clear/confusing/insufficient]. I felt [confident/uncertain] about the medical decisions made.

## Staff Interaction:

The professionalism and demeanor of [nurses/technicians/administrative staff] were [excellent/concerning/satisfactory]. Specific mention should be made of [positive or negative interaction].

## Facility and Operations:

- Wait time: [Actual time vs. scheduled appointment]
- Cleanliness: [Assessment of facility hygiene and maintenance]
- Privacy: [Respect for confidentiality and dignity]
- Communication: [Clarity of pre/post-appointment instructions]

## Concerns Requiring Attention:

[Any serious issues regarding patient safety, dignity, or quality of care that need immediate administrative review]

## Positive Highlights:

[Recognition of exceptional care, innovation, or compassion demonstrated]

As a patient, I expect [state reasonable expectations]. This experience [met/fell short of/exceeded] those standards. I trust this feedback will be reviewed and contribute to continuous improvement in

patient care.

I am available to discuss this feedback further if needed for quality assurance purposes.

Respectfully submitted,

[Your Name]

[Patient ID/Date of Birth]

[Contact Information]

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