

NICaN Patient Information Audit Standard and quality indicators

This audit is informed by patient information standards drawing from several sources:

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| 1. NHS toolkit for producing patient information Version 2.0 (2003) | Denoted in table below as 'NHS' |
| 2. Macmillan Information Materials Guide 2003 (Appendix 15) | Denoted in table below as 'Macm' |
| 3. DISCERN criteria reference guide | |
| 4. NICaN information pathways www.cancerinfo.org.uk/infopathways | Denoted in table below as 'NICaN PPI' |
| 5. Royal National Institute for the Blind 'See It Right' guidelines | Denoted in table below as RNIB |

Recognising that the suspicion and diagnosis of cancer can be a traumatic time for patients, likely affecting their ability to retain verbal information, much of this audit focuses on written information. Offering timely, good quality written information and help to navigate and understand it is very important in supporting patients.

Standard

Patients should be offered good information to support them throughout their cancer journey (Draft Service Framework for Cancer Prevention, Treatment and Care, NICaN/DHSSPSNI).

The table below details the quality indicators that will be applied during the course of this audit.

They are organised in the table to:

- (i) show which strand of the audit they pertain to,
- (ii) provide a reference to the appropriate element of that strand's audit tool, and
- (iii) provide at least one* source to support that quality indicator's inclusion in the exercise.

* The list of sources for any quality indicator is not exhaustive from the sources noted above.

Quality indicators

Audit strand	Quality indicator	Source	Audit tool reference
Clinic setting strand	Patients should be offered written information about any tests and investigations they are going to have (including staging tests)	Macm NICaN PPI	Q5,Q14
	Patients should be offered written information about how they can get more information about the tests and investigations if they need it (including staging tests)	NHS NICaN PPI	Q8
	Patients should be offered written information about how to get to the venue where the tests and investigations are going to be done	Macm	Q7
	Patients should be offered written information about the type of cancer that they have been diagnosed with	Macm NICaN PPI	Q9
	Patients should be offered written information about the treatment options for that type of cancer	Macm NHS NICaN PPI	Q10
	Patients should be offered written information about their prognosis	Macm	Q11
	Patients should be offered timely written information about the support and information available to them from their healthcare team and from any appropriate charities/voluntary organisations	Macm NHS NICaN PPI	Q12

	Patients should be offered written contact details for their key worker / nurse	Macm NICaN PPI	Q13
	Patients being offered surgery should be offered written information about the surgery including:	Macm NICaN PPI	Q16
	Benefits	NHS	Q16
	Risks	NHS	“
	Side-effects	Macm	“
	Alternatives	NHS	“
	The aim of the surgery	Macm	Q17
	How the surgery works	Macm	Q18
	The effectiveness of that type of surgery	Macm	Q19
	Patients being offered surgery should be offered timely written information about how their appearance would be affected by it	NICaN PPI	Q20
	Surgical patients should be offered timely written information about emotional support with changes in appearance because of their surgery (e.g. counselling, “Look good, feel better,” nurse support).	Macm NICaN PPI	Q20
	Surgical patients should be offered written information about practical help with changes in appearance because of their surgery (e.g. prostheses, clothing ranges and fitting services)	NICaN PPI	Q21
	Surgical patients should be offered written information about how to get to the venue where their surgery is being done.	Macm	Q22

	Surgical patients should be offered written information to prepare them for their surgery, including what to expect on the day they arrive.	Macm NHS NICaN PPI	Q23
	Patients being offered chemotherapy should be offered written information about the treatment including:	Macm NICaN PPI	Q24
	Benefits	NHS	Q24
	Risks	NHS	“
	Side-effects	Macm	“
	Alternatives	NHS	“
	The aim of the chemotherapy	Macm	Q25
	How the chemotherapy works	Macm	Q26
	The effectiveness of that type of chemotherapy	Macm	Q27
	Patients being offered chemotherapy should be offered written information about how their appearance would be affected by it	NICaN PPI	Q28
	Chemotherapy patients should be offered written information about emotional support with changes in appearance because of their chemotherapy (e.g. counselling, “Look good, feel better,” nurse support).	Macm NICaN PPI	Q28
	Chemotherapy patients should be offered written information about practical help with changes in appearance because of their chemotherapy (e.g. wig-fitting, headwear and fitting services).	NICaN PPI	Q29

	Chemotherapy patients should be offered written information about how to get to the venue where their chemotherapy will be administered.	Macm	Q30
	Chemotherapy patients should be offered written information to prepare them for their first appointment for chemotherapy treatment, including what to expect.	Macm	Q31
	Patients should be offered timely information about financial help they could be entitled to.	NICaN PPI	Q31
	Patients should be offered timely information about how they can get help with their finances.	NICaN PPI	Q32
	Patients should be offered information about what members of their healthcare team can offer.	NICaN PPI	Q34
	Patients should be offered information about spiritual support that is available within the hospital (e.g. hospital Chaplain's details or how a Social Worker can help).	NICaN PPI	Q35
Patient & Public Involvement in Audit strand	The patient information resource should show the date when it was developed.	NHS	Q3
	The patient information resource should show when it needs to be reviewed.	Macm	Q4
	The patient information resource should show who published it (e.g. HSC Trust).	NHS	Q5
	It should be clear from the title and/or introduction what the patient information resource is about.	NHS	Q1
	It should be clear from the title and/or introduction who the patient information resource is aimed at.	NHS	Q2
	The patient information resource should include contact details or general signposting for further information for the reader. General signposting might be 'Ask your GP if you need	NHS	Q6,7

	further information’.		
	The patient information resource should be grammatically correct.	NHS	Q8
	The patient information resource text should be size 12 or above, (i.e. a minimum x-height of 2mm) and in a ‘sans serif’ font (e.g. Arial).	RNIB NHS	Q9
	The patient information resource should state that it is available in different formats, e.g. Braille, audio version, different languages.	NHS	Q10,11
	The quality of the paper and print should be sufficiently pleasing for the reader.	RNIB	Q12
	There should be enough contrast between the text and the background to allow easy reading.	RNIB	Q13
	Text should not be laid over images.	RNIB	Q18
	The patient information resource should be relevant and sufficiently comprehensive for the reader.	NHS	Q15,16
	The patient information resource should be well laid out.	RNIB	Q17
	The patient information resource should include appropriate images to illustrate the written text.	NHS	Q19
	The patient information resource should include language that is easy to understand. Where unfamiliar or complicated terms are used, these should be explained.	NHS	Q20,21