



## NICaN Regional Audit of Patient Information

### Patient Audit Panel – leaflets audit

#### Results for your leaflet

#### Leaflet title: What is Radiotherapy

Our patient audit panel were provided with your leaflet and with a copy of the audit tool (which they used to record their results on for your leaflet).

The audit tool is available at [www.cancerni.net/audit/patientinformation](http://www.cancerni.net/audit/patientinformation).

**Here we outline the information quality areas we asked each panel member to consider and we provide their responses (shown in boxes).**

Four panel members audited your leaflet. Some of the questions were subjective, provoking different responses from different panel members. We hope you find it useful that we have shared these varying responses with you.

Information leaflets should show the date when they were developed and the date when they expire and/or should be reviewed. This is to enable information providers and readers to know whether the leaflet is up to date.

(Q1) We asked panel members whether the leaflet shows when it was developed.

All said yes

(Q2) We then asked them whether it says when it should be reviewed.

All said no

It should be clear to information providers and to the reader who publishes or 'owns' the information. This is to help them understand whether the leaflet is from a reputable organisation.

(Q3) We asked panel members 'Does the leaflet show who it was developed by?'

All said yes

Information providers and readers need to be able to tell quickly and easily whether the leaflet includes the information they are looking for, and has been written for people like them.

(Q5) We asked panel members whether the title and/or introduction make it clear what the leaflet is about.

All said yes

(Q6) We then asked them whether it states clearly who it is for.

All said yes

There should not be errors in grammar because, if noticed by the reader, this can undermine their confidence in the information. It has the same effect on information providers who may be reluctant to provide or recommend a leaflet with poor grammar.

(Q20) We asked panel members whether they noticed any errors in grammar.

Three said no and one said yes (no comments made).

Text should be set at a minimum size of 12, and ideally 14. Font size relates to the height of the letter 'x' when printed in lower case. Leaflets should use a minimum of font size 12 (where the height of the x is 2mm), and ideally a font size of 14 (where the height of the x is 2.3mm).

(Q4) We asked panel members whether text that is aimed at the reader is at least font size 12.

All said yes

It is important to have good contrast between text and background. Paper should be thick enough to prevent text showing through from the other side. The paper shouldn't be glossy as this reflects light and can make it difficult to read for some people. The NHS recommends that paper should be 130 to 150 grams per square metre (gsm) and matt. Setting text on top of an image or texture is confusing and affects the contrast, and so should be avoided.

(Q17) We asked panel members whether the paper was thick enough to prevent text from showing through from the other side.

All said yes

(Q18) We asked panel members whether there was 'glare' off the paper, affecting their ability to read the leaflet.

All said no

(Q16) We asked panel members whether there are words written over the top of a picture or fussy background.

All said no

The reader should be provided with contact details for further information or for if they have questions. Alternatively, general signposting is often sufficient, e.g. "Your Nurse Specialist can give you more information and answer any questions you have about XYZ".

(Q14) We asked panel members whether the leaflet advises the reader how to get more information about its content. Options included telephone number, postal address, email address, website and signposting.

All said yes

The information should be available in alternative formats.

(Q7) We asked panel members whether other formats are available. Options included Braille, audio, large print, other languages, and 'other'.

All said no other formats are available

The leaflet should be well laid out.

(19) We asked panel members whether the layout could be improved in any other ways than those already covered by the rest of the audit questions.

Three said no and one said yes "Include a picture of the cancer centre and of the radiographer at work".

The leaflet should include appropriate images to illustrate the written text.

(Q15) We asked panel members whether the pictures in the leaflet, if any, are appropriate for the information that the leaflet contains.

This was left unanswered by all panel members (see suggestion above).

The leaflet should use language that is easy to follow. Where unfamiliar or complicated terms are used, they should be explained.

(Q9) We asked panel members how suitable the language is in the leaflet. Options included 'Too simple', 'Just right' and 'Too complicated'.

All said 'Just right'.

The information should be relevant and sufficiently comprehensive for the reader. Therefore we asked panel members the following questions:

(Q10) Is there any information missing that would make the leaflet better?

Yes: 1  
No: 3

“Website link for more detailed information about radiotherapy.”

“Email address for more information.”

(Q11) Does the leaflet raise any questions that it doesn't give the answer for?

Yes: 1  
No: 3

“Why have radiotherapy?”

(Q12) Is there any information in the leaflet that doesn't need to be there?

All said no

(Q13) Did you notice any mistakes in the information?

All said no

(Q21) What is your overall impression of the leaflet?

Excellent: 1  
Good: 1  
Average: 2  
Poor: 0

“Very high standard”.

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Finally

Thank you on behalf of the NICaN Patient Information Audit steering group and the Patient Audit Panel for submitting your leaflets to this audit.

**Please now consider writing to us with comments on your results, and whether you will make any changes to how you design your leaflets in the future (please see cover letter).** Please let me know if I can help.

(Continued overleaf)

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