

**Name of document:**

Medicines Review Service for Care Home Resident – Information Leaflet

**Who requested patient reader feedback?**

Natasha Noor – Senior Communications Officer, NHS Leeds CCG

## Patient reader group - Feedback Report

### 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. We have received a request for the CCG's patient reader group to review an information leaflet that is intended to inform people about a medication review services offered in care homes. The leaflet is aimed at people with a learning disability and as such is in an easy read format.

The reader group were invited to comment on one document created by the Medicines Optimisation Team at the NHS Leeds CCG 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 **eight** responses from the reader group.

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

[Medicine Review Service for Care Home Residents Information Leaflet \(437 KB\)](#)



### What did people say?

This section outlines the key themes from the feedback. Please refer to the full responses below for additional detail.

Our reader group respondents had mixed views on the format of the document, layout and content of the document.

What works well?	What needs to be improved?
The majority of people felt that the documents are clear in who they are for, but whether they are appropriately laid out and drafted for said audience is less clear	It might not be accessible to some people with learning disabilities and suggested changes in some terms to make it easier to understand (medicine instead of medication for example)
The majority of people felt the design was eye-catching	Some grammatical improvements needed
People felt that the document 'spoke to the reader'	Some gaps in information that could be added (see suggestions below)
The document is clear and not cluttered	Not clear if available in other languages or formats.



## Themes and recommendations

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.

Area to be improved	Response (to be completed by requesting staff member)
Double check some of the wording used, is it as plain English and easy read as possible?	
Some of the formatting seems off, make sure that the text and images line up and are consistent throughout.	
Double check some of grammar and punctuation.	
Check feedback for additional information that could be included	
The 'Leeds CCG Partnership' does not exist since the creation of the NHS Leeds CCG, need to replace reference to the partnership.	
Not clear if available in other languages or formats. Make clear if available in other formats.	



## 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		87.50%	7
2	No		12.50%	1

Tell us why: (7)

1	02/05/2019 10:56 AM ID: 115489148	The leaflet speaks for itself
2	02/05/2019 20:02 PM ID: 115554228	If leaflet is for LD population will they under some of the professional roles such as Pharmacist?-although not technically correct-would the word 'Chemist' be more understandable, also could 'medication' be changed to tablets and medicines-again more terms used by the public
3	03/05/2019 12:57 PM ID: 115601636	On the first page it says 'helping you...' The pictures also show that it is about your view on medication. Although I'm not sure if the pictures should be the other way around and it should say 'your medication' and not just 'medication'.  Only a small thing but the MDT picture seems to show 'you' as part of the team. If that's the case fine, if not the character in yellow needs to be changed.
4	03/05/2019 14:04 PM ID: 115613688	Specifically mentions Care Home Residents
5	03/05/2019 19:32 PM ID: 115623155	I
6	04/05/2019 21:28 PM ID: 115750495	Clear to me but may not be clear for patients with a learning disability
7	05/05/2019 13:01 PM ID: 115771354	Yes it clearly states who it is intended for and what the intention is

### 2. Is the design eye catching? Would you pick it up if you saw it in a GP surgery?

			Response Percent	Response Total
1	Yes		100.00%	8
2	No		0.00%	0

Tell us why: (7)

1	02/05/2019 10:56 AM ID: 115489148	The right pictures to writing ratio
2	02/05/2019 20:02 PM ID: 115554228	Simple layout



**2. Is the design eye catching? Would you pick it up if you saw it in a GP surgery?**

			Response Percent	Response Total
3	03/05/2019 12:57 PM ID: 115601636	There are pictures and not much writing so it should be quick to read and easy to understand.		
4	03/05/2019 14:04 PM ID: 115613688	Uses colour and images		
5	03/05/2019 19:32 PM ID: 115623155	It takes away the formality of what you trying to say without destroying the aim of the leaflet.		
6	04/05/2019 21:28 PM ID: 115750495	I am a carer so always interested in new information for myself and family		
7	05/05/2019 13:01 PM ID: 115771354	It is clear and easy to read and the text is not too dense		

**3. Are the sentences simple and easy to understand? Does it contain unexplained medical terms?**

			Response Percent	Response Total
1	Yes		62.50%	5
2	No		37.50%	3

**Tell us why: (8)**

1	02/05/2019 10:56 AM ID: 115489148	I can understand it, and the added pictures help with the explaining
2	02/05/2019 20:02 PM ID: 115554228	If leaflet is for LD population will they under some of the professional roles such as Pharmacist?-although not technically correct-would the word 'Chemist' be more understandable, also could 'medication' be changed to tablets and medicines-again more terms used by the public
3	03/05/2019 12:57 PM ID: 115601636	Couldn't put yes and no to this question so, Yes, the sentences are simple and easy to understand. No, there were no unexplained medical terms.
4	03/05/2019 14:04 PM ID: 115613688	Might be better to use the term "medicine" rather than "medication" as it is more natural and less technical/formal.
5	03/05/2019 15:58 PM ID: 115628151	Fairly straightforward. There's a word missing in line 1. Insert word 'to'. Also suggest change 'they' to 'it' in Doing the Review section. And delete 'about them' in Number 4 of Review section.
6	03/05/2019 19:32 PM ID: 115623155	What is acceptable dosage this is designed by a Doctor and not a Pharmacist as far as I know only a doctor can stop, change the quantity of the medication or change your type of medication.
7	04/05/2019 21:28 PM ID: 115750495	all medical terms understandable for me



