

Name of document:
Patient Information Leaflets for Amitriptyline, Pregabalin and Gabapentin

Who requested reader group feedback?
Kirandeep Bahra, Locality Pharmacist, NHS Leeds CCG

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 series of leaflets about different medications for pain relief. It has been identified that there are a lack of patient information leaflets which are clear and easy for patients to read in regards to pain relief medication.

What is the purpose of the resource?

The aim of the resources is to provide clear, understandable information about pain relief medication, which patients can take home from their GP/Pharmacist.

Who's been involved in developing this resource?

No patients have been directly involved in the development of this leaflet.

The reader group were invited to comment on **4** documents created by 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 **11** 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** documents that were submitted to the reader group here:

[Gabapentin \(Slow Dose\)](#) - Original



[Gabapentin \(Fast Dose\)](#) - Original

[Pregabalin](#) - Original

[Amitriptyline](#) - Original

You can view the **final** versions of the leaflets here, amended according to the feedback given by the reader group:

[Gabapentin \(Slow Dose\) - Final](#)

[Gabapentin \(Fast Dose\) – Final](#)

[Pregabalin - Final](#)

[Amitriptyline - Final](#)




You said, we did




The table below highlights the main areas of improvement identified by the reader group. Please use the column on the right to highlight the changes that will be made to the document based on the group's feedback:

| Area to be improved | How have you improved that area? |
|---|---|
| To make sentences simpler, use less medical terms. Grammatical improvements to be made. | Grammatical changes have been made, with more simple sentences and fewer unexplained medical terms. |
| To make the format clearer – clearer headings, change of colour from red to purple | The font size has been increased, and the colour of the headings has been changed to purple. |
| More information in terms of side effects, making the tables clearer. Clearer information on the tables provided. To provide further web links. | The table has been re-created so that it is easier to understand. |



Reader Group Feedback

| 1. Is it clear who the leaflets are for, who they are from and what they are about? | | | | | | | | | |
|---|--|---|-----------------|------|--------------------|----|------------------|----------------|--|
| | | | | | | | Response Percent | Response Total | |
| 1 | Yes |  | | | | | 80.00% | 8 | |
| 2 | No |  | | | | | 10.00% | 1 | |
| 3 | For some but not the others |  | | | | | 10.00% | 1 | |
| Analysis | Mean: | 1.3 | Std. Deviation: | 0.64 | Satisfaction Rate: | 15 | answered | 10 | |
| | Variance: | 0.41 | Std. Error: | 0.2 | | | skipped | 1 | |
| Tell us why: (4) | | | | | | | | | |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | They overlap in the reasons given as to why they are taken. What distinguishes one from another? Not clear. | | | | | | | |
| 2 | 02/12/2019 16:20 PM ID: 131825266 | Medication name clearly shown and states patient information leaflet | | | | | | | |
| 3 | 07/12/2019 15:45 PM ID: 132218600 | Each leaflet, we believe, should have the header, "Patient information leaflet for Pain Relief | | | | | | | |
| 4 | 12/12/2019 17:17 PM ID: 132580778 | Presumably the leaflets are generic NHS leaflets and are from the NHS. There is no need for an authors name when the author has no clinical role with the reader which I suspect is the case here. There is certainly no need for a comment about how it was adapted from a Calderdale leaflet. Patients won't and shouldn't care about this kind of stuff. | | | | | | | |

| 2. Is the design eye-catching? (For example, would you pick them up if you saw them in a GP surgery?) | | | | | | | | | |
|---|--|--|-----------------|------|--------------------|-------|------------------|----------------|--|
| | | | | | | | Response Percent | Response Total | |
| 1 | Yes |  | | | | | 22.22% | 2 | |
| 2 | No |  | | | | | 66.67% | 6 | |
| 3 | For some but not the others |  | | | | | 11.11% | 1 | |
| Analysis | Mean: | 1.89 | Std. Deviation: | 0.57 | Satisfaction Rate: | 44.44 | answered | 9 | |
| | Variance: | 0.32 | Std. Error: | 0.19 | | | skipped | 2 | |
| Tell us why: (8) | | | | | | | | | |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | Not particularly eye catching. | | | | | | | |
| 2 | 30/11/2019 10:19 AM ID: 131746690 | No, but that is not their purpose. | | | | | | | |
| 3 | 01/12/2019 12:46 PM | There is a lot of text and difficult to see how this would be appropriate for all. The information | | | | | | | |



