

Name of document:

How to Prevent or Manage a Fall Leaflets

Who requested reader group feedback?

Heather Thrippleton

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?

We have received a request for the CCG's reader group to review two falls advice leaflets, one for patients seen in their own home and one for patients seen in a care setting.

What is the purpose of the resource?

The aim of the leaflets is to provide patients and carers with basic advice and information on falls prevention dependent on the setting the patient is currently in e.g. their own home, community care bed or care home

Who's been involved in developing this resource?

These leaflets have been in circulation for a number of years and have previously been reviewed by the LCH reader group, but the leaflets have recently been updated, in relation to the front cover and titles in particular, following feedback from patients receiving care from LCH services in recent months.

The reader group were invited to comment on two documents created by Leeds Community Healthcare 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 **18** 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:

- [How to prevent a fall leaflet](#)
- [How to manage a fall leaflet](#)

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

Use the feedback provided by the reader 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	✓			Needs to be clearer on who one of the leaflet is for
Eye catching			-	Leaflets only intended for LCH clinicians to give directly to their patients, not for in GP surgeries
Simple and easy to understand	✓			
Free of unexplained medical terms	✓			
Speaking to the reader	✓			
Free of spelling, accuracy or grammar issues			-	
Informative on everything the patient may need to know			-	The leaflets are to be provided by LCH clinical staff in conjunction with their patient assessment so clinician can explain about any relevant services
Clear on who to contact and how if there were queries			-	The leaflets are to be provided by the assessing LCH service
Linked to other useful information or websites			-	The leaflets are to be provided by LCH clinical staff in conjunction with their patient assessment so clinician can explain about any relevant services



Sympathetic and sensitive	√		-	
Clearly laid out, clean and uncluttered				
Sufficient in its contrast between the backgrounds and text colours used				Partly but not completely
Appropriate in its use of image/photos				Only one image of a person in one of the leaflets
Offered in an alternative format				Only documented in one of the leaflets
Were there any main themes identified that were not highlighted above?				

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?
Need to clarify who one of the leaflets is intended for	Subtitle added on the front cover to explain this
Consistency of sentences around informing the GP after a fall	Simplified and made consistent throughout the leaflet in relation to this
Contact number list is too large	Removed some phone numbers which are not specific to Leeds services or directly related to the leaflet subject area
Colour contrasts in areas of both leaflets	To liaise with LCH communications team to address this where required



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You can view the final document below: (engagement team to link it below after being sent it by organisation feeding back)



Reader Group Feedback

1. Introduction
2. Section 1 -
3. Section 2 - Questions for the patient reader group

1. Is it clear who the leaflet is for, who it is from and what it is about?							Response Percent	Response Total
1	Yes						92.31%	12
2	No						7.69%	1
Analysis	Mean:	1.08	Std. Deviation:	0.27	Satisfaction Rate:	7.69	answered	13
	Variance:	0.07	Std. Error:	0.07			skipped	1
Tell us why: (8)								
1	03/08/2019 15:19 PM ID: 123698469	It was just well laid out						
2	04/08/2019 20:04 PM ID: 123745901	Clearly articulated in the page explaining who the leaflet is for						
3	05/08/2019 12:44 PM ID: 123786139	Clear, bold title and not to "fussy"						
4	05/08/2019 12:55 PM ID: 123792282	How to Prevent a Fall: clearly states on the front of the leaflet who would benefit from reading this. Why is it restricted to falls prevention in care settings? Could it be for all patients at risk of falling?						
5	12/08/2019 13:14 PM ID: 124319301	The care setting leaflet has the sub-heading 'Advice for patients, residents and relatives on falls prevention in care settings' This makes it clear that it has advice for both patients and those supporting them.						
6	13/08/2019 11:27 AM ID: 124399026	The one for patients/residents addresses a specific group of people the other one assumes an audience of generally older people liable to a fall.						
7	15/08/2019 09:34 AM ID: 124577136	No one is clear but the other does not say.						
8	15/08/2019 11:40 AM ID: 124593565	Yes for both						