### 3. Are the sentences simple and easy to understand? Does it contain unexplained medical terms?

			Response Percent	Response Total
8	05/05/2019 13:01 PM ID: 115771354	Two questions in one - this is not ideal since there may be two different responses. The sentences are easy to read and understand. The word medication may be difficult to understand but this is described symbolically at the beginning so should be OK		

### 4. Does it speak to the reader? i.e. using 'you' and 'your' instead of 'the patient'

			Response Percent	Response Total
1	Yes		100.00%	8
2	No		0.00%	0

#### Tell us why: (4)

1	02/05/2019 10:56 AM ID: 115489148	Self explanatory
2	03/05/2019 12:57 PM ID: 115601636	I am clear as to who the 'you' is in the leaflet.
3	04/05/2019 21:28 PM ID: 115750495	more informal
4	05/05/2019 13:01 PM ID: 115771354	You used throughout the document

### 5. Are there any errors in spelling, accuracy or grammar?

			Response Percent	Response Total
1	Yes		66.67%	4
2	No		33.33%	2

#### Tell us why: (7)

1	02/05/2019 10:56 AM ID: 115489148	But I'm not the sharpest knife in the draw, looks good to me
2	02/05/2019 20:02 PM ID: 115554228	Many of the section/pictures have final sentence not ending with a full stop.
3	03/05/2019 12:57 PM ID: 115601636	The first sentence next to the agree box should read: '...changes to your medication...' The sentence in the box next to MDT I think might read better with '...and any other...'
4	03/05/2019 14:04 PM ID: 115613688	"Medication" is used in several places when "medications" (plural) would be grammatically correct.



**5. Are there any errors in spelling, accuracy or grammar?**

			Response Percent	Response Total
5	03/05/2019 15:58 PM ID: 115628151	Just one word missing in 1st line as I noted above		
6	03/05/2019 19:32 PM ID: 115623155	Picture 1 to 1 meeting delete the pharmacist technician unless they are well qualified it gives the impression that anybody can change your medication. Acceptable dosage, this should be rewritten as this should be discussed with a doctor and if a different medication is to be offered this should be discussed with your Doctor. Agree picture: changes TO your medication.		
7	04/05/2019 21:28 PM ID: 115750495	Didn't notice any apart from "acceptable dosage" - should it say - is other medication needed?		

**6. Does it tell the patient everything they need to know? What other questions might the reader ask?**

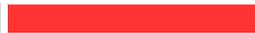
			Response Percent	Response Total
1	Yes		50.00%	3
2	No		50.00%	3

**Tell us why and what other questions might the reader ask? (7)**

1	02/05/2019 10:56 AM ID: 115489148	I'm happy with the content
2	03/05/2019 12:57 PM ID: 115601636	Can a friend or family member come with me to the meetings?
3	03/05/2019 14:04 PM ID: 115613688	Doesn't tell me if I can opt out of the service if I so wish.
4	03/05/2019 15:58 PM ID: 115628151	The reader might have questions but the leaflet suggests there will be opportunity for asking - useful for carers.
5	03/05/2019 19:32 PM ID: 115623155	At the end of the leaflet it should be better advising on the monitoring on any new medication on offer or changes to the amount of medication. The change of manufacturer of the medication can also have a change on your health which a lot of people do not understand.
6	04/05/2019 21:28 PM ID: 115750495	should be read aloud to the patient
7	05/05/2019 13:01 PM ID: 115771354	Page 3 What will happen box - "Are there any other medications" not "are there any other medication". Page 4 Agree box - "changes to your medication" not "changes your" Page 4 multidisciplinary team box - I think it would be better to say "other professionals involved in your care" not "that we may need to chat to" as without stating professionals involved in care there may be concerns/confusions about the other agencies whose opinion will be sought.



