

Reader Group

Guidance for patients and staff V1.2



Leeds

Clinical Commissioning Group

Introduction

Evidence suggests that involving patients and the public helps us produce more effective literature.

We want to involve patients, carers and the public at every part of the process:

- identifying the need for and purpose of our document/leaflet
- developing the format and content
- disseminating and evaluating our materials

The **reader group** is a group of patients, members of the public and staff who review patient literature and help us improve the quality of information. This guidance helps staff to use the reader group. It also helps patients to assess the information and decide if it is suitable for the audience.

Process

If you are a member of staff

- Please fill in **Section 1** to give patients some background to the resource and remove or edit any questions in **Section 2** that are unnecessary.
- Send through your document for review (in PDF format) and this completed document to mia.beeson@nhs.net with the subject 'Reader Group'. The NHS Leeds CCG engagement team will send through the document to the reader group for review within a couple of days of receiving it.
- We recommend **two weeks** turnaround time for the reader group to feedback on the document. Though we can have a quicker turnaround time, it means there might be less of a response. Please bear this in mind when planning your work
- Once the reader group has given their feedback a member of the NHS Leeds CCG Engagement Team will send you the data and a short **report template** for you to complete.
- Send back the completed **report** and final version of your document once it is finished so the engagement team at the CCG can share this with the reader group. **This would be expected within a month of receiving the feedback.**
 - (Please note that this process is a **requirement** to use the reader group. You will not be permitted to use the reader group again until the previous report is returned).

If you are a member of the reader group

- Please read the information in **Section 1** and answer the questions in **Section 2**.
- Your feedback is specifically on the document itself and whether the information is clear and communicated in an easy to read and accessible way.
- There is space at the bottom to add any extra comments or thoughts on the document.
- If you have any questions or concerns, please contact mia.beeson@nhs.net



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- You will receive an update on reader group work quarterly in our **Reader Group Newsletter** or you can visit: <https://www.leedscg.nhs.uk/get-involved/getting-more-involved/reader-group/>

Section 1 - Questions for staff

Name:	
Job title:	
Email:	
Document for review:	
How long does the reader group have to feedback? (we recommend two weeks)	
a) How were patients involved in identifying the need for this resource? (Why has it been developed?)	
b) What is the purpose of the resource? (What does it aim to do?)	
c) How have patients been involved in developing this draft of the leaflet? (This might include patient experience/feedback)	



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<p>d) Is there anything extra you think would be of benefit for the reader group to know?</p>	
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Section 2 - Questions for the patient reader group

If you receive the reader group work via email you will be sent a link to an online survey version of the below questions where you can submit your feedback electronically. You will be able to view the documents for review within this survey in your internet browser.

If you would prefer to review the documents 'by post' please contact the engagement team on 0113 843 5470 or emailing mia.beeson@nhs.net

Please feel free to add any additional comments to explain your answers

Initial impressions

<p>1. Is it clear who the leaflet is for, who it is from and what it is about?</p>	
<p>2. Is the design eye catching? (For example, would you pick it up if you saw it in a GP surgery?)</p>	

Do you have any additional comments to make about your first impressions of the document? (Please use the space below)



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Content

1. Is the language easy to understand? (For example, are there unexplained medical terms?)	
2. Is the language sensitive and sympathetic? (For example, does it address the reader as 'you' instead of 'the patient'?)	
3. Are there any errors in spelling, accuracy or grammar? (please specify where they are, i.e. page number)	
4. Does it tell the patient everything they need to know? What other questions might the reader ask?	
5. Is there a contact name and number for queries?	
6. Are there links to other information, useful websites etc.?	

Do you have any additional comments to make about the content of the document?
(Please use the space below)



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Layout

<p>1. Does the design of the document make it accessible? For example:</p> <ul style="list-style-type: none">- Is there sufficient contrast between the background and text colours?- Is there plenty of space between paragraphs?	
<p>2. What do you think of the images/photos used? Are they appropriate?</p>	
<p>3. Is the resource offered in an alternative format? (E.g. another language, braille, etc.)</p>	

Do you have any additional comments to make about the layout of the document?
(Please use the space below)



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Other comments (use an additional sheet if necessary)



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