2. Is the design eye catching? (For example, would you pick it up if you saw it in a GP surgery?)							Response Percent	Response Total



2. Is the design eye catching? (For example, would you pick it up if you saw it in a GP surgery?)									
							Response Percent	Response Total	
1	Yes						76.92%	10	
2	No						23.08%	3	
Analysis	Mean:	1.23	Std. Deviation:	0.42	Satisfaction Rate:	23.08	answered	13	
	Variance:	0.18	Std. Error:	0.12			skipped	1	
Tell us why: (8)									
1	03/08/2019 15:19 PM ID: 123698469	The colours could be brighter so to make more inviting.							
2	05/08/2019 12:44 PM ID: 123786139	Simple but colourful design with bold title							
3	05/08/2019 12:55 PM ID: 123792282	Very eye-catching and simple.							
4	12/08/2019 13:14 PM ID: 124319301	Difficult to say whether they are eye catching - they are quite dull looking and you do need to look carefully to check which leaflet is which. I would only pick one up if I needed that information, but that is the point isn't it?							
5	13/08/2019 11:27 AM ID: 124399026	how to prevent a fall is very clear but the other one is a little crowded especially the list of contact numbers							
6	13/08/2019 11:27 AM ID: 124401896	Just not eye catching- to me							
7	15/08/2019 09:34 AM ID: 124577136	Yes, could add a little more colour							
8	15/08/2019 11:40 AM ID: 124593565	Reasonably eye catching we would pick it up but better if given by GP to those patients more at risk.							

4. Section 2 - Questions for the patient reader group

3. Are the sentences simple and easy to understand?									
							Response Percent	Response Total	
1	Yes						92.31%	12	
2	No						7.69%	1	
Analysis	Mean:	1.08	Std. Deviation:	0.27	Satisfaction Rate:	7.69	answered	13	
	Variance:	0.07	Std. Error:	0.07			skipped	1	
Tell us why: (6)									
1	02/08/2019 19:07 PM	The sentences are simple but not necessarily accurate or good english. There are some							



3. Are the sentences simple and easy to understand?			Response Percent	Response Total
	ID: 123663752	parts that need amending in the 'managing a fall' leaflet eg middle lower section, number 1, the word 'nearby' should be after 'a' 4 words before and not at the end of the sentence. Under 'if you have a fall' why are you suggesting 'banging on the floor' rather than banging on whatever is most to hand at the time?		
2	05/08/2019 12:44 PM ID: 123786139	With the exception of one - point 5 reads "it would be advisable to inform your GP you have fallen". Would this be better if it read "You should inform your GP" for those where English is not their first language or those with a learning disability?		
3	05/08/2019 12:55 PM ID: 123792282	Well put together with clear, short sentences		
4	12/08/2019 13:14 PM ID: 124319301	They are mostly simple and easy to understand. no 3 on getting up after a fall might be better worded as ' Steady yourself with your hands as you push yourself up with your front foot, till you are standing up.' No 5 says ' It would be advisable to inform your GP you have fallen.' The back cover says 'If you have fallen ensure you inform your GP.' both of these might be better worded as 'Tell your GP if you have a fall.' The leaflet for care settings says 'Make sure slippers and shoes are supportive and fit correctly,' This would be better as 'make sure your slippers and shoes support your feet and fit properly'		
5	13/08/2019 11:27 AM ID: 124399026	The list of contacts in the how to prevent or manage a fall leaflet just lists numerous organisations. Might be better to limit this to less organisations covering what to do in an emergency with a phone number, and one or two local point of contact for general enquiries. With a clear statement of what these organisations can do.		
6	15/08/2019 09:34 AM ID: 124577136	Yes, not sure this can be condensed		