7. Is there a contact name and number for queries?				Response Percent	Response Total
1	Yes			85.71%	6
2	No			14.29%	1

8. Are there links to other information, useful websites etc.?						Response Percent	Response Total	
1	Yes					50.00%	3	
2	No					50.00%	3	
<b>Analysis</b>	Mean:	1.5	Std. Deviation:	0.5	Satisfaction Rate:	50	answered	6
	Variance:	0.25	Std. Error:	0.2			skipped	2

Is there anything missing? (6)		
1	02/05/2019 10:56 AM ID: 115489148	All ok with me in fact one of the best self-explanatory leaflets I have seen for a while writing and pictures in the right places
2	02/05/2019 20:02 PM ID: 115554228	Yes there is an address for CCG and phone number -but needs a contact name-as the contact deals appear very official and may put people off contacting CCG for more information
3	03/05/2019 12:57 PM ID: 115601636	Although I couldn't click on them I'm guessing that the 'Provided by the Leeds CCG Partnership' and Medicines Optimisation in Care Homes team' are links to their websites.
4	03/05/2019 19:32 PM ID: 115623155	Information on who to contact in the home to get advice on your health and about healthy eating This should already been in place. It needs to be more about the review of patients medication within the home than who conducts it.
5	04/05/2019 21:28 PM ID: 115750495	Didn't notice any website links. Contact details could be bolder
6	05/05/2019 13:01 PM ID: 115771354	Can't think of anything they are invited to request any other leaflets they consider necessary

9. Is the leaflet sympathetic and sensitive?				Response Percent	Response Total
1	Yes			100.00%	7
2	No			0.00%	0
Tell us why: (4)					



### 9. Is the leaflet sympathetic and sensitive?

			Response Percent	Response Total
1	02/05/2019 10:56 AM ID: 115489148	It's what it is		
2	03/05/2019 12:57 PM ID: 115601636	It seems to cover all those who would be involved in an individual's care when in a care home.		
3	04/05/2019 21:28 PM ID: 115750495	Need to be sensitive towards patients in care homes there is a reason why they are there		
4	05/05/2019 13:01 PM ID: 115771354	The leaflet is in the first person and invites and encourages input and comment throughout.		

### 10. Is there plenty of space between paragraphs so the page looks clean and uncluttered?

			Response Percent	Response Total
1	Yes	<div style="width: 100%; height: 10px; background-color: red;"></div>	100.00%	8
2	No		0.00%	0

Tell us where you think improvements could be made: (3)

1	02/05/2019 10:56 AM ID: 115489148	All ok I like it
2	04/05/2019 21:28 PM ID: 115750495	printed information in boxes could be bolder
3	05/05/2019 13:01 PM ID: 115771354	No improvements identified.

### 11. Is there sufficient contrast between the background and the text colour used?

			Response Percent	Response Total
1	Yes	<div style="width: 100%; height: 10px; background-color: red;"></div>	100.00%	8
2	No		0.00%	0

Tell us where you think improvements could be made: (2)

1	02/05/2019 10:56 AM ID: 115489148	You are now going over the top with worrying , it's really good
2	05/05/2019 13:01 PM ID: 115771354	No improvements identified



12. What do you think of the images/photos used? Are they appropriate?				
			Response Percent	Response Total
1	Yes		87.50%	7
2	No		12.50%	1
Tell us where you think improvements could be made: (5)				
1	02/05/2019 10:56 AM ID: 115489148	Come on far too many silly questions , that are not really relevant.		
2	03/05/2019 12:57 PM ID: 115601636	I think keeping the same character for the 'you' would be better. In the first box it's a male wearing a yellow top but this changes e.g. in the 1:1 meeting and the as you what you think. There only needs to be one person in the 'your view' box and that is the male in the yellow top.		
3	03/05/2019 15:58 PM ID: 115628151	Good use of peoples from ethnicities that reflect society.		
4	04/05/2019 21:28 PM ID: 115750495	most of the diagrams appear to be of youngish people - most of patients in care homes are elderly		
5	05/05/2019 13:01 PM ID: 115771354	Some of the images/photos are small and not easily interpreted because of their size.		

13. Is the resource offered in an alternative format?				
			Response Percent	Response Total
1	Yes		16.67%	1
2	No		83.33%	5

14. Do you have any other comments you would like to make about this resource?				
			Response Percent	Response Total
1	Open-Ended Question		100.00%	5
1	02/05/2019 10:56 AM ID: 115489148	No its fine , as for the questions about the leaflet, far too many, I like it have confidence in yourself, i know these are box standard questions , but to similar . Well done keep producing content like this, and everything will become easier to understand.		
2	03/05/2019 12:57 PM ID: 115601636	Only one small, picky, comment. Some of the text boxes don't appear to be lined up beneath one another. I think they should all be either in line with the picture or centred with each picture.		
3	03/05/2019 15:58 PM ID: 115628151	I think it's simple straightforward and helpful.		



14. Do you have any other comments you would like to make about this resource?			Response Percent	Response Total
4	03/05/2019 19:32 PM ID: 115623155	Make sure that the leaflet is available in various Languages and formats and on-line within the home. If the resident has no family then the home nurse should be involved in the discussions, the homes nurse should be aware of any medication changes.		
5	05/05/2019 13:01 PM ID: 115771354	No		
			answered	5
			skipped	3

**Report completed by:**  
 Adam Stewart  
 Engagement Officer  
 NHS Leeds CCG

