

Name of document: Diabetes Foot Leaflets

Who requested patient reader feedback?

Katie Smith, Commissioning Manager – NHS Leeds CCG Partnership

Patient reader group - Feedback Report

Brief

The CCG is developing a range of diabetes information leaflets to help people understand more about the effects of diabetes on the feet. There are three levels of leaflet (low, moderate and high) depending on risk and a fourth which is information to assist someone in caring for their foot should it have developed a foot ulcer. There are the same documents also repeated in an easy read version, eight in total.

The reader group 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 Partnership Patient Network members who are signed up to participate in the reader group work.

We received **five** responses:

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

Responses

1	<p><u>Feedback from a patient/member of the public:</u></p> <p><u>Comments</u></p> <ul style="list-style-type: none"> • As a (thankfully) non-diabetes suffer, I find it almost impossible to assess the scope and value of the mine of information and advice in the full leaflets. However, I think the easy-read versions are excellent. The many clever illustrations are easy to understand and the advice sequences are clear and easy to follow. I'm sure they would be of great help to any sufferer who was unaware of the problems and dangers implicit in their condition.
2	<p><u>Feedback from a patient/member of the public:</u></p> <p><u>Comments</u></p> <p>Having read all the leaflets, I have no real problem with them except for the following items:</p> <ul style="list-style-type: none"> • All of the 'standard versions' have a font size which I consider to be too small. Whilst the information is good it is very dense and will, I believe, deter patients from reading them.

	<ul style="list-style-type: none"> The easy read versions do not necessarily have the detailed information of the standard versions nevertheless I think that they contain sufficient information for most patients most of the time and will be more easily understood.
3	<p><u>Feedback from a patient/member of the public</u></p> <p><u>Comments – Standard version documents</u></p> <ul style="list-style-type: none"> The graph "<i>Hba1c as a measure of diabetes control</i>". It is not easy to understand and I don't know what it means. The graph isn't easy to decipher, the idea values should be more prominent. When talking about testing the temperature of the water, should there be some indication as to what the temperature should be? "<i>You have altered feeling in your feet</i>" doesn't read right, it may read better if it was "<i>the feeling in your feet is affected/different</i>". In the 'looking after your diabetic foot ulcer' leaflet, under the "this can affect" heading, the sentence "<i>This is why it is essential you receive a foot...</i>" might be better phrased as "<i>This is why it is essential that you receive a foot...</i>". <p><u>Comments – Easy read documents (ALL)</u></p> <ul style="list-style-type: none"> Page 3 – "<i>was your feet every_day</i>" Page 3 – remove the comma after "<i>check for any blisters</i>" Page 6 – "society of chiropodist and podiatrists" - should be "<i>close to where you live</i>" instead of "place". Page 7 – "Do you smoke?" – Remove the comma after "<i>One You Leeds</i>" Page 8 – The graph "<i>Hba1c as a measure of diabetes control</i>". It is not easy to understand and I don't know what it means.
4	<p><u>Feedback from a patient/member of the public:</u></p> <p><u>Comments</u></p> <ul style="list-style-type: none"> I like the look, the colours, the differentiation and the graphics etc. I would prefer if the type was bolder. My only issue is that I do not understand the back page. I found it too technical – perhaps a diabetic person would understand it? It may need some explaining. Having said that, well done.
5	<p><u>Feedback from a health professional</u></p> <p><u>Comments – Standard version documents</u></p> <ul style="list-style-type: none"> Shouldn't all headings be in capitals? In the box on the first page "<i>skin breakdown</i>" might be better being replaced with "<i>breaks in the skin</i>" as it is easier to understand. Shouldn't the name of who you're ringing be indicated with the number: "<i>Ring The Foot Protection Service IMMEDIATELY 07786 250788</i>". This means it is consistent with the message within the document where it points out the Foot

Protection Service by name.

- On the first inner page the “Your vision is impaired” box is out of line with the rest of the boxes.
- There are inconsistencies throughout with the use of the words “ring”, “phone” and “telephone”.
- Under ‘Useful contacts’ the society of chiropodist and podiatrists should be “**home**” instead of “place”.
- Under the course information, is the email address for the Type 2 Diabetes (Leeds course) correct? Shouldn’t it be england.longtermconditions@nhs.net?
- Isn’t “accident and emergency” supposed to be capitalised, i.e. “**A**ccident and **E**mergency”?

Comments – Easy read documents (ALL)

- In the box on the first page “*skin breakdown*” might be better being replaced with “*breaks in the skin*” as it is easier to understand.
- Shouldn’t the name of who you’re ringing be indicated with the number: “*Ring The Foot Protection Service IMMEDIATELY 07786 250788*”. This means it is consistent with the message within the document where it points out the Foot Protection Service by name.
- Page 3 – “swelling, heat, redness” the image for this text shows a green and yellow mark on the foot, would this be confusing, given the text?
- Page 4 – “toenails” it looks like the toenail is bleeding in this image.
- Page 5 – “minor cuts and blisters” would it be useful to state how long someone should wait before contacting podiatry/GP if the problem does not get any better. Should also include the telephone number on this page for ease of access and clarity.
- Page 6 – “society of chiropodist and podiatrists” - should be “**home**” instead of “place”.
- There are inconsistencies throughout with the use of the words “ring”, “phone” and “telephone”.
- Under the course information, is the email address for the Type 2 Diabetes (Leeds course) correct? Shouldn’t it be england.longtermconditions@nhs.net?

Comments – Easy read documents (Looking after your diabetic foot ulcer)

- Page 3 – “do not get your dressing wet” – there isn’t a dressing in the image, is it clear what a “dressing” is?
- Page 4 – “Do not wear any other footwear until your podiatrist tells you” – if my daughter saw this picture she wouldn’t wear anything on either foot, it needs to be clearer.
- Page 5 – “Antibiotics treatment” third sentence needs a space after the full stop before “*It*”.

Themes and responses

This section outlines the key themes from the feedback. It outlines how we have responded to each them. The green sections indicate where we have directly used patient feedback to shape the project.

Theme	Response (to be completed by requesting staff member)
Consider the terms used on the back page (with graph) Is it clear/easy to understand?	We are intending to remove the graph as we accept this isn't particularly easy to understand.
Font size/visual clarity of text	The font size has been increased to at least '12' across all of the leaflets
Make graph clearer/more defined if possible	We are intending to remove the graph as accept this isn't particularly easy to understand.
Check for consistent use of terms throughout documents	Noted and have amended.
Check documents for wording used, grammar issues and sentence structure (see feedback)	Noted and have amended.
Is the email address provided correct?	Yes. Email is correct
Are all the images in the easy read document accurate/clear in what they are trying to depict?	We have asked the designer to look at alternative images where available
You need to make this accessible to people whose first language is not English	There is a statement on all of the leaflets- - Would you like this leaflet in an alternative format? For translation of this document or a version in large print, braille or audio, please contact..." We are also intending to translate the foot leaflets into Urdu and Polish anyway as identified as greatest need.
You need to think about other ways you can circulate this message	We are intending to distribute information via patient groups e.g, Diabetes UK, JDRF, producing banners that will rotate around GP surgeries and running 3 patient/carers workshops in Summer 2018 on 'looking after diabetic feet'

Report completed by:
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