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 a patient survey developed by the Leeds Cancer Programme. The survey has been developed to give the patients who have been through the Teledermatology pathway a chance to share their experience. It aims to identify any areas for improvement and highlight what works well.

What is the purpose of the resource?
The survey's aim is to identify any areas for improvement and to reflect on what works well, alongside patient's confidence in accessing Teledermatology.

Who's been involved in developing this resource?
The survey has been designed by the Work Stream lead, Macmillan Engagement Lead and Skin cancer nurse specialists.

The reader group were invited to comment on a document(s) created by the Leeds Cancer Programme 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:

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	X			
Should Leeds Cancer Programme logo be on the survey	X			
Does the survey read in an order that makes sense? Is it easy to follow?	X			Generally felt it was logical. Query re: Q5 & patients that didn't need to attend hospital – Currently under discussion with work stream lead as to wording.
Speaking to the reader	X			
Free of spelling, accuracy or grammar issues		X		All spelling/grammatical errors have been rectified.
Informative on everything the patient may need to know			X	Query re: why a patient needs to give their name. This has been picked up with work stream lead to clarify if/why needed. If unnecessary it will be removed Black & African ethnic groups have been added to fall in lane with standard CCG Monitoring
Clear on who to contact and how if there were queries	X			Queries re: the survey – this info is on the survey at the end
Sympathetic and sensitive	X			One person said needed to be more sympathetic, another said reasonably. 85.7% agreed it was

				sympathetic enough. No amends made.
Is there plenty of space between the questions so the page looks easy to follow?	X			There were some comments re: formatting. This has now been amended in line with CCG standard surveys. This survey will be electronic – paper available on request.
Sufficient in its contrast between the backgrounds and text colours used	X			
Offered in an alternative format	X			

Were there any main themes identified that were not highlighted above?

Comments generally were around formatting – which was rectified to be in line with CCG standard survey layout. This will eventually be an electronic survey available via link.

Overall appeared to be quite well received.

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?
Please see responses in Themes/comments above	

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 survey is for, who it is from and what it is about?							Response Percent	Response Total
1	Yes						100.00%	8
2	No						0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered	8
	Variance:	0	Std. Error:	0			skipped	0

Tell us why: (6)

1	04/08/2019 19:57 PM ID: 123745427	Introduction to survey gives a clear explanation
2	05/08/2019 12:35 PM ID: 123786512	Title in clear print and capitals.
3	09/08/2019 15:42 PM ID: 124179559	The document has a clear introduction and says who it is for and why they are being asked to answer the questions.
4	13/08/2019 09:45 AM ID: 124383411	Yes. Clear, plain english explanations and information.
5	15/08/2019 09:25 AM ID: 124576287	Yes, but I have made some changes on the printed copy.
6	18/08/2019 19:55 PM ID: 124804676	The process was explained from the start

4. Section 2 - Questions for the patient reader group

2. Do you think the Leeds Cancer programme logo should be on the survey?			Response Percent	Response Total
1	Yes		100.00%	7

2. Do you think the Leeds Cancer programme logo should be on the survey?

			Response Percent	Response Total
2	No		0.00%	0

Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered	7
	Variance:	0	Std. Error:	0			skipped	1

Please explain your answer: (8)

1	04/08/2019 19:57 PM ID: 123745427	This would give a clear indication of who is collating the information
2	05/08/2019 12:35 PM ID: 123786512	For clarity - also shows other organisations involved with this service so patients are aware.
3	09/08/2019 15:42 PM ID: 124179559	This is an important part of preventative healthcare. Cancer is a fact of life and skin cancer can be very unpleasant. Prevention of skin cancer is important and being able to have a lump or blemish assessed in this way is a quick and efficient way of reducing the load on busy dermatology staff. Why wouldn't the Leeds Cancer programme logo be in here - it's part of the programme?
4	13/08/2019 09:45 AM ID: 124383411	Yes on the assumption the GP has gone through the various issues and explained that the service is part of the cancer programme.
5	15/08/2019 09:25 AM ID: 124576287	I am not sure as it can make someone worry unnecessary
6	15/08/2019 09:38 AM ID: 124578258	It is an identifier
7	15/08/2019 11:48 AM ID: 124594233	It is in the heading so it makes sense to include it.
8	18/08/2019 19:55 PM ID: 124804676	No point in developing an identifiable logo and not using it!

