

**Name of document:**  
Radiotherapy Leaflet

**Who requested reader group feedback?**

Helen Melling - Macmillan Information and Support Radiotherapy Advanced Practitioner

## Reader group - Report

V1.0

### Brief

NHS Leeds Clinical Commissioning Group (CCG) is responsible for planning and funding (commissioning) the majority of health services for people in Leeds. We work closely with our health partners to deliver the best possible health and care services to the people of Leeds.

### What is the reader group reviewing?

Information for radiotherapy patients has been produced for at least the last 20 years, and has evolved over time with feedback from clinicians, professionals and patients.

### What is the purpose of the resource?

The purpose of the radiotherapy leaflets is to supplement information that is given to patients before they start radiotherapy. We hope to better prepare patients and their carers and make the process less daunting, giving all the information so they can make an informed consent.

### Who's been involved in developing this resource?

All our new leaflets are reviewed by at least six patients before the final draft. We use patient feedback to improve readability and understanding.

The reader group were invited to comment on a document created by the Leeds Teaching Hospitals NHS Trust 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. Patients were not asked to comment on the project itself. The email was sent to NHS Leeds CCG Network members who are signed up to participate in the reader group work.

We received **8** responses from the reader group.

You can view the full feedback from the reader group in the last section of this report.

You can view the original document that was submitted to the reader group here:



<https://www.leedsccg.nhs.uk/content/uploads/2019/09/Reader-Group-Radiotherapy-Leaflet.pdf>

### Themes and recommendations (to be completed by staff who requested feedback)

Use the feedback provided by the reader group to highlight areas of improvement and edits you may need to make. You can then use the table on the next page to highlight what changes you have made based on the feedback.

Did the reader group think that the document was...	Yes (✓)	No (X)	Partially (-)	Themes/Comments
Clear who the document is for, who it is from and what it is about	100%			
Eye catching	N/A			Not meant for general distribution.
Simple and easy to understand	100%			
Free of unexplained medical terms	100%			
Speaking to the reader	100%			5 small amendments for us to make
Free of spelling, accuracy or grammar issues	33.3%	66.6%		Please see leaflet with amended spelling and grammar
Informative on everything the patient may need to know	57.14%	42.86%		Please see attached sheet, amendments made
Clear on who to contact and how if there were queries	100%			
Linked to other useful information or websites	100%			
Sympathetic and sensitive	100%			
Clearly laid out, clean and uncluttered	100%			One reader requested clearer headings, unfortunately we are unable to change this
Sufficient in its contrast between the backgrounds and text colours used	100%			
Appropriate in its use of image/photos	--			Some confusion over where patients lies in treatment room. Instead of a photo of a treatment



			<p>machine with no one in the room ,we will make this specific to whichever part of the body we are treating to give an idea of scale and will reword the description to make it clearer.</p>
Offered in an alternative format	40%	60%	

**Were there any main themes identified that were not highlighted above?**  
**The standard paragraphs leaflet is not something that we give to patients, I am sorry that I did not make this clear in my original e-mail. What we wanted to check was whether the core information that is contained in most of our leaflets was easy to understand, written with the reader in mind etc. We were grateful for your observations; some things we would not have thought of have now been rectified.**  
**I think there is more work to do with the photos , this will take a little time as getting time on the treatment units when we have no patients to treat is sometimes tricky**

Of the items above, please detail below the areas that need to be improved and how you have addressed it in the final document:

Area to be improved	How have you improved that area?
Moving text so there are less blank pages at the end	All our leaflets have to have a multiple of 4 pages for printing purposes. Sometimes the information that we feel needs to be included my take us over this number. If we can squeeze the information together and leave it readable, we will endeavour to do that, but we would rather have blank pages than missing information or information that is off-putting to read. We have to consider that the average reading age in Yorkshire is 12 years so short sentences and short paragraphs are used as much as possible.
We have tried to encompass your suggestions; please will you have a look at the new updated text to see if we have achieved what you asked for.	




