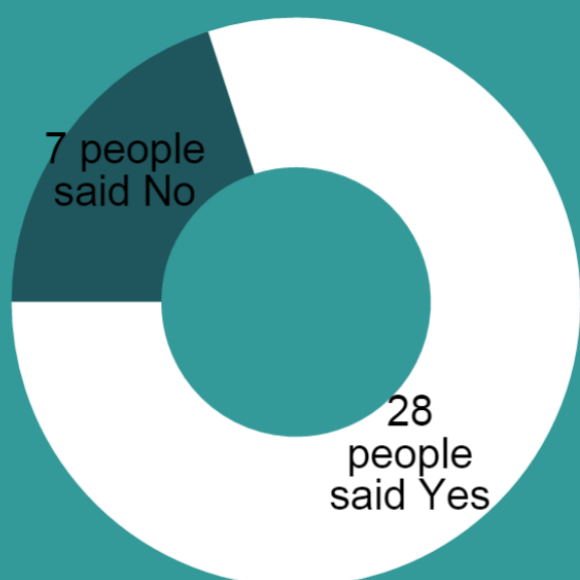


# Feedback on hospital appointment letters.

We asked you about your experiences of hospital appointment letters. Those who were satisfied by their letters either lived locally to the hospital, were able to travel independently and had internet access. However the vast majority of comments we received were of negative sentiment.

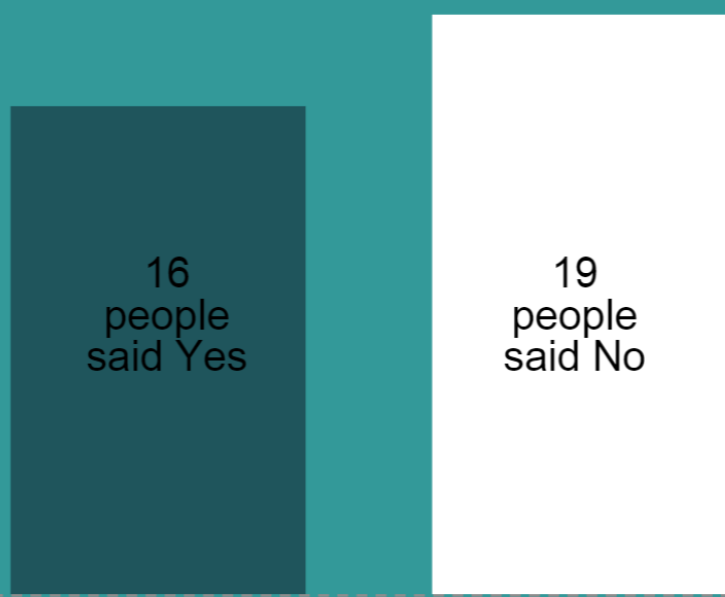
Is it clear how to change your appointment time?



*"The letter contains quite a bit of information but it is poorly laid out and could be made much clearer. This is a letter sent to a person who is partially sighted...yet the letter is a standard one and does not take the visual impairment into account. It is not large print, surely all letters to patients for Ophthalmology clinics should be large print as standard".*

*"Simple rewording could make it much clearer. Obviously a standard letter with no attempt to make it readable or relevant to the person it was sent to". Carer of 82 year old man partially sighted with dementia*

Is there clear information on how to get there, transport options and/or transport schemes?



*"In the past year I have been to King Edward, Wexham and Heatherwood hospitals and none of the staff knew about transport options and none of their letters contained information about transport other than where the appointment was and where to park".*

*"There is limited information about hospital car parks and reference to the Trust website. This would obviously not be helpful for someone who did not have internet access such as an elderly person." - Chalfont Hospital main outpatients*

Apples



**your  
voice  
counts**

## Summary

The 35 responses we received contained mostly negative comments about hospital appointment letters. Many people were not fully satisfied with their letters or the communications around them. Patients and carers expressed a need for the following improvements and information in regard to letters:

- ✓ Better print quality
- ✓ Large print for partially sighted persons
- ✓ Consideration for those without internet access
- ✓ Consideration of the elderly, dementia patients and carers
- ✓ Information about disabled parking
- ✓ Details of public transport
- ✓ How to get help with transport to and from appointments
- ✓ Lower waiting and hold times for telephone calls
- ✓ An email address for non-urgent communications

We would like to thank everyone who took part in our survey. We will tell providers of hospital services what you have told us and recommend they make changes to their appointment letters. We will then follow up on our recommendations to see what changes have been made.

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