4. Does it contain unexplained medical terms?						Response Percent	Response Total		
1	Yes					8.33%	1		
2	No					91.67%	11		
Analysis	Mean:	1.92	Std. Deviation:	0.28	Satisfaction Rate:	91.67	answered	12	
	Variance:	0.08	Std. Error:	0.08			skipped	2	
Please tell us which medical terms: (1)									
1	04/08/2019 20:04 PM ID: 123745901	No medical terms included within the narrative							



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%	13
2	No				0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	answered	13
	Variance:	0	Std. Error:	0		
Satisfaction Rate:					0	

Tell us why: (4)

1	05/08/2019 12:44 PM ID: 123786139	Eye catching with simple graphics
2	05/08/2019 12:55 PM ID: 123792282	No third person used throughout
3	12/08/2019 13:14 PM ID: 124319301	See Q 3 above.
4	13/08/2019 11:27 AM ID: 124399026	is depictin a white feamle in both of the illustrations a good idea?

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

					Response Percent	Response Total
1	Yes				45.45%	5
2	No				54.55%	6
Analysis	Mean:	1.55	Std. Deviation:	0.5	answered	11
	Variance:	0.25	Std. Error:	0.15		
Satisfaction Rate:					54.55	

Please specify where they are: (8)

1	02/08/2019 19:07 PM ID: 123663752	see answer to question 3
2	03/08/2019 15:19 PM ID: 123698469	Not that I noticed
3	05/08/2019 12:44 PM ID: 123786139	Page 1 - final paragraph - states "shouting and / or banging" should read and/or Throughout - all headings should have capital letters for all words over 2 letters.
4	05/08/2019 12:55 PM ID: 123792282	All headings should have a capital letter for all words over 3 letters long. If the leaflet were changed to remove "falls prevention in care settings" and have it as a generic leaflet for all patients at risk of falls - a contact would be needed.
5	09/08/2019 13:27 PM ID: 124166797	But blue on blue decreases legibility
6	15/08/2019 09:34 AM	I have made a couple of suggestions



6. Are there any errors in spelling, accuracy or grammar?				Response Percent	Response Total
	ID: 124577136				
7	15/08/2019 11:34 AM ID: 124593014	Back page of how to prevent and manage a fall			
8	18/08/2019 20:32 PM ID: 124805519	non I noticed			

7. Does it tell the patient everything they need to know? What other questions might the reader ask?							Response Percent	Response Total
1	Yes						54.55%	6
2	No						45.45%	5
Analysis	Mean:	1.45	Std. Deviation:	0.5	Satisfaction Rate:	45.45	answered	11
	Variance:	0.25	Std. Error:	0.15			skipped	3

Tell us why and what other questions might the reader ask? (9)

1	02/08/2019 19:07 PM ID: 123663752	Contact numbers. Why do you only explain what 3 of the organisations do and not all 11? Numbers for 8 of these organisations are therefore meaningless.
2	03/08/2019 15:19 PM ID: 123698469	Another leaflet could be created for fall outside of the home, hospital or care home
3	05/08/2019 12:44 PM ID: 123786139	Gives lots of information but does not overload the reader
4	05/08/2019 12:55 PM ID: 123792282	Well thought through and clear to understand
5	09/08/2019 13:27 PM ID: 124166797	Need to ensure accessible communications at all times
6	13/08/2019 11:27 AM ID: 124399026	the if you are unable to get up section needs to give a number to call if the person needs help
7	15/08/2019 09:34 AM ID: 124577136	Who you contact within office hours? On leaflet gives a list of contacts but the other does not?
8	15/08/2019 11:40 AM ID: 124593565	What would you do if not near a phone and had no means of attracting attention quickly i.e. advice on keeping warm etc. Encourage using mobile phone and to carry it always.
9	18/08/2019 20:32 PM ID: 124805519	there is always information to impart but it has to stop somewhere, there is already much is included any more could be overload - contact details if further data of help is needed



