

Readers' Panel

Embedding strong engagement, at the heart of decision-making around system transformation work has always been a priority for Joined Up Care Derbyshire (JUCD). We want to build strong and supportive relationships with patients, members of the public, and our communities. We have been developing a continuous engagement framework that supports this work, which includes a Readers' Panel.

What is the Readers' Panel?

The Readers' Panel reviews new and revised information that is to be shared with patients and members of the public. This is to make sure that the information is understandable, clear, and concise. It is important that we know we are using the right words, in the right way to get our messages across clearly.

We have 30+ volunteers on the panel, who are available to receive a maximum of two documents a month and are asked to provide feedback within two weeks.

The Readers' Panel can be used by all JUCD system partners.

How can the Readers' Panel help?

They can help us to understand whether:

- The title describes the content of the document
- The document is easy to read and understand
- The document is set out in a logical order
- The tone of the document is OK and how it may land with patients and members of the public
- There should be any other information included.

We have a standard feedback form and members are free to comment on any aspect of the leaflet/document in relation to what they feel needs improvement or praise.

What can I share with the Readers' Panel?

You can send any documents that will be patient facing and/or available for members of the public for example:

- Information leaflets
- Posters
- Questionnaires/surveys.

How to use the Readers' Panel?

1. We would always ask that the document you wish to be reviewed is in a final format/a well-constructed draft
2. Ensure you are happy with all questions within the feedback form, if there is anything additional/specific you would like to ask, you can add this to the form (see appendix 1)

3. Send your request to use the Readers' Panel along with the relevant document(s) and a brief outline explaining the rationale behind the document and who the intended audience will be to: Hannah.morton10@nhs.net
4. The document(s) will then be shared with the Readers Panel and provided with a two-week window for feedback
5. All feedback will be collated and shared with the relevant named contact.

Appendix 1 – Readers' Panel Feedback Form:

Reading material feedback form

You have been provided with a draft version of [name] document please could you send your feedback to: hannah.morton10@nhs.net

Title of publication:	
Target audience:	Patients/public
1. Does the title describe the content of the publication adequately? If not please provide a suggestion below.	
Feedback (1):	
2. Is the document EASY TO READ e.g. was the print size big enough?	
Feedback (2):	
3. Is the document EASY TO UNDERSTAND e.g. was the language clear, was too much jargon used?	
Feedback (3):	
4. Is the document set out in a LOGICAL ORDER e.g. was the information in the right order; did the layout assist you to find the information you needed?	
Feedback (4):	
5. What is the TONE OF DOCUMENT e.g. was the document too familiar, patronizing and written for you?	
Feedback (5):	
6. Is there any other information you feel should have been included?	

Feedback (6):	
7. Please write any other comments in space below:	
Feedback (7):	
Thank you for taking the time to read the leaflet and provide feedback.	