Patient Reader Group
Guidance for patients and staff

NHS

Introduction
Involving patients in the development of patient information is not a legal requirement but evidence suggests that involvement helps us produce more effective literature.

We want to involve patients at every park of the process:
- identifying the need for and purpose of our resource
- developing the format and content
- disseminating and evaluating your materials

The patient reader group is a group of patients who review patient literature and help us improve the quality of information. This guidance helps staff to prepare documents for the patient reader group. It also helps patients to assess the information and decide if it is suitable for the audience.

If you are a member of staff
- please fill in section 1 to give patients some background to the resource and remove any questions in section 2 that are unnecessary.

If you are a patient
- please read the information in section 1 and answer the questions in section 2

1. Questions for staff

Name:	……………………………………………………………
Job title:	……………………………………………………………
Email:	……………………………………………………………
a) How were patients involved in identifying the need for this resource? (why has it been developed?)	
b) What is the purpose of the resource? (what does it aim to do?)	
c) How have patients been involved in developing this draft of the leaflet? (this might include patient experience/feedback)	

2. Questions for the patient reader group

Initial impressions

1. Is it clear from the title who the leaflet is for, who it is from and what it is about?	
2. Is it eye catching in design. Would you pick it up if you saw it in a GP surgery?	

Content

1. Are the sentences clear, concise and easy to understand?	
2. Does it contain jargon or unexplained medical terms or abbreviations?	
3. Does it speak to the reader? i.e using 'you' and 'your' instead of 'the patient'	
4. Are there any errors in typing, accuracy or grammar?	
5. Does it tell the reader everything they need to know? What other questions might the reader ask?	
6. Is there a contact name and number for queries?	
7. Are there links to other information, useful websites etc?	

Layout

1. Is there plenty of space between paragraphs so the page looks clean and uncluttered	
2. Is there sufficient contrast between the background and the text colour used	
3. What do you think of the images/photos used?	
4. Is the resource offered in an alternative format?	

Other comments