

**Name of document:** Clostridium Difficile Information Documents

**Who requested patient reader feedback?**

Louise Cabry, Infection Prevention and Control Nurse – Leeds Community Healthcare

# Patient reader group - Feedback Report

## Brief

A request was made for patients to feedback on two documents that have been put together by Leeds Community Healthcare’s Infection Prevention and Control Team. The documents are designed to raise awareness of clostridium difficile (C.Diff) and how to manage it if a patient contracts it.

Patients on the reader group were sent two documents; one information leaflet and another designed to be a small “credit card” sized document that patients could carry around with them for reference. They were asked to comment on the documents from a patient perspective, looking at formatting, how easy it was to understand, whether anything was missing and how suitable it is for other people in the community. The email was sent to NHS Leeds CCG Patient Network members who are signed up to participate in the reader group work.

We received **four** responses:

- **Three** of the responses came from patients/members of the public on the reader group.
- **One** of the responses came from a health professional who is on the reader group.

## Responses

<b>1</b>	<p><u>Feedback from a <b>patient/member of the public</b>:</u></p> <ul style="list-style-type: none"> <li>• The content of the leaflet is very comprehensive and easy to read.</li> <li>• There’s quite a bit of repetition (about hand washing, for instance) but I can’t see how this can be avoided if the various aspects are covered, which I’m sure is the right way to do it.</li> <li>• It’s difficult to assess the presentation when one is reading it “flat” and not in the fold, but it seems logically presented.</li> <li>• The small card was difficult to read on screen – there was some print overlapping – but as far as I could see it contains all the relevant info.</li> <li>• I can’t see any obvious omissions so I think the team can be pleased they’ve got it right.</li> </ul>
<b>2</b>	<p><u>Feedback from a <b>patient/member of the public</b>:</u></p> <p>Credit card sized document</p> <p>If this document is to be the size of a credit card it may make it difficult to read the typeface if it is very small.</p>

- Page 1:
  - “spore-forming”
  - Change to “*C.diff* can be found in a small amount of a person’s gut...”
- Page 4: when referring to fluids, give examples of what types of fluids.
- Page 5:
  - “Washing bed linen and clothing separately from the rest of your family’s items and not...”

#### Information leaflet

- Page 2:
  - “*C.diff* only becomes a problem when something alters the natural balance of bacteria in the gut causing the body’s defences [spelling] to become weakened. This then allows *C.diff* bacteria to increase the possibility of infection.”
- Page 3:
  - “A person with *c.diff* infection releases spores into the environment...”
  - “*C.diff* can live for months on surfaces and are then picked up on the hands and transferred to other surfaces or to people...”
- Page 4:
  - “Wash clothing and bedding from an infected person separately on the highest temperature possible (according to manufacturer’s guidelines) and separately from the rest of the family’s items.”
  - “Any other antibiotics that you are taking may be stopped...”
  - “If your symptoms return, speak to your GP for advice.”
- Page 5:
  - Always wash [spelling] your hands...”
- Page 6:
  - “*C.diff* should not harm healthy people including pregnant women, children or babies. However, to ensure your...”
  - “Wash your clothing and bed linen separately from the rest of the family’s items.”
- Back page:
  - “Help us to get it right”
  - In the address it is “Chapeltown” not “Chapeltowl”

#### Feedback from a health care professional:

- Will patients understand the word “flora”?
- “Gut” and “bowel” are used interchangeably and may cause confusion, would suggest using one throughout the document.
- Capitalised “T” in “toxins” mid-sentence.
- Should “immunocompromised” be explained, will patients know what this means? It is mentioned on a few occasions in the document.
- There is a contradiction across two pages in the “what can I do about *C.diff* if I am a community in-patient?” and “How is *C.Diff* spread?” regarding hand washing. The former mentions “always wash your hands, or clean them with a wipe...” whereas the latter section states: “Only washing your hands with liquid soap and water will remove the bacteria”.
- Will people understand the word “electrolytes”?

3

- In “*Household practices*” there were a couple of points of: you can’t use bleach on wood; is it necessary to mention “*faeces*”?

**Feedback from a patient/member of the public:**

- There is a lot of information included here, which I guess is needed?
- I think it is long and contains a lot information, could be used as an aide-memoire.
- I wonder if the words contained in the documents contain too many medical words which some patients may not know and wonder what they mean and not fully understand the document. Consider simplifying.
- Neither of the documents tell me if I am going to get better or do I live with this for the rest of my life? More words of reassurance would be positive.

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**Credit card sized document**

- May benefit from some images, perhaps with the hand washing especially.

**Information leaflet**

- Lot of information packed together, might want to consider spacing or if some of the information can be slimmed down.
- The sentence “only washing your hands with soap and water will remove the bacteria” should be in bigger type – this is important information.
- There is a lot of important information included, very comprehensive.
- In the address it is “*Chapeltown*” not “*Chapeltowl*”

## Key Points for Consideration

- **Language used (is it easy to understand?):**
  - Provide definitions for more medicalised terms, or avoid jargon entirely (e.g. flora, immunocompromised etc.).
  - Consistency with use of terms gut/bowel.
  - Is any information repeated? If so can it be removed to make some sections of the information leaflet less cluttered?
  - Consider some of the reword suggestions (above) to improve readability.
  - Check for spelling/grammar errors
  - Correct the conflicting information regarding washing hands (number 3).
- **Is there any information missing?**
  - Some information about how long you may have C.diff and whether it is curable.
- **Is it suitable for other people in our community?**
  - Consider the typeface, will partially sighted patients be able to read a small “credit card” sized document?
  - Can some of the text be simplified to ensure that it is accessible for most people.

**Report completed by:**  
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