2. Is the design eye-catching? (For example, would you pick them up if you saw them in a GP surgery?)

| | | | Response Percent | Response Total |
|---|--|--|------------------|----------------|
| | ID: 131773816 | leaflets would be of little use for people with dyslexia or people who have other reading difficulties. | | |
| 4 | 02/12/2019 16:20 PM ID: 131825266 | It doesn't need to be it is intended to be handed to the patient directly by the prescriber. | | |
| 5 | 02/12/2019 16:44 PM ID: 131813331 | Yes . . . but clearly only if I had been prescribed any of these drugs! | | |
| 6 | 03/12/2019 11:25 AM ID: 131874396 | They are functional and basic. | | |
| 7 | 07/12/2019 15:45 PM ID: 132218600 | Not if we did not have a pain relief problem! A leaflet of this nature should surely be handed out by the health professional dealing with the patient | | |
| 8 | 12/12/2019 17:17 PM ID: 132580778 | The text is small. | | |

3. Do you have any additional comments to make about your first impressions of these documents? (please use the space below)




| | | | Response Percent | Response Total |
|---|--|---|------------------|----------------|
| 1 | Open-Ended Question | | 100.00% | 6 |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | Concerned about the english used in some of them. There should be no 'at' or 'also' at the end of a sentence. There is no explanation of 'titration'. Without it patients may give up looking further at the leaflet. Is this word necessary? Very concerned about the leaflet on Pregabalin. The table is positively dangerous. Week 2, for example, implies two tablets of 150mg each both morning and evening ie 600mg per day that week. The leaflet also says the tablets usually come as a 25mg dose. So presumably in week one the first dose is three tablets, not one. Confusing! 'Breakfast, 'teatime' and 'supper' also have no meaning. If you wish the medication to be taken three times a day at evenly spaced intervals, then please say so. You may have meals that you label 'teatime' and 'supper' but a lot of people don't. What are these times? | | |
| 2 | 30/11/2019 10:19 AM ID: 131746690 | I would like to see the headings in larger print to break up the sections of the text. Also red underlined text signifies 'danger' or 'warning' - whereas in this case bold text is used to that effect instead. | | |
| 3 | 01/12/2019 12:46 PM ID: 131773816 | I would suggest layout changes to make them more visually appealing | | |
| 4 | 02/12/2019 16:20 PM ID: 131825266 | Black print on a white background - gold standard. | | |
| 5 | 02/12/2019 17:04 PM ID: 131833408 | Needs offering in other formats | | |
| 6 | 12/12/2019 17:17 PM ID: 132580778 | Obviously all of the issues will have been discussed with the GP/pharmacist. Perhaps it needs to be reinforced in bold and capitals that anyone with concerns or questions needs to have a conversation. And that the leaflet is not a substitute for those conversations | | |



3. Do you have any additional comments to make about your first impressions of these documents? (please use the space below)

| | | Response Percent | Response Total |
|--|--|------------------|----------------|
| | Titration and Titrating are not plain English and I do not find the tables and explanations surrounding them easy to grasp without a fair bit of study. Perhaps have a look at the language and whether it clearly and simply says what is intended. And again emphasise that the timetable issues need some detailed conversations. | | |
| | | answered | 6 |
| | | skipped | 5 |

4. Are the sentences simple and easy to understand?



| | | Response Percent | Response Total |
|--------------------|-----------------------------|---|----------------|
| 1 | Yes |  | 36.36% 4 |
| 2 | No |  | 18.18% 2 |
| 3 | For some but not the others |  | 45.45% 5 |
| Analysis | | | |
| Mean: | 2.09 | Std. Deviation: | 0.9 |
| Satisfaction Rate: | 54.55 | | |
| Variance: | 0.81 | Std. Error: | 0.27 |
| | | answered | 11 |
| | | skipped | 0 |

