



Procedure for the production of written patient information: 12 Point Plan

Point	Plan
1 Identify the need All requests for new information / unplanned reviews should be made to the information team.	<ul style="list-style-type: none"> ● Before making a request, check that the information you are requesting does not already exist ● Requests could be from patients / carers / oncologist / nurse / other health professional ● Information team to consider all requests and their relevance
2 Check for suitable pre-existing information	<ul style="list-style-type: none"> ● Do not reinvent the wheel ● Do not plagiarise (without permission) ● Create relevant information if no other suitable material exists; consider relevant websites & respected charities.
3 Discuss and Consider	<ul style="list-style-type: none"> ● Discuss the request and agree the need ● Consider usage / shelf life / review period / quantity required over 1 year / budget / source of funding.
4 Once agreement to develop information is made Establish the stakeholder group	<ul style="list-style-type: none"> ● Written patient information will be created by a dedicated team (with responsibility and authority and the relevant skills for the subject matter), consisting of: <ul style="list-style-type: none"> ● Person with writing & communication skills ● Patient / Carer ● Person with medical authority ● Identified additional relevant medical staff / others
5 Create and circulate 1st draft / 1st review Circulate to: Relevant medical staff Patients / Carers (see questionnaire 'Your opinion matters') Send with the relevant covering letter Comments: asked about readability and subject information	Consider the target audience and the following points: <ul style="list-style-type: none"> ● Choose the relevant standardised template: consent, pregnancy, identification, contents and back page ● Introduction to include: purpose, aim & target audience of the leaflet ● If a new leaflet A4 format question and answer style ● What is the treatment / procedure? ● Any alternative treatments / consequences of patient refusal? ● Where will patients have their treatment? ● Any preparations / restrictions / precautions? ● What are the common side-effects? ● Will the patient need an anaesthetic? ● Will patients have to sign a consent form? ● What happens after treatment? ● Consider relevant links to other leaflets in the series ● Provide contact list for extra help / support / signposting / literature ● Offer to produce the leaflet in other formats ● Number each page ● State who has written it / where it has come from ● Consider space for patient details ● Contents must be based on evidence from the Approved Evidence List / best practice / current standard / references stated where appropriate ● Number the leaflet in the Patient Information Series / link with other leaflets produced in the series if appropriate

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6	Review comments and write 2nd draft (continue with drafts at this stage)	<ul style="list-style-type: none"> ● Take note of the comments, then write 2nd draft (keep in Word for new leaflets) ● Amend the information to say 'Draft 2' ● Use tools where appropriate for quality assessment ● Check information with the Approved Evidence List
7	Re-circulate each draft to: Relevant patients / carers, and medical staff Repeat 6 & 7 until ready to produce final draft	<ul style="list-style-type: none"> ● Send with a covering letter and a deadline date for comments ● Circulate among group of health professionals / volunteers / patients / carers / the appropriate medical teams, asking for comments on medical accuracy / evidence / acceptance of the information contained in the leaflet
8	Write final draft Design the layout using NHS guidelines	<p>Write the final draft and consider the following:</p> <ul style="list-style-type: none"> ● Overall design / typography / presentation / format / paper colour ● Font: Use NHS typefaces / 12 point (if possible) / do not underline text (use bold) / avoid capital letters / avoid italics ● Produce all leaflets to a consistent and recognisable format using Trust's house style / details / logotype and correctly sized NHS lozenge ● Use readability guidelines / 'Plain English' / clear / simple / jargon free ● Proof read document: spelling / punctuation & grammar ● Final approval required from stakeholders giving their authority / responsibility ● Review leaflet to ensure there is no conflict of interest ● Ensure trademarks are in place ● Ensure any advertising is clearly identified ● Assess that personal opinions and evidence-based opinions are clearly marked, eg, quotes from patients
9	Assess usage / costs / production	<ul style="list-style-type: none"> ● Assess usage and most cost-effective way of producing the leaflet / confirm and acknowledge (if appropriate) funding. ● Consider where the information needs to be held, eg, clinics / DGHs / cancer centre / PCTs / private hospitals ● Obtain publishing / print quotation (if appropriate)
10	Produce final version	<ul style="list-style-type: none"> ● Remove the word 'draft' ● Name any author groups ● Proof read the document again ● Check the contact phone numbers are accurate ● Ensure issue date is updated on the back of the leaflet ● Archive the old issue (with the date of archive added into file) and all working copies (electronic) ● Place new copy (electronic) in 'current issues' area of server
11	Print	<ul style="list-style-type: none"> ● Print new A4 master copy for photocopying ● Consider number of leaflets required ● Print using outside printers or with own resources
12	Distribute	<ul style="list-style-type: none"> ● Update the distribution list, distribute, create PDF for website (if required) ● Ensure users remove the previous versions ● Notify LJMC webmaster of new issue ● Re-file leaflet's folder in filing cabinet ● Update LJMC Publications database <p>Leaflets to be reviewed every 18 months for accuracy</p>

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