



Lynda Jackson  
Macmillan Centre

## Lynda Jackson Macmillan Centre / Mount Vernon Cancer Centre procedure for producing written patient information

### 12 Point Plan

Point	Plan
<p><b>1 Identify the need</b></p> <p>* All requests for developing new information should be made to the LJMC information lead using the 'LJMC new information request form'</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Before making a request check that the information you are requesting does not already exist.</li> <li><input type="checkbox"/> Requests could be from patient / carer / oncologist / nurse / other health professional.</li> <li><input type="checkbox"/> Consider all requests and their relevance.</li> </ul>
<p><b>2</b> Once agreement to develop information made -</p> <p><b>Establish who information will be written by:</b> people with the relevant skills for subject matter*</p>	<p>Written patient information should be created by a dedicated team (with responsibility and authority), consisting of:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Person (Project Co-ordinator) with writing &amp; communicating skills.*</li> <li><input type="checkbox"/> Patient / Carer.*</li> <li><input type="checkbox"/> Person with the medical authority.*</li> <li><input type="checkbox"/> Identified additional relevant medical staff / others.*</li> </ul>
<p><b>3</b> Check information is not already available:</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Do not reinvent the wheel / Do not plagiarise (without permission).</li> <li><input type="checkbox"/> Create relevant patient information if no other suitable material exists. Consider relevant reliable websites &amp; respected charities.</li> </ul>
<p><b>4</b> Discuss and consider:</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Discuss the request (with the dedicated team) and agree the need.</li> <li><input type="checkbox"/> Consider usage / shelf life / quantity required over 1 year / budget / source of funding.</li> </ul>
<p><b>5</b> Write 1st draft &amp; Circulate for comments:</p> <p>Circulate to:</p> <p>Patients and relevant medical staff.</p> <p>Send with it a covering letter and a deadline date for comments**</p> <p>Comments** : asked on read ability and subject information (see questionnaire 'Your opinion matters !').</p>	<p>Consider the reader and the following points (if appropriate):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Start with introduction to include: purpose, aim &amp; target audience of the leaflet. Include introduction if appropriate, such as: 'This leaflet is written for ... and although it cannot deal with every issue, aims to answer the most commonly asked questions about ... However if anything in this leaflet is unclear please speak to your ...'</li> <li><input type="checkbox"/> A4 format (at this stage) / Question &amp; Answer style.</li> <li><input type="checkbox"/> What is the treatment / procedure needed?</li> <li><input type="checkbox"/> Any alternative treatments / consequences of patient refusal?</li> <li><input type="checkbox"/> Where will patients have their treatment?</li> <li><input type="checkbox"/> Any preparations / restrictions / precautions?</li> <li><input type="checkbox"/> What are the common side-effects some people may experience?</li> <li><input type="checkbox"/> Will the patient need an anaesthetic?</li> <li><input type="checkbox"/> Will patient have to sign a consent form?</li> <li><input type="checkbox"/> Are there any risks? If yes - what to do?</li> <li><input type="checkbox"/> What happens after treatment?</li> <li><input type="checkbox"/> Consider relevant links to other leaflets in your series.</li> <li><input type="checkbox"/> Provide contact list for extra help / support / signposting / literature.</li> <li><input type="checkbox"/> Offer to produce the information in larger print / audio tape.</li> <li><input type="checkbox"/> State who has written it / where it has come from (address).</li> <li><input type="checkbox"/> Consider space for patient label.</li> <li><input type="checkbox"/> Content must be based on evidence / best practice / current standard / references stated where appropriate (or made available on request)</li> </ul> <p>For example: does it explain clearly the information they wish to have?</p>

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<b>6 Review comments and write 2nd draft:</b> (continue with drafts at this stage until you can move on to final stages)	<ul style="list-style-type: none"> <li><input type="checkbox"/> Take note of the comments, then write a 2nd draft (still A4 format).</li> <li><input type="checkbox"/> Amend the information to say 'Draft 2'.</li> <li><input type="checkbox"/> Use tools where appropriate for quality assessment.</li> </ul>
<b>7 Recirculate to:</b> Relevant medical staff and relevant patients / carers.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Send with a covering letter and a deadline date for comments.**</li> <li><input type="checkbox"/> Circulate amongst a group of health professionals / volunteers / patients and carers / the appropriate medical teams, asking for comment on: medical accuracy / evidence / acceptance of the information contained in the leaflet.</li> </ul>
<b>8 Write: 3rd and (if possible) final draft.</b>  Take note of draft 2 comments  <b>Design the layout:</b>  *** Use NHS Guidelines	Write 3rd draft and consider the following: <ul style="list-style-type: none"> <li><input type="checkbox"/> Overall design / typography / presentation / format / colour paper &amp; print ( colour graphics / text etc. significantly increases cost ).***</li> <li><input type="checkbox"/> Font: Use NHS typefaces / 12 point size (if possible) / do not underline text (bold it instead) / avoid capital letters / italics for highlighting.***</li> <li><input type="checkbox"/> Produce all leaflets to a consistent &amp; recognisable format using Trust's house-style / details / logotype and correctly sized NHS lozenge.***</li> <li><input type="checkbox"/> Use readability guidelines / 'Plain English' / clear / simple / jargon free*** / number each page.</li> <li><input type="checkbox"/> Proof read document: check spelling / punctuation / grammar.</li> <li><input type="checkbox"/> Final approval required from appropriate consultant or person given this authority / responsibility.</li> </ul>
<b>9 Assess usage / costs / production:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Assess usage and most cost-effective way of producing the leaflet / confirm and acknowledge (if appropriate) funding.</li> <li><input type="checkbox"/> Consider where the information needs to be held. e.g. clinics / DGHs / cancer centre / PCTs / private hospitals.</li> <li><input type="checkbox"/> Obtain publishing / print quotation (if appropriate).</li> </ul>
<b>10 Produce final version:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Remove the word 'draft' / date each page / name author groups.</li> <li><input type="checkbox"/> Proof read document again: check spelling / punctuation / grammar.</li> <li><input type="checkbox"/> Check the contact phone numbers are accurate / Do not include names, as people leave!</li> <li><input type="checkbox"/> Final version will have version number / review date / publication date clearly identified.</li> </ul>
<b>11 Print:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Number the leaflet in your patient information series / link with other leaflets produced in your series where appropriate.</li> <li><input type="checkbox"/> Consider no. of leaflets required / appropriate publishing method.</li> <li><input type="checkbox"/> Print using outside printers or produce in-house with own resources.</li> </ul>
<b>12 Distribute:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Create / update the distribution list, distribute, requesting people remove previous versions &amp; website versions. Reassess leaflet every 18 months for accuracy. All leaflets will be reviewed &amp; reissued every 24 months. The review process should commence at 18 months from publication date. Always archive previous version. Update database with new review start &amp; completion dates.</li> </ul>

**\*\* The covering letter with each draft copy should explain the need for the deadline requirement:**

If recipients of the draft copies do not respond, when given ample time and realistic deadlines, it will be assumed they have no comment to make. This should be clearly explained in each covering letter, so that each person has an opportunity to make relevant comments and criticisms. Obviously throughout this procedure, comments and opinions may be contradictory. Final decisions should be made on these matters on a consensus basis by the 'dedicated team', taking into account the evidence and the accuracy of the information and the needs of the people for whom the leaflet is intended.