“Before you go, [patient name], we are always looking to improve as a practice, and also it really helps the team to hear what patients think we are doing well.

Would you mind completing a short feedback form for me today? I have it ready and I would really welcome your feedback”.

“**I understand.** You are very welcome to take it with you and bring it back to your next visit with us, or we have an online version that I can email you if that would be easier?”

“Patients often tell us lovely things at the desk, and we love to capture that, so the whole team hears it!

If you have a few minutes, would you mind giving us some feedback about today?”

“[Patient name], please could I ask you a favour?

Feedback is really important to us as a practice. I have a feedback form regarding today’s visit/appointment/ treatment, would you be able to take a few minutes to review your experience with us today?”