8. Is there a contact name and number for queries?								Response Percent	Response Total
1	Yes	[Redacted]						66.67%	8
2	No	[Redacted]						33.33%	4
Analysis	Mean:	1.33	Std. Deviation:	0.47	Satisfaction Rate:	33.33	answered	12	
	Variance:	0.22	Std. Error:	0.14			skipped	2	

9. Are there links to other information, useful websites etc.?								Response Percent	Response Total
1	Yes	[Redacted]						69.23%	9
2	No	[Redacted]						30.77%	4
Analysis	Mean:	1.31	Std. Deviation:	0.46	Satisfaction Rate:	30.77	answered	13	
	Variance:	0.21	Std. Error:	0.13			skipped	1	

Is there anything missing? (9)		
1	02/08/2019 19:07 PM ID: 123663752	Lots! As above, 8 of the organisations are meaningless unless you explain what they do and why someone might want to contact any one of them rather than any other. There is no number to contact Leeds Community Healthcare!!
2	03/08/2019 15:19 PM ID: 123698469	Not that I noticed
3	05/08/2019 12:44 PM ID: 123786139	No - really well put together
4	05/08/2019 12:55 PM ID: 123792282	No it is really clear and concise.
5	09/08/2019 13:27 PM ID: 124166797	Needs to be uptodate and single point of contact
6	12/08/2019 13:14 PM ID: 124319301	There is a comment on the back of the care setting leaflet about feedback and improvement. It says 'please let us know by speaking to a member of our staff.' there is no information on how to do this. There is mention of speaking to someone outside the service but not who the staff are or how to speak to them.
7	13/08/2019 11:27 AM ID: 124399026	No but there is perhaps too much information in one of the contact sections, see comments above.
8	15/08/2019 09:34 AM ID: 124577136	One leaflet does not give a number who to contact within office hours.
9	15/08/2019 11:40 AM ID: 124593565	No links to both. The Green leaflet doesn't have a contact name and number for queries, blue leaflet has general contact.



5. Section 2 - Questions for the patient reader group

10. Is there plenty of space between paragraphs so the page looks clean and uncluttered?							Response Percent	Response Total	
1	Yes						91.67%	11	
2	No						8.33%	1	
Analysis	Mean:	1.08	Std. Deviation:	0.28	Satisfaction Rate:	8.33	answered	12	
	Variance:	0.08	Std. Error:	0.08			skipped	2	
Tell us where you think improvements could be made: (5)									
1	05/08/2019 12:44 PM ID: 123786139	spacious and does not overwhelm the reader - bearing in mind the audience is probably mostly older people							
2	05/08/2019 12:55 PM ID: 123792282	Really well spaced out with clear and bold type which suits the audience							
3	09/08/2019 13:27 PM ID: 124166797	Contrast							
4	13/08/2019 11:27 AM ID: 124399026	as above one of the contact numbers pages is a better cluttered and unfocused on exactly who could help in practical circumstances							
5	18/08/2019 20:32 PM ID: 124805519	compromise between clarity and extra pages.							

11. Is there sufficient contrast between the background and the text colour used?							Response Percent	Response Total	
1	Yes						81.82%	9	
2	No						18.18%	2	
Analysis	Mean:	1.18	Std. Deviation:	0.39	Satisfaction Rate:	18.18	answered	11	
	Variance:	0.15	Std. Error:	0.12			skipped	3	
Tell us where you think improvements could be made: (7)									
1	03/08/2019 15:19 PM ID: 123698469	Must be checked by the group who deals with colour blindness as I know that some people have difficulty in reading certain colours							
2	05/08/2019 12:44 PM ID: 123786139	None - it's really good							
3	05/08/2019 12:55 PM ID: 123792282	White background and black print is always the easiest to read							
4	12/08/2019 13:14 PM	The contrast between the text and the background is poor in the headings in the care setting							