Text referring to the patient alert system included, but not always offered.	This paragraph has been removed. We still have the patient alert system, I am very sorry that you were not offered this. Please be assured that the radiographers are watching you all the time and will stop the machine and come in if they detect any signs of distress.
	Side effects- this is covered in detail in all site specific booklets

**You can view the final document below:**

[https://www.leedscg.nhs.uk/content/uploads/2019/11/Final\\_Radiotherapy\\_Document.pdf](https://www.leedscg.nhs.uk/content/uploads/2019/11/Final_Radiotherapy_Document.pdf)

**Reader Group Feedback**

1. Is it clear who the leaflet is for, who it is from and what it is about?					Response Percent	Response Total	
1	Yes				100.00%	7	
2	No				0.00%	0	
<b>Analysis</b>	Mean:	1	Std. Deviation:	0	answered	7	
	Variance:	0	Std. Error:	0			skipped
Satisfaction Rate: 0							
Tell us why: (4)							
1	23/09/2019 22:35 PM ID: 127760406	For patients to give some information and reassurance before starting radiotherapy treatment					
2	24/09/2019 11:45 AM ID: 127785633	Very clear					
3	29/09/2019 16:23 PM ID: 128076881	I assume title page and graphics will do this					



1. Is it clear who the leaflet is for, who it is from and what it is about?			Response Percent	Response Total
4	30/09/2019 16:46 PM ID: 128123522	The title includes "information for patients" on the outside of the leaflet		

2. Do you have any additional comments to make about your first impressions of the document? (please use the space below)			Response Percent	Response Total
1	Open-Ended Question		100.00%	5
1	23/09/2019 22:35 PM ID: 127760406	Good.  If you start the wording on page 16 at the bottom of page 15 you may find you don't have so many blank pages at the end. Just a re-look at the layout please.		
2	24/09/2019 11:45 AM ID: 127785633	It is quite long for a leaflet. There may not be an easy way around this. Might be worth thinking about a shorter version or an up front statement that you can speak to someone at anytime about any aspect. Perhaps the Clinical Nurse Specialist should be introduced in the first couple of pages alongside the other key workers?		
3	29/09/2019 16:23 PM ID: 128076881	At 20 pages it's a bit daunting. Patients could be put off unless they realise it's meant as a reference document to dip into.		
4	30/09/2019 16:46 PM ID: 128123522	Extremely well designed and easy read. Initially I was sceptical about the length of the document but, given how well it is spaced and the clarity of the information - I have to say I'm impressed.		
5	01/10/2019 16:06 PM ID: 128190450	It is emotional to read		
			answered	5
			skipped	3

#### 4. Section 2 - Questions for the patient reader group

3. Are the sentences simple and easy to understand?					Response Percent	Response Total
1	Yes	<div style="width: 100%; height: 10px; background-color: red;"></div>			100.00%	7
2	No				0.00%	0
<b>Analysis</b>	Mean:	1	Std. Deviation:	0	answered	7
	Variance:	0	Std. Error:	0		
					Satisfaction Rate:	0



3. Are the sentences simple and easy to understand?			Response Percent	Response Total
Tell us why: (5)				
1	23/09/2019 22:35 PM ID: 127760406	Easy to read in general.  However, page 5 , 1st sentence doesn't make sense. It was impossible to to determine how often treatment is given. Not clear at all.		
2	24/09/2019 11:45 AM ID: 127785633	Very clear and in Plain English		
3	29/09/2019 16:23 PM ID: 128076881	Good simple language		
4	30/09/2019 16:46 PM ID: 128123522	Where medical terminology is used there are clear and concise explanations throughout.		
5	01/10/2019 16:06 PM ID: 128190450	Some places can be 'finetuned'		

4. Does it contain unexplained medical terms?					Response Percent	Response Total
1	Yes				0.00%	0
2	No				100.00%	7
<b>Analysis</b>	Mean:	2	Std. Deviation:	0	Satisfaction Rate:	100
	Variance:	0	Std. Error:	0		
					answered	7
					skipped	1
Comments: (2)						
1	30/09/2019 16:46 PM ID: 128123522	See above				
2	01/10/2019 16:06 PM ID: 128190450	The leaflet explains them				

5. Does it speak to the reader? i.e. using 'you' and 'your' instead of 'the patient'					Response Percent	Response Total
1	Yes				100.00%	7
2	No				0.00%	0
<b>Analysis</b>	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0
					answered	7





5. Does it speak to the reader? i.e. using 'you' and 'your' instead of 'the patient'					Response Percent	Response Total	
Variance: 0 Std. Error: 0					skipped	1	
Tell us why: (1)							
1	30/09/2019 16:46 PM ID: 128123522	It gives all the information needed on, frankly, a frightening topic but does not overwhelm or upset the reader.					

