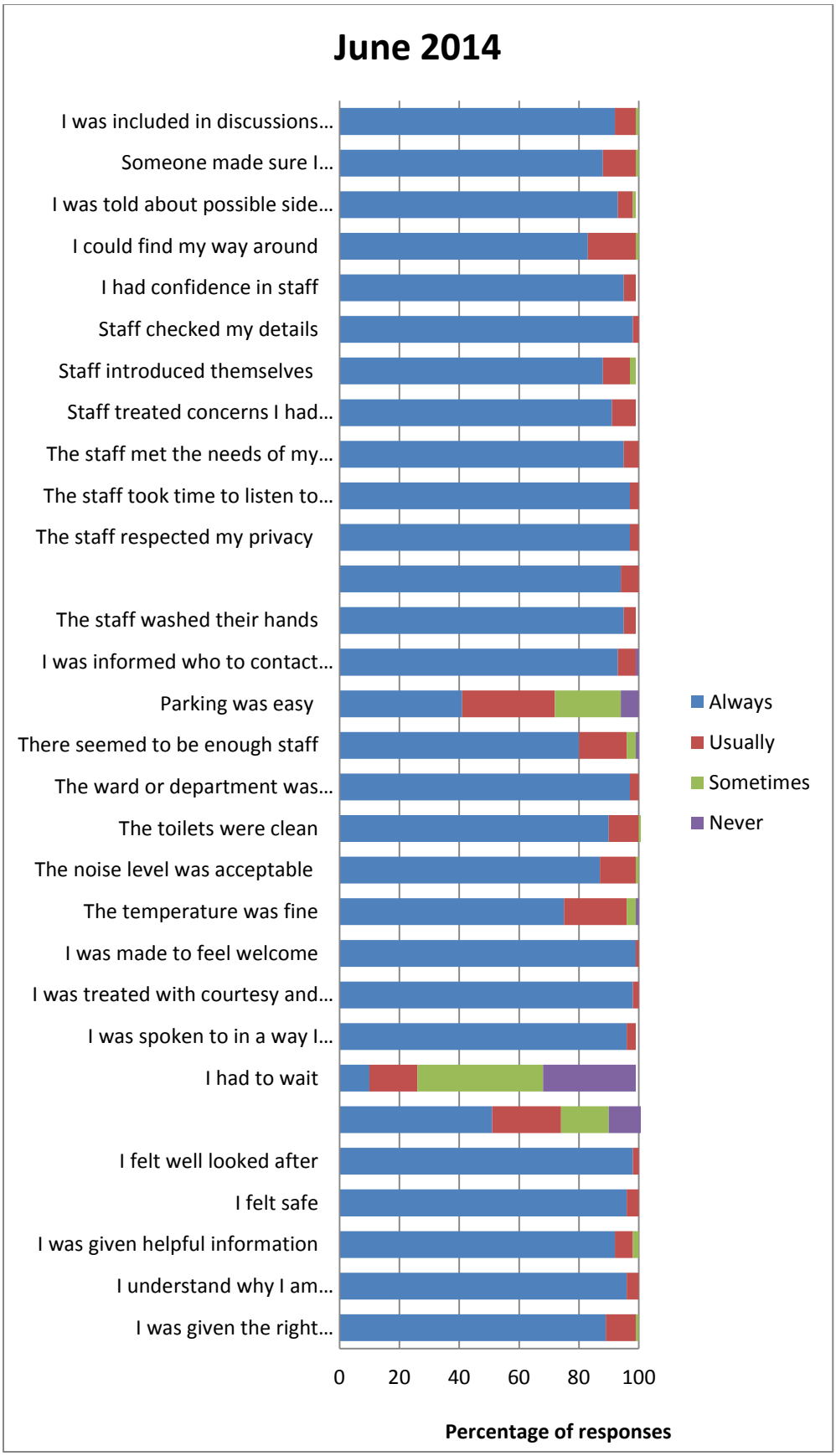Patient feedback information June 2014