

Name of document:
Physical Activity Survey

Who requested patient reader feedback?
Stephen Turrell – Health Improvement Specialist, Leeds City Council

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 a survey on physical activity. The survey is designed to find out more about people's physical activity.

The reader group were invited to comment on one document created by Leeds City Council 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 **five** responses from the reader group.

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

[Physical Activity Survey](#) (437 KB)





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) |
|--|---|
| <p>In its current form, some of the survey is difficult to read:</p> <ul style="list-style-type: none"> - Small text - Red and green boxes alignment - Will colour blind people be able to see the boxes in the survey. | |
| <p>Will this survey be offered in alternative formats? How can people request them?</p> | |
| <p>Check spelling, grammar and some of the language used to ensure it is as easy read as possible</p> | |
| <p>See below for additional responses regarding suggestions changes/additions to questions</p> | |







Reader Group Feedback

| 1. Is it clear who the survey is for, who it is from and what it is about? | | | | |
|--|--------------------------------------|---|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Yes |  | 80.00% | 4 |
| 2 | No |  | 20.00% | 1 |
| | | | answered | 5 |
| | | | skipped | 0 |
| Tell us why: (3) | | | | |
| 1 | 14/05/2019 21:02 PM ID: 116628211 | Clearly explained in introduction | | |
| 2 | 14/05/2019 23:41 PM ID: 116614469 | It is not fully clear who it is aimed at, I have filled it in manually as I know that I should take more exercise but there are a few things that make it difficult to take part due to cost and the course I had after my Bowel cancer op an 2 years later a heart attack ended after 10 weeks and I would have loved to have it have gone for at least for 12 months to get the most out of it. | | |
| 3 | 15/05/2019 10:50 AM ID: 116671438 | Print too small, not bold | | |

| 2. Is the survey easy to read? | | | | |
|--------------------------------|--------------------------------------|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Yes |  | 60.00% | 3 |
| 2 | No |  | 40.00% | 2 |
| | | | answered | 5 |
| | | | skipped | 0 |
| Tell us why: (4) | | | | |
| 1 | 14/05/2019 21:02 PM ID: 116628211 | It was easy for me to read, however, I believe the language and style may not be reader friendly for all | | |
| 2 | 14/05/2019 23:41 PM ID: 116614469 | It needs to go deeper into the ailments of the participants to get a better understanding of how to offer the most suitable excise course. | | |
| 3 | 15/05/2019 10:50 AM ID: 116671438 | ques 5, 6 etc scale line disappears at 5 ish! | | |
| 4 | 21/05/2019 11:08 AM ID: 117267813 | I find Q1 to Q6 confusing what are the words in the boxes supposed to convey ? Why is selecting 2 both strongly agree & strongly disagree ? Q4 I think this would be hard to understand , what is the definition of people around me, those who live with me , neighbours , friends work colleagues etc | | |





| 3. Are the sentences simple and easy to understand? | | | | Response Percent | Response Total |
|---|--------------------------------------|---|--|------------------|----------------|
| 1 | Yes |  | | 60.00% | 3 |
| 2 | No |  | | 40.00% | 2 |
| | | | | answered | 5 |
| | | | | skipped | 0 |
| Tell us why: (4) | | | | | |
| 1 | 14/05/2019 21:02 PM ID: 116628211 | Please read caveat in response to question 2 | | | |
| 2 | 14/05/2019 23:41 PM ID: 116614469 | A well laid out questionnaire. | | | |
| 3 | 15/05/2019 10:50 AM ID: 116671438 | Ques 5 & 6 same! what are those words in red and green boxes floating around in mid-air with emotional comments | | | |
| 4 | 21/05/2019 11:08 AM ID: 117267813 | See previous comments | | | |



| 4. Does it contain any unexplained terms? | | | | Response Percent | Response Total |
|---|--------------------------------------|---|--|------------------|----------------|
| 1 | Yes |  | | 40.00% | 2 |
| 2 | No |  | | 60.00% | 3 |
| | | | | answered | 5 |
| | | | | skipped | 0 |
| Tell us why: (2) | | | | | |
| 1 | 15/05/2019 10:50 AM ID: 116671438 | Above plus choose from list of opinions which don't address REAL probs | | | |
| 2 | 21/05/2019 11:08 AM ID: 117267813 | See previous comments | | | |

| 5. Does it speak to the reader? i.e. using 'you' and 'your' instead of 'the patient' | | | | Response Percent | Response Total |
|--|-----|--|--|------------------|----------------|
| 1 | Yes |  | | 80.00% | 4 |
| 2 | No |  | | 20.00% | 1 |



| 5. Does it speak to the reader? i.e. using 'you' and 'your' instead of 'the patient' | | | | |
|--|--------------------------------------|----------------------------|------------------|----------------|
| | | | Response Percent | Response Total |
| | | | answered | 5 |
| | | | skipped | 0 |
| Tell us why: (1) | | | | |
| 1 | 15/05/2019 10:50 AM ID: 116671438 | Doesn't include carers etc | | |