3. Does the survey read in an order that makes sense? Is it easy to follow?

			Response Percent	Response Total
1	Yes		87.50%	7
2	No		12.50%	1

Analysis	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5	answered	8
	Variance:	0.11	Std. Error:	0.12			skipped	0

Any comments: (4)

1	05/08/2019 12:35 PM ID: 123786512	Clear and concise
2	09/08/2019 15:42 PM	Generally it is very logical and easy to understand. However, question 1 refers the user to

3. Does the survey read in an order that makes sense? Is it easy to follow?

			Response Percent	Response Total
	ID: 124179559	question 5 if they have answered No. Question 1 is asking if the patient has been referred to the teledermatology service - not if they had to go to hospital. There is a step missing between Q1 and Q5. Q5 asks about confidence in the Teledermatology service - if the patient answered No to Q1 they haven't been involved in the service. The GP could have decided that there was no reason for using the service and so didn't refer the patient. Q5 presumes that the patient has been referred and that they have been told there is no further need for concern and they do no need to attend hospital. If they answered no (Q1) then they would not have taken part in the service. Perhaps there needs to be an option for the patient to express their satisfaction with the outcome of their GP appointment (referral or not?)		
3	15/08/2019 09:25 AM ID: 124576287	Yes, but I am worried that there are too many 'go to' 'yes or no'		
4	15/08/2019 11:48 AM ID: 124594233	No, info about you is better at end. It is easy to follow		

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

			Response Percent	Response Total
1	Yes		85.71%	6
2	No		14.29%	1

Analysis	Mean:	1.14	Std. Deviation:	0.35	Satisfaction Rate:	14.29	answered	7
	Variance:	0.12	Std. Error:	0.13			skipped	1

Tell us why: (3)

1	04/08/2019 19:57 PM ID: 123745427	'The patient' is used consistently throughout the survey
2	05/08/2019 12:35 PM ID: 123786512	No use of third person etc.
3	15/08/2019 09:25 AM ID: 124576287	But need to simplify and be fewer words

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

		Response Percent	Response Total

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

			Response Percent	Response Total
1	Yes	![red bar]	71.43%	5
2	No	![yellow bar]	28.57%	2

Analysis	Mean:	1.29	Std. Deviation:	0.45	Satisfaction Rate:	28.57	answered	7
	Variance:	0.2	Std. Error:	0.17			skipped	1

Tell us why: (6)

1	05/08/2019 12:35 PM ID: 123786512	1. Teledermatology inaccurately spelt in the leaflet title on page 1. 2. Page 1 paragraph 3. Consider using a full stop after description of Consultant Dermatologist and start next sentence with "A decision is then made... " as the sentence is uncomfortably long. 3. Page 1 first box regarding "Information about you" - reads "please tick the one that most describes you" - consider changing to "best describes you" for ease of understanding. 4. Page 2 Question 1 - no space in title. Extra space in ..."please use this space to tell us your thoughts" 5. Page 2 Question 4 should be moved onto page 3 as that is where the question is. 6. Page 4 sentence reads "I am/am(delete as appropriate) not...." the word not needs to be moved to before the bracket. 7. Page 4 Alternative Formats: states link to be inserted - please ensure this is before sending for print.
2	09/08/2019 15:42 PM ID: 124179559	It is written clearly and accurately.
3	13/08/2019 09:45 AM ID: 124383411	Not sure that refer on is the right phrase in question 1. The doctor is taking them through the process not referring the patient to another service. Question 5. The box to explain the answer refers to 2 different questions. Do we need a box under each question?
4	15/08/2019 09:25 AM ID: 124576287	changes made on the paper copy
5	15/08/2019 11:48 AM ID: 124594233	Please see the paper copy
6	18/08/2019 19:55 PM ID: 124804676	not that I spotted

6. 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]	75.00%	6

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

			Response Percent	Response Total
2	No		25.00%	2

Analysis	Mean:	1.25	Std. Deviation:	0.43	Satisfaction Rate:	25	answered	8
	Variance:	0.19	Std. Error:	0.15			skipped	0

Tell us why and what other questions might the reader ask? (5)

1	04/08/2019 19:57 PM ID: 123745427	I cannot think of any additional questions
2	05/08/2019 12:35 PM ID: 123786512	Clear and well presented with lots of opportunities for the reader to get help or have questions answered.
3	09/08/2019 15:42 PM ID: 124179559	The video explains that there may be a referral to the service if the images are not clear or that they need to be sure about something. There is nothing in the survey about this. It would be an obvious question to me.
4	13/08/2019 09:45 AM ID: 124383411	Reader might wonder why they are asked for their name. Is there a good reason for asking for the name. Is a statement about how the information will be used necessary? Are the ethnic background categories the approved NHS list? The mixed groups seems an odd category unless there is no prevalence of skin cancer in some groups? What if I am black african or carribean?
5	18/08/2019 19:55 PM ID: 124804676	patient should have received an explanation of the new service.