6. Are there any errors in spelling, accuracy or grammar?					Response Percent	Response Total	
1	Yes	[Red bar]			33.33%	2	
2	No	[Yellow bar]			66.67%	4	
<b>Analysis</b>	Mean:	1.67	Std. Deviation:	0.47	Satisfaction Rate:	66.67	
	Variance:	0.22	Std. Error:	0.19			
					answered	6	
					skipped	2	
Tell us why: (1)							
1	23/09/2019 22:35 PM ID: 127760406	<p>page 2, para 4, 5th line change 'it' with 'they'</p> <p>page 3 the machine looks scary. It is not clear where the patient might stand/sit/lie down.</p> <p>page 5, 1st sentence does not make any sense. It was not possible to discover how often treatment might take place.</p> <p>page 5, para 2. Very poor grammar to refer to 'on' a weekend. Do you mean 'on a weekend day' If so, say so.</p> <p>page 14 'cancers resulting from radiotherapy' Do you mean 'caused by' rather than 'resulting from'? If so please amend so that the narrative is clear.</p> <p>It would be good to have more information included about possible side effects. Then patients will be better able to make an informed choice about treatment,</p>					

7. Does it tell the patient everything they need to know? What other questions might the reader ask?					Response Percent	Response Total	
1	Yes	[Red bar]			57.14%	4	
2	No	[Yellow bar]			42.86%	3	
<b>Analysis</b>	Mean:	1.43	Std. Deviation:	0.49	Satisfaction Rate:	42.86	
	Variance:	0.24	Std. Error:	0.19			
					answered	7	
					skipped	1	
Tell us why and what other questions might the reader ask? (5)							
1	23/09/2019 22:35 PM ID: 127760406	How often treatment is given is not at all clear. Please re-write and clarify. Possible side effects - essential the most common are included in the leaflet. Otherwise					




7. Does it tell the patient everything they need to know? What other questions might the reader ask?			Response Percent	Response Total
		patients do not have sufficient information to give informed consent.		
2	24/09/2019 11:45 AM ID: 127785633	Most long term side effects are not included because they vary from case to case. But perhaps there should be a clear statement taht these will have been and/or will be discussed with you by X/Y/Z.		
3	30/09/2019 16:46 PM ID: 128123522	Not that I could find - well done!		
4	01/10/2019 15:59 PM ID: 128189936	No information about removing clothing prior to treatment.		
5	01/10/2019 16:06 PM ID: 128190450	Yes but I feel it can be a bit more logical in the sequencing		

8. Is there a contact name and number for queries?			Response Percent	Response Total				
1	Yes		100.00%	6				
2	No		0.00%	0				
<b>Analysis</b>	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered	6
	Variance:	0	Std. Error:	0			skipped	2

9. Are there links to other information, useful websites etc.?			Response Percent	Response Total				
1	Yes		100.00%	7				
2	No		0.00%	0				
<b>Analysis</b>	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered	7
	Variance:	0	Std. Error:	0			skipped	1
Is there anything missing? (2)								
1	23/09/2019 22:35 PM ID: 127760406	A contact name and number could be more prominent at either the beginning or end of the leaflet. You have to plough through the whole 20 pages to find the intermittent helpful numbers.						
2	30/09/2019 16:46 PM ID: 128123522	Lots of them!						






10. Is the leaflet sympathetic and sensitive?							Response Percent	Response Total	
1	Yes						100.00%	7	
2	No						0.00%	0	
<b>Analysis</b>	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered	7	
	Variance:	0	Std. Error:	0			skipped	1	
Tell us why: (3)									
1	23/09/2019 22:35 PM ID: 127760406	Reasonably. It is more important to be informative and make sure the patient knows where to get additional support or help.							
2	29/09/2019 16:23 PM ID: 128076881	Covers all the ground patients need to know and predicts likely questions or doubts							
3	30/09/2019 16:46 PM ID: 128123522	This subject is extremely delicate but the leaflet does not overwhelm, explains each step of the process and the useful pictures prepare the patient for what to expect.							

