

## Checklist for Writing High Quality Email Responses (Email Auditing Tool)

<b>Content</b>	<b>Yes</b>	<b>No</b>	<b>Partly</b>	<b>N/A</b>	<b>Comments</b>
Have all the questions been answered?					
Is the answer accurate?					
Have areas of uncertainty been addressed?					
Is the content appropriate (avoiding unnecessary information or repeating information in links)?					
Have appropriate links been included?					
Have copyright issues been addressed (avoiding cutting and pasting from non CR-UK sources, paraphrasing appropriately)?					
Have emotional issues been acknowledged/addressed?					

<b>Language</b>	<b>Y</b>	<b>N</b>	<b>P</b>	<b>NA</b>	
Has plain English been used?					
Have all medical terms/jargon been explained?					
Is the grammar and punctuation correct					
<b>Structure</b>					
Is one subject addressed at a time?					
Have short sentences been used?					
Is there plenty of white space?					
Is the reply logically structured?					
Has the email been checked					