11. Is there sufficient contrast between the background and the text colour used?			Response Percent	Response Total
	ID: 124319301	leaflet. The use of colour (paler blue) for emphasis in the headings of the home setting leaflet is not a good idea for anyone with impaired sight. The 10 top tips page of the home setting has a pale blue background that reduces the contrast.		
5	13/08/2019 11:27 AM ID: 124399026	For me yes but need to check against specialist accessibility guidance.		
6	15/08/2019 09:34 AM ID: 124577136	Type/font is very small		
7	18/08/2019 20:32 PM ID: 124805519	optionsal formats are available		

12. What do you think of the images/photos used? Are they appropriate?							Response Percent	Response Total
1	Yes						63.64%	7
2	No						36.36%	4
Analysis	Mean:	1.36	Std. Deviation:	0.48	Satisfaction Rate:	36.36	answered	11
	Variance:	0.23	Std. Error:	0.15			skipped	3
Tell us where you think improvements could be made: (9)								
1	02/08/2019 19:07 PM ID: 123663752	They are okay, but why assume it is a white woman who has fallen?						
2	05/08/2019 12:44 PM ID: 123786139	Simple and appropriate.						
3	05/08/2019 12:55 PM ID: 123792282	Only one image used which is an appropriate picture - leaflet doesn't need any more						
4	09/08/2019 13:27 PM ID: 124166797	use male(ish) or BMAE						
5	12/08/2019 13:14 PM ID: 124319301	Good use of images and icons.						
6	13/08/2019 11:27 AM ID: 124399026	as above possible question about white old lady in both illustrations?						
7	13/08/2019 11:27 AM ID: 124401896	Bit dull? Stereotype of elderly white woman. And she looks as though shes wearing boat like slippers which are in themselves often a cause of trips and falls!						
8	15/08/2019 09:34 AM ID: 124577136	may need to add a male drawing						



12. What do you think of the images/photos used? Are they appropriate?			Response Percent	Response Total
9	18/08/2019 20:32 PM ID: 124805519	Woman recovering from floor is misleading perspective is wrong		

13. Is the resource offered in an alternative format?						Response Percent	Response Total	
1	Yes					45.45%	5	
2	No					54.55%	6	
Analysis	Mean:	1.55	Std. Deviation:	0.5	Satisfaction Rate:	54.55	answered	11
	Variance:	0.25	Std. Error:	0.15			skipped	3

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%	11
1	02/08/2019 19:07 PM ID: 123663752	see answers to previous questions		
2	03/08/2019 15:19 PM ID: 123698469	As I said above falls outside of the home should have a leaflet covering those type of falls for all people not just the infirm a broken pavement or the curb edgings at various heights.		
3	04/08/2019 20:04 PM ID: 123745901	It would be helpful to know what other formats are available and what other languages the documents are available in, given that Leeds is a multi cultural city.		
4	05/08/2019 12:44 PM ID: 123786139	With the very minor changes and the offer of being in an alternative format, it will be an excellent information resource for patients and their families.		
5	05/08/2019 12:55 PM ID: 123792282	How to Prevent a Fall - leaflet could be used more widely if it didn't say "care settings" in the title.		
6	12/08/2019 13:14 PM ID: 124319301	Are these leaflets really about prevention or reducing risk? I'm not sure what the difference is but thought I'd ask.		
7	13/08/2019 11:27 AM ID: 124399026	how to prevent a fall is offered in alternative formats, the other one is not.		
8	13/08/2019 11:27 AM ID: 124401896	No		
9	15/08/2019 09:34 AM ID: 124577136	I worry that an elderly person who has fallen may not have the capacity to phone anyone. Is this leaflet meant for someone in their own home or in a care home setting?		



14. Do you have any other comments you would like to make about this resource?			Response Percent	Response Total
		Make sure you leave the call button within easy reach of the patient.		
10	15/08/2019 11:34 AM ID: 124593014	Diamond patterns on front page make it appear to be cluttered. The title on a contrast colour would be more appropriate		
11	18/08/2019 20:32 PM ID: 124805519	compromise see above, an option could be A3 page with multi fold		
			answered	11
			skipped	3

