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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Content** | **Yes** | **No** | **Partly** | **N/A** | **Comments** |
| 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? |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Language** | **Y** | **N** | **P** | **NA** |  |
| Has plain English been used? |  |  |  |  |  |
| Have all medical terms/jargon been explained? |  |  |  |  |  |
| Is the grammar and punctuation correct |  |  |  |  |  |
| **Structure** |  |  |  |  |  |
| 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 |  |  |  |  |  |