Tell us why: (7)



| | | |
|---|--|---|
| 1 | 29/11/2019 20:47 PM ID: 131737981 | See response to Q3. |
| 2 | 01/12/2019 12:46 PM ID: 131773816 | Please see responses to questions 2&3 |
| 3 | 02/12/2019 16:20 PM ID: 131825266 | Some sentences use lengthy words which may be difficult to understand for those with a reading or learning difficulty or where English is not their first language. |
| 4 | 02/12/2019 16:44 PM ID: 131813331 | The sentence about avoiding alcoholic drinks is a little confusing. Why not split it into two sentences thus making clearer the fact that alcohol is best avoided but chewing is recommended. |
| 5 | 03/12/2019 11:25 AM ID: 131874396 | I am not sure what "Once your pain has improved to an acceptable level, continue to take gabapentin at the dose you have reached." means. Does this mean that the pain is still there but I can 'manage' or should I continue to increase the dose until the pain is gone? The wording in this section is very clumsy. The table in the gabapentin leaflet is blurred and not easy to follow. I think this aspect needs to be spelled out more clearly. Many of the sentences use the passive tense rather than active. |
| 6 | 10/12/2019 13:19 PM ID: 132341738 | Need to simplify some sentences |






| 4. Are the sentences simple and easy to understand? | | | Response Percent | Response Total |
|---|--|--|------------------|----------------|
| 7 | 12/12/2019 17:17 PM ID: 132580778 | see above. Broadly yes but the stuff around the taking tablets tables jars a bit for me. | | |

| 5. Do they contain unexplained medical terms? | | | | | | | Response Percent | Response Total | |
|---|--|---|-----------------|------|--------------------|------|------------------|----------------|--|
| 1 | Yes |  | | | | | 81.82% | 9 | |
| 2 | No |  | | | | | 18.18% | 2 | |
| 3 | For some but not the others | | | | | | 0.00% | 0 | |
| Analysis | Mean: | 1.18 | Std. Deviation: | 0.39 | Satisfaction Rate: | 9.09 | answered | 11 | |
| | Variance: | 0.15 | Std. Error: | 0.12 | | | skipped | 0 | |
| Comments: (9) | | | | | | | | | |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | See response to Q3. | | | | | | | |
| 2 | 30/11/2019 10:19 AM ID: 131746690 | I am not sure what 'titration' means. | | | | | | | |
| 3 | 01/12/2019 12:46 PM ID: 131773816 | Not everyone will understand what titration means. | | | | | | | |
| 4 | 02/12/2019 16:20 PM ID: 131825266 | The only one found was titration regime which may not be understood by the patient - suggest deleting this. There is some formal wording used i.e. therefore or however which I suggest be changed to simpler wording. | | | | | | | |
| 5 | 02/12/2019 16:44 PM ID: 131813331 | Titration and titrating. Is it possible to create an alternative description of the process? It will take more words but I believe that would be preferable to using terminology that few people will understand. | | | | | | | |
| 6 | 03/12/2019 11:25 AM ID: 131874396 | titration? I know what this means but suspect not many others will. | | | | | | | |
| 7 | 07/12/2019 15:45 PM ID: 132218600 | Titration is a word perhaps best not used. Leaflets must surely be understandable by the man/woman in the street. Do you think they would understand Titration. | | | | | | | |
| 8 | 10/12/2019 13:19 PM ID: 132341738 | Yes, "titration" - need to simplify | | | | | | | |
| 9 | 12/12/2019 17:17 PM ID: 132580778 | titration titrating | | | | | | | |






| 6. Do they speak to the reader? i.e. using 'you' and 'your' instead of 'the patient' | | | | | | Response Percent | Response Total | |
|--|--|---|-----------------|------|--------------------|------------------|----------------|---|
| 1 | Yes |  | | | | 88.89% | 8 | |
| 2 | No |  | | | | 11.11% | 1 | |
| 3 | For some but not the others | | | | | 0.00% | 0 | |
| Analysis | Mean: | 1.11 | Std. Deviation: | 0.31 | Satisfaction Rate: | 5.56 | answered | 9 |
| | Variance: | 0.1 | Std. Error: | 0.1 | | | skipped | 2 |
| Comments: (2) | | | | | | | | |
| 1 | 10/12/2019 13:19 PM ID: 132341738 | No, there are instances where the leaflets do not | | | | | | |
| 2 | 12/12/2019 17:17 PM ID: 132580778 | Again have another look at the tables but otherwise its a clear leaflet bearing in mind that it will have been discussed in detail. | | | | | | |