7. Is there a contact name and number for queries?

			Response Percent	Response Total
1	Yes		85.71%	6
2	No		14.29%	1

Analysis	Mean:	1.14	Std. Deviation:	0.35	Satisfaction Rate:	14.29	answered	7
	Variance:	0.12	Std. Error:	0.13			skipped	1

8. Are there links to other information, useful websites etc.?

			Response Percent	Response Total
1	Yes		87.50%	7
2	No		12.50%	1

8. Are there links to other information, useful websites etc.?

								Response Percent	Response Total
Analysis	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5		answered	8
	Variance:	0.11	Std. Error:	0.12				skipped	0

Is there anything missing? (4)

1	05/08/2019 12:35 PM ID: 123786512	No - patient is informed that initial queries should be via their GP - who would then pass on if required.
2	09/08/2019 15:42 PM ID: 124179559	There is a link to a helpful video.
3	13/08/2019 09:45 AM ID: 124383411	Something telling people where and when they can look at a summary of the survey results?
4	15/08/2019 11:48 AM ID: 124594233	Only one link. I'd include link to Leeds cancer programme and inviting to call if any queries should be enough. Comment for Q7: Contact not supplied but assume this will be included

9. Is it clear on what formats this survey can be completed in?

							Response Percent	Response Total
1	Yes						100.00%	8
2	No						0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered	8
	Variance:	0	Std. Error:	0			skipped	0

Tell us why: (4)

1	04/08/2019 19:57 PM ID: 123745427	There is written narrative that indicates this information will be added. A So there are pictures at the end of the document to demonstrate the additional formats available.
2	05/08/2019 12:35 PM ID: 123786512	Very clear
3	09/08/2019 15:42 PM ID: 124179559	It is a very inefficient way of collecting and collating data - using documents. This should be done as a digital survey.
4	18/08/2019 19:55 PM ID: 124804676	graphical format

10. Is the survey sympathetic and sensitive?

		Response Percent	Response Total

10. Is the survey sympathetic and sensitive?

			Response Percent	Response Total
1	Yes		85.71%	6
2	No		14.29%	1

Analysis	Mean:	1.14	Std. Deviation:	0.35	Satisfaction Rate:	14.29	answered	7
	Variance:	0.12	Std. Error:	0.13			skipped	1

Tell us why: (4)

1	05/08/2019 12:35 PM ID: 123786512	It is factual without going into too much detail as this should be a conversation with the healthcare professional.
2	09/08/2019 15:42 PM ID: 124179559	It's clear and to the point and explains the purpose well.
3	15/08/2019 09:25 AM ID: 124576287	Not enough, need to be more sympathetic.
4	15/08/2019 11:48 AM ID: 124594233	reasonably

5. Section 2 - Questions for the patient reader group

11. Is there plenty of space between the questions so the page looks easy to follow?

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

Analysis	Mean:	1.38	Std. Deviation:	0.48	Satisfaction Rate:	37.5	answered	8
	Variance:	0.23	Std. Error:	0.17			skipped	0

Tell us where you think improvements could be made: (5)

1	05/08/2019 12:35 PM ID: 123786512	Well spaced and presented
2	09/08/2019 15:42 PM ID: 124179559	Some questions have a number of sub-sets. These really should be numbered - for example question 1 should have sub-questions 1a to 1e.
3	13/08/2019 09:45 AM ID: 124383411	Survey looks like its been created in word by someine like me who is not expert in word format. I am sure it can be set aout a little betterby an expert format person.
4	15/08/2019 11:48 AM ID: 124594233	It may be because it is a draft but the spacing of the document needs tidying up as well as formatting.
5	18/08/2019 19:55 PM ID: 124804676	a small number would need more separation between sections

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

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

Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered	8
	Variance:	0	Std. Error:	0			skipped	0

Tell us where you think improvements could be made: (4)

1	05/08/2019 12:35 PM ID: 123786512	Best possible combination of white paper and black print
2	09/08/2019 15:42 PM ID: 124179559	This is written as a simple pdf document. It is hoped that this would be available as a digital version so that a user can choose their preferred option to read and/or complete it.
3	13/08/2019 09:45 AM ID: 124383411	There is for me but presumably there are accessibility guidelines which will be followed.
4	18/08/2019 19:55 PM ID: 124804676	patient with low vision may require the high visability (black on yellow) option

13. Is the resource offered in an alternative format?

			Response Percent	Response Total
1	Yes	████████████████████	100.00%	6
2	No		0.00%	0

Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered	6
	Variance:	0	Std. Error:	0			skipped	2

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%	4

1	05/08/2019 12:35 PM ID: 123786512	With the very minor changes this will be an excellent survey for patients
2	09/08/2019 15:42 PM ID: 124179559	The options for ethnicity do not include any Black Caribbean or Black African options. This document is a digital pdf document. It has very poor accessibility as it doesn't 'reflow'. Explanation - if this is opened in Adobe reader, then 'View' 'Zoom' then 'Reflow' the text can

14. Do you have any other comments you would like to make about this resource?

			Response Percent	Response Total
		then be enlarged so that the whole page stays within the window. This is ideal for users who need magnification. Similarly, digital versions can be amended for those who prefer white text on a black background etc. Government advice is to create documents using Word and then convert them to pdf. This maintains their accessibility particularly if they have been structured correctly - with the use of headings. This document has not been created like that.		
3	15/08/2019 09:25 AM ID: 124576287	I made some changes but fewer words are required. Finding a mole which needs investigation is very worrying - needs more understanding.		
4	15/08/2019 09:38 AM ID: 124578258	Leave more space between questions Define 'yes' or 'no' answers in larger typeface. More suggestions can be find on the paper survey.		
			answered	4
			skipped	4