11. Do you have any additional comments to make about the content of the document? (please use the space below)							Response Percent	Response Total	
1	Open-Ended Question							100.00%	3
1	23/09/2019 22:35 PM ID: 127760406	Good leaflet overall. Needs some minor amendments. One major amendment to clarify how often treatment might be delivered No pictures attached or separate for look at for inclusion on page one .....							
2	30/09/2019 16:46 PM ID: 128123522	Possibly one of the best information leaflets I have commented on							
3	01/10/2019 15:59 PM ID: 128189936	What is the title of the leaflet?  References to a doctor - is this the oncologist or GP? Pages 8, 12, 16.							
							answered	3	
							skipped	5	

## 5. Section 2 - Questions for the patient reader group

12. Is there plenty of space between paragraphs so the page looks clean and uncluttered?							Response Percent	Response Total
1	Yes						100.00%	7



12. Is there plenty of space between paragraphs so the page looks clean and uncluttered?						Response Percent	Response Total	
2	No					0.00%	0	
<b>Analysis</b>	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered	7
	Variance:	0	Std. Error:	0			skipped	1
Tell us where you think improvements could be made: (3)								
1	23/09/2019 22:35 PM ID: 127760406	Could reduce wasted pages at the end by amending layout						
2	30/09/2019 16:46 PM ID: 128123522	The font size and spacing is excellent						
3	01/10/2019 16:06 PM ID: 128190450	Yes, but headings can be made clearer						

13. Is there sufficient contrast between the background and the text colour used?						Response Percent	Response Total	
1	Yes					100.00%	7	
2	No					0.00%	0	
<b>Analysis</b>	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered	7
	Variance:	0	Std. Error:	0			skipped	1
Tell us where you think improvements could be made: (3)								
1	24/09/2019 11:45 AM ID: 127785633	for me yes but presumably there are standard accessibility criteria.						
2	30/09/2019 16:46 PM ID: 128123522	Clear, dark print on a white background - the best						
3	01/10/2019 16:06 PM ID: 128190450	I like the colour purple usage						

14. Is the resource offered in an alternative format?						Response Percent	Response Total	
1	Yes					40.00%	2	
2	No					60.00%	3	
<b>Analysis</b>	Mean:	1.6	Std. Deviation:	0.49	Satisfaction Rate:	60	answered	5



14. Is the resource offered in an alternative format?				Response Percent	Response Total
Variance:	0.24	Std. Error:	0.22	skipped	3

15. Do you have any additional comments to make about the layout of the document? (please use the space below)				Response Percent	Response Total
1	Open-Ended Question			100.00%	2
1	23/09/2019 22:35 PM ID: 127760406	No			
2	30/09/2019 16:46 PM ID: 128123522	See above - there is an alternative to leaflet i.e. a text-phone service for the hard of hearing but no mention of alternative font sizes or languages.			
				answered	2
				skipped	6

16. Do you have any other comments you would like to make about this resource?				Response Percent	Response Total
1	Open-Ended Question			100.00%	4
1	23/09/2019 10:53 AM ID: 127725316	I understood what it was all about, the text may be a little bigger for those who do not have good eyesight and it should be offered in both braille and a disc as you need to cater for all who do not speak or read English.			
2	23/09/2019 22:35 PM ID: 127760406	See previous answers			
3	29/09/2019 16:23 PM ID: 128076881	My wife has recently undergone 5 weeks of radiotherapy so I asked her to read it. She says that the written information she was given before treatment all covered all the ground dealt with in this leaflet, so questioned why it's regarded as "supplementary". She also pointed out there whereas the leaflet refers to patients being given buzzer to alert staff to difficulty she was never offered this once in 27 treatments. So, is it no longer practice to offer this?			
4	30/09/2019 16:46 PM ID: 128123522	Excellent leaflet - well produced and clear			
				answered	4
				skipped	4





**Leeds**  
Clinical Commissioning Group



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