| 7. Are there any errors in spelling, accuracy or grammar? | | | | | | Response Percent | Response Total | |
|---|--|--|-----------------|------|--------------------|------------------|----------------|----|
| 1 | Yes |  | | | | 27.27% | 3 | |
| 2 | No |  | | | | 54.55% | 6 | |
| 3 | For some but not the others |  | | | | 18.18% | 2 | |
| Analysis | Mean: | 1.91 | Std. Deviation: | 0.67 | Satisfaction Rate: | 45.45 | answered | 11 |
| | Variance: | 0.45 | Std. Error: | 0.2 | | | skipped | 0 |
| Tell us why, and where the mistakes are: (3) | | | | | | | | |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | See response to Q3 | | | | | | |
| 2 | 02/12/2019 16:20 PM ID: 131825266 | Inconsistent use of medicine(s), medication and drugs. Headings and medication names require capital letters. | | | | | | |
| 3 | 02/12/2019 16:44 PM ID: 131813331 | <p>Small point but in the section 'How should I take . . . Amitriptyline the word 'different' is followed by 'to' instead of 'from'.</p> <p>The sentence about the side effect 'dry mouth' is clumsy. It would be better to separate the the points into two sentences. eg Dry mouth - try to avoid alcoholic drinks. Chewing increases saliva in the mouth.</p> | | | | | | |

| 8. Do they tell the patient everything they need to know? What other questions might the reader ask? | | | | | |
|--|--|--|--|--|--|
|--|--|--|--|--|--|





| | | | | | | Response Percent | Response Total | |
|-----------------|-----------------------------|---|-----------------|------|--------------------|------------------|----------------|----|
| 1 | Yes |  | | | | 60.00% | 6 | |
| 2 | No |  | | | | 30.00% | 3 | |
| 3 | For some but not the others |  | | | | 10.00% | 1 | |
| Analysis | Mean: | 1.5 | Std. Deviation: | 0.67 | Satisfaction Rate: | 25 | answered | 10 |
| | Variance: | 0.45 | Std. Error: | 0.21 | | | skipped | 1 |

Tell us why, and what other questions the reader might ask: (8)

| | | |
|---|--|--|
| 1 | 29/11/2019 20:47 PM ID: 131737981 | What about controlling the other side effects listed? You only indicate how to control some of the side effects and not all of them. Makes the leaflet much less useful and it remains incomplete. |
| 2 | 02/12/2019 16:20 PM ID: 131825266 | Very comprehensive instructions in how to take and what to do in the event of side effects. |
| 3 | 02/12/2019 17:04 PM ID: 131833408 | Does not comment on use of alcohol, self medication |
| 4 | 03/12/2019 11:25 AM ID: 131874396 | Where do I find more information? What do I do if I am not prescribed the smaller dosage capsules to start with? Can I cut them in half? Should I go back to the doctor/pharmacist? |
| 5 | 07/12/2019 15:45 PM ID: 132218600 | It might be an idea to explain the reasons for why "It can be one or two weeks before you notice any improvement.....etc" Nothing elaborate, something quite simple. |
| 6 | 10/12/2019 13:19 PM ID: 132341738 | But they put the responsibility on the patient |
| 7 | 12/12/2019 17:17 PM ID: 132580778 | These are serious drugs taken in serious quantities with unpleasant and dangerous side effects. I just think that somehow it needs to be 100% clear that any, absolutely any, concerns or questions need a discussion. |
| 8 | 16/12/2019 09:43 AM ID: 132864391 | Yes, if accompanied by explanation from a medical professional. |

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

| | | | | | | Response Percent | Response Total | |
|-----------------|-----------------------------|--|-----------------|------|--------------------|------------------|----------------|----|
| 1 | Yes |  | | | | 9.09% | 1 | |
| 2 | No |  | | | | 90.91% | 10 | |
| 3 | For some but not the others | | | | | 0.00% | 0 | |
| Analysis | Mean: | 1.91 | Std. Deviation: | 0.29 | Satisfaction Rate: | 45.45 | answered | 11 |
| | Variance: | 0.08 | Std. Error: | 0.09 | | | skipped | 0 |

Comments: (7)

| | | |
|---|-------------------------------------|--|
| 1 | 29/11/2019 20:47 PM | No. Just advised to see your GP or pharmacist. |
|---|-------------------------------------|--|

