**Re. Follow-up Letter on Concerns Related to Hospital Administration and Hygiene Issues**

Dear [Patient’s Name],

I hope this letter finds you well. I received your feedback letter on [date], in which you expressed grave concerns about the hospital administration and issues with the hospital’s dedication to hygiene. First, thank you for sharing your feedback and experience at the hospital with us. Our patient feedback is a contribution to the improvement of the hospital management system and helps us elevate the standards of our services in terms of quality and process smoothness.

This letter serves as a follow-up to the given feedback. Your feedback is an invaluable contribution to improving the quality of our work. We understand that your time is precious, and writing detailed feedback is a hefty task. However, we assure you that we value the feedback.

First, we apologize for all the inconveniences you experienced at the hospital because of discrepancies brought by the administration team. We have shared your remarks on the management issues with the concerned team. They have assured us that they will look into this matter carefully and do the needful.

Second, it is realized that you are not satisfied with your consultation with the doctor. Due to the high influx of patients, the doctor could not focus on your diagnosis, leaving you uninformed about your health condition. There should be no justification for the doctor to leave the patient uninformed and frustrated. For your satisfaction, we can book your appointment with an expert physician.

In this letter, we want to inform you that your valuable feedback has updated our team as a professional participant. We have taken all the necessary steps to improve the areas mentioned in your feedback letter. Please keep updating us with your valuable feedback. Let us know if you see any other issues with our hospital services. Thank you!

Best Regards,

[Your Name]  
[Your Designation]  
[Hospital’s Name]