| 6. Are there any errors in spelling, accuracy or grammar? | | | | |
|---|--------------------------------------|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Yes |  | 50.00% | 2 |
| 2 | No |  | 50.00% | 2 |
| | | | answered | 4 |
| | | | skipped | 1 |
| Tell us why: (2) | | | | |
| 1 | 15/05/2019 10:50 AM ID: 116671438 | Red , green floating boxes | | |
| 2 | 23/05/2019 16:08 PM ID: 116614644 | Peoples should read "People's" | | |

| 7. Does it tell the patient everything they need to know? What other questions might the reader ask? | | | | |
|--|--------------------------------------|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Yes |  | 75.00% | 3 |
| 2 | No |  | 25.00% | 1 |
| 25 | | | answered | 4 |
| | | | skipped | 1 |
| Tell us why and what other questions might the reader ask? (1) | | | | |
| 1 | 15/05/2019 10:50 AM ID: 116671438 | So how does this really help me and mine! | | |







| 8. Do you think there are any questions missing? | | | | Response Percent | Response Total |
|--|--------------------------------------|--|--|------------------|----------------|
| 1 | Yes | | | 50.00% | 2 |
| 2 | No | | | 50.00% | 2 |
| | | | | answered | 4 |
| | | | | skipped | 1 |
| Tell us why and what other questions might the reader ask? (2) | | | | | |
| 1 | 15/05/2019 10:50 AM ID: 116671438 | What do you or yours already do now? | | | |
| 2 | 21/05/2019 11:08 AM ID: 117267813 | Are there any financial barriers to being active Are they caring for someone so don't have opportunity to be active | | | |


| 9. Is there a contact name and number for queries? | | | | Response Percent | Response Total |
|--|-----|--|--|------------------|----------------|
| 1 | Yes | | | 50.00% | 2 |
| 2 | No | | | 50.00% | 2 |
| | | | | answered | 4 |
| | | | | skipped | 1 |

| 10. Are there links to other information, useful websites etc.? | | | | Response Percent | Response Total |
|---|--------------------------------------|--|--|------------------|----------------|
| 1 | Yes | | | 40.00% | 2 |
| 2 | No | | | 60.00% | 3 |
| | | | | answered | 5 |
| | | | | skipped | 0 |
| Is there anything missing? (1) | | | | | |
| 1 | 14/05/2019 23:41 PM ID: 116614469 | Details of other relative help available On a separate sheet giving full details of web site links and details of people who may be able to help for those who do not read write or speak English also available on disc and braille. This should be also passed by the colour-blind section as some people cannot read black on white | | | |



| 11. Is the leaflet sympathetic and sensitive? | | | | Response Percent | Response Total |
|---|--------------------------------------|---|--|------------------|----------------|
| 1 | Yes |  | | 60.00% | 3 |
| 2 | No |  | | 40.00% | 2 |
| | | | | answered | 5 |
| | | | | skipped | 0 |
| Tell us why: (2) | | | | | |
| 1 | 14/05/2019 23:41 PM ID: 116614469 | There should be an offer for transport to & from home | | | |
| 2 | 15/05/2019 10:50 AM ID: 116671438 | garbled | | | |

| 12. Is there plenty of space between paragraphs and questions so the page looks clean and uncluttered? | | | | Response Percent | Response Total |
|--|--------------------------------------|---|--|------------------|----------------|
| 1 | Yes |  | | 75.00% | 3 |
| 2 | No |  | | 25.00% | 1 |
| | | | | answered | 4 |
| | | | | skipped | 1 |
| Tell us where you think improvements could be made: (2) | | | | | |
| 1 | 14/05/2019 23:41 PM ID: 116614469 | Section 3 para 1) the boxes below the line of numbers are not matched up to the numbers to make any sense. this applies to all the questions where there is a range of answers and some of the wording does not bear any relation to the Question | | | |
| 2 | 15/05/2019 10:50 AM ID: 116671438 | Print too small not bold . | | | |

| 13. Is the resource offered in an alternative format? | | | | Response Percent | Response Total |
|---|-----|--|--|------------------|----------------|
| 1 | Yes | | | 0.00% | 0 |
| 2 | No |  | | 100.00% | 4 |
| | | | | answered | 4 |
| | | | | skipped | 1 |



| 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% | 3 |
| 1 | 14/05/2019 21:02 PM ID: 116628211 | I feel that the section where you indicate scores to questions 1-6 is a little confusing. Specifically the relevance of the words in the coloured boxes. | | |
| 2 | 14/05/2019 23:41 PM ID: 116614469 | There should be a question who filled the form in as if the patient is unable to fill in the form themselves and need help for whatever reason the organisers need this information for providing a good service. The exercises should be for about 1 hour duration every other day carried out at the the Patients own pace as not all attendees have the same physical strength and it should be looked on as enjoyment not punishment or the attendees separated after an assessment carried out and those of a similar standard put together so that there is no embarrassment between the attendees, Transport to and from the venue if there is no public transport suitable ie, taxi or mini bus pick-up. The type of clothing and shoes to be worn. Ballroom Dance classes could be another form of exercise offered and that could be split into beginners and the more advanced or line dancing or square dancing. Run by a professional dance teacher who can judge and organise the different groups and a small charge could be made for this with locations on bus routes. | | |
| 3 | 15/05/2019 10:50 AM ID: 116671438 | How about easy read | | |
| | | | answered | 3 |
| | | | skipped | 2 |