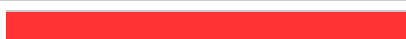




| 9. Is there a contact name and number for queries? | | | Response Percent | Response Total |
|--|--|---|------------------|----------------|
| | ID: 131737981 | The pharmacist can do nothing as the medication will have been prescribed by the GP. The pharmacist cannot alter the dose or the tablets prescribed. The GP may not want to take up an appointment to advise on medication that was not thoroughly discussed at the time of prescribing. Can you get an appointment with your GP within a reasonable time frame? If not the patient may just give up and stop the medication. | | |
| 2 | 30/11/2019 10:19 AM ID: 131746690 | No, but it advises you to contact your GP for further queries. | | |
| 3 | 01/12/2019 12:46 PM ID: 131773816 | There is a contact name but no number | | |
| 4 | 02/12/2019 16:20 PM ID: 131825266 | I'm presuming all leaflet providers would insert their logo and contact details. | | |
| 5 | 03/12/2019 11:25 AM ID: 131874396 | There is a name but no information on how to contact them. Perhaps a central web page with the relevant information would be helpful - or even a short youtube video? | | |
| 6 | 07/12/2019 15:45 PM ID: 132218600 | We couldn't find any. | | |
| 7 | 12/12/2019 17:17 PM ID: 132580778 | Patients are referred to their GP/pharmacist. If there are any specialist drug advisory services/contacts then the details need to be included. | | |

| 10. Are there links to other information, useful websites etc.? | | | | | | | Response Percent | Response Total |
|---|--|--|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Yes | | | | | | 0.00% | 0 |
| 2 | No | | | | | | 90.91% | 10 |
| 3 | For some but not the others | | | | | | 9.09% | 1 |
| Analysis | Mean: | 2.09 | Std. Deviation: | 0.29 | Satisfaction Rate: | 54.55 | answered | 11 |
| | Variance: | 0.08 | Std. Error: | 0.09 | | | skipped | 0 |
| Is there anything missing? (7) | | | | | | | | |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | Please see answer to Q3 The leaflet needs to advise about all listed possible side effects and what to do if they are experienced. Please re-visit the Pregabalin leaflet. Dosages look extremely dangerous and confusing. Please do not issue this leaflet in its current form. | | | | | | |
| 2 | 30/11/2019 10:19 AM ID: 131746690 | Not relevant. | | | | | | |
| 3 | 02/12/2019 16:20 PM ID: 131825266 | Not necessary. | | | | | | |



| 10. Are there links to other information, useful websites etc.? | | | Response Percent | Response Total |
|---|--|--|------------------|----------------|
| 4 | 02/12/2019 17:04 PM ID: 131833408 | Needs links to check the above | | |
| 5 | 03/12/2019 11:25 AM ID: 131874396 | See above | | |
| 6 | 07/12/2019 15:45 PM ID: 132218600 | Again, we couldn't find any. | | |
| 7 | 10/12/2019 13:19 PM ID: 132341738 | Only the information on the medication package | | |

| 11. Are the leaflets sympathetic and sensitive? | | | | | | | Response Percent | Response Total | |
|---|--|---|-----------------|------|--------------------|-------|------------------|----------------|--|
| 1 | Yes |  | | | | | 77.78% | 7 | |
| 2 | No |  | | | | | 11.11% | 1 | |
| 3 | For some but not the others |  | | | | | 11.11% | 1 | |
| Analysis | Mean: | 1.33 | Std. Deviation: | 0.67 | Satisfaction Rate: | 16.67 | answered | 9 | |
| | Variance: | 0.44 | Std. Error: | 0.22 | | | skipped | 2 | |
| Tell us why: (4) | | | | | | | | | |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | Neither sympathetic nor sensitive - just informative, but with incomplete information or potentially dangerous information. | | | | | | | |
| 2 | 02/12/2019 16:20 PM ID: 131825266 | Written in a non-judgemental way. | | | | | | | |
| 3 | 03/12/2019 11:25 AM ID: 131874396 | They are businesslike and informative | | | | | | | |
| 4 | 10/12/2019 13:19 PM ID: 132341738 | Quite | | | | | | | |


| 12. Do you have any additional comments to make about the content of the documents? (please use the space below) | | | Response Percent | Response Total |
|---|--|---|------------------|----------------|
| 1 | Open-Ended Question | | 100.00% | 7 |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | Patients need to be able to make an informed choice about whether to take these medications. To do that they need to have all the information. If this information is not clear | | |



**12. Do you have any additional comments to make about the content of the documents?
(please use the space below)**

| | | | Response Percent | Response Total |
|---|--|--|------------------|----------------|
| | | and full, then no leaflet is going to support patients in their choice. | | |
| 2 | 30/11/2019 10:19 AM ID: 131746690 | I don't think the content could be very much improved, but perhaps the way it is laid out could be a bit 'easier on the eye'. | | |
| 3 | 02/12/2019 16:20 PM ID: 131825266 | Good example of clear print - black print on white background. The leaflet gives enough information without being overwhelming. | | |
| 4 | 02/12/2019 16:44 PM ID: 131813331 | The Gabapentin document's final sentence is 'You must stop at the level your pain is controlled at.' Not only is it unnecessary, it could be misleading, resulting in the patient stopping his/her medication. | | |
| 5 | 03/12/2019 11:25 AM ID: 131874396 | There could be more information about coping with the side effects - again a link to a relevant web page. | | |
| 6 | 07/12/2019 15:45 PM ID: 132218600 | Is the leaflet available in other languages or Braille or Sign Language? | | |
| 7 | 10/12/2019 13:19 PM ID: 132341738 | - Is this designed for the elderly? If so then use a bigger a font - These leaflets put the responsibility on the patient. How many elderly can understand this? | | |
| | | | answered | 7 |
| | | | skipped | 4 |

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




| | | | Response Percent | Response Total |
|-----------------|-----------------------------|--|------------------|----------------|
| 1 | Yes |  | 90.91% | 10 |
| 2 | No |  | 9.09% | 1 |
| 3 | For some but not the others | | 0.00% | 0 |
| Analysis | Mean: | 1.09 | Std. Deviation: | 0.29 |
| | Variance: | 0.08 | Std. Error: | 0.09 |
| | | | answered | 11 |
| | | | skipped | 0 |


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

| | | |
|---|--|--|
| 1 | 30/11/2019 10:19 AM ID: 131746690 | Bigger headings to break up the text. |
| 2 | 02/12/2019 16:20 PM ID: 131825266 | None required |
| 3 | 03/12/2019 11:25 AM ID: 131874396 | The text appears to be quite small. The paragraphs are all justified. This is not conducive to easy reading. Making them left aligned with an un-justified right margin will reduce the likelihood of 'white snakes' on the page and make them easier to read. |
| 4 | 10/12/2019 13:19 PM | Yes but the font is too small for the elderly |



| 13. Is there plenty of space between paragraphs so the page looks clean and uncluttered? | | | | Response Percent | Response Total |
|--|--|--|-----------------------------|------------------|----------------|
| | | ID: 132341738 | | | |
| 5 | | 12/12/2019 17:17 PM ID: 132580778 | But the text is very small. | | |

| 14. Is there sufficient contrast between the background and the text colour used? | | | | | | | Response Percent | Response Total | |
|---|-----------------------------|--|---|-----------------|------|--------------------|------------------|----------------|----|
| 1 | Yes |  | | | | | 81.82% | 9 | |
| 2 | No |  | | | | | 9.09% | 1 | |
| 3 | For some but not the others |  | | | | | 9.09% | 1 | |
| Analysis | | Mean: | 1.27 | Std. Deviation: | 0.62 | Satisfaction Rate: | 13.64 | answered | 11 |
| | | Variance: | 0.38 | Std. Error: | 0.19 | | | skipped | 0 |
| Tell us where you think improvements could be made: (5) | | | | | | | | | |
| 1 | | 02/12/2019 16:20 PM ID: 131825266 | None required | | | | | | |
| 2 | | 02/12/2019 17:04 PM ID: 131833408 | Unsure re red on white (purple is better) | | | | | | |
| 3 | | 03/12/2019 11:25 AM ID: 131874396 | The headings have very poor contrast with the rest of the text. The main body of the document can be changed to show high contrast colours but the tables don't change. This is because they are images and not text. This is very poor practice. | | | | | | |
| 4 | | 10/12/2019 13:19 PM ID: 132341738 | Yes but use eye-catching colours | | | | | | |
| 5 | | 12/12/2019 17:17 PM ID: 132580778 | yes for me but see specialist accessibility guidance. | | | | | | |

| 15. Are the resources offered in an alternative format? | | | | | | | Response Percent | Response Total | |
|---|-----------------------------|--|---|-----------------|---|--------------------|------------------|----------------|----|
| 1 | Yes | | | | | | 0.00% | 0 | |
| 2 | No |  | | | | | 100.00% | 10 | |
| 3 | For some but not the others | | | | | | 0.00% | 0 | |
| Analysis | | Mean: | 2 | Std. Deviation: | 0 | Satisfaction Rate: | 50 | answered | 10 |



| 15. Are the resources offered in an alternative format? | | | | Response Percent | Response Total |
|---|--|---|--|------------------|----------------|
| Variance: 0 Std. Error: 0 | | | | skipped | 1 |
| Comments: (5) | | | | | |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | Not known. | | | |
| 2 | 02/12/2019 16:20 PM ID: 131825266 | Given these leaflets are probably for multiple health care professionals to use - it would not be appropriate to offer something which all involved could not provide. | | | |
| 3 | 02/12/2019 16:44 PM ID: 131813331 | Not known | | | |
| 4 | 03/12/2019 11:25 AM ID: 131874396 | This is vital information for a large number of people and these documents should be made available in digital format. In this way, a person can choose to access each one in a way that is relevant for them. They could use high contrast, larger text, have the text read out loud or even converted to an audio file. Non of these options are available. | | | |
| 5 | 07/12/2019 15:45 PM ID: 132218600 | Again, we couldn't find any reference to this. | | | |

| 16. Do you have any additional comments to make about the layout of the documents? (please use the space below) | | | | Response Percent | Response Total |
|---|--|---|--|------------------|----------------|
| 1 | Open-Ended Question | | | 100.00% | 5 |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | It would be good practice to have future review date on each leaflet. | | | |
| 2 | 02/12/2019 16:20 PM ID: 131825266 | Clear print and nicely spaced out. | | | |
| 3 | 02/12/2019 16:44 PM ID: 131813331 | Does anyone else think that the chart on the Amitriptyline document might lead a patient to believe that the dosage is increased on successive days? | | | |
| 4 | 03/12/2019 11:25 AM ID: 131874396 | The section on the dosage increase needs to be expanded and clarified to ensure that a patient understands what tablets they need to take and when. The capsule size should not be up to them to check. As mentioned above the tables in some cases are blurred - because they are images and not text. | | | |
| 5 | 10/12/2019 13:19 PM ID: 132341738 | <ul style="list-style-type: none"> - Some sentences need to be simplified - Speak to the patient, use 'you' or 'yours' - Titration! How many people would understand this - Do not use 'at' at the end of a sentence - need to look at the grammar | | | |
| | | | | answered | 5 |
| | | | | skipped | 6 |



| 17. Do you have any other comments you would like to make about the resources? | | | Response Percent | Response Total |
|--|--|--|------------------|----------------|
| 1 | Open-Ended Question | | 100.00% | 3 |
| 1 | 29/11/2019 20:47 PM ID: 131737981 | What 'resources'? | | |
| 2 | 03/12/2019 11:25 AM ID: 131874396 | Much more information needed. | | |
| 3 | 16/12/2019 09:43 AM ID: 132864391 | <p>Badly written and poor grammar.</p> <p>Pregabalin - The information in this guide 'is to explain the safe use of pregabalin'. 'But you have been prescribed it' instead of 'this'. Third paragraph - pregabalin has a capital letter. Fourth paragraph - change 'therefore' to 'so'. Fifth paragraph - change comma after 'alcoholic drinks' to a semi-colon. Change 'What do I do if I miss a dose?' to 'What if I miss a dose?' Change 'and also dependent upon' to 'will also depend on'. 'Always tell your pharmacist or doctor that you are taking pregabalin in case you are prescribed a new medication.</p> <p>Amitriptyline - Paragraph 3 - 'before you start to feel any benefit' instead of 'see'. '...and you forget to take it then, do not take it the following morning'.</p> <p>Gabapentin (fast dose) - Paragraph 3 - Change 'ensure' to 'make sure that you'.</p> | | |
| | | | answered | 3 |
| | | | skipped | 8 |

