# Recruitment and operation of the Patient Information Readership Panel

**Introduction**

The readership panel is a group of volunteers from the community that offer their services to review patient information for clarity, legibility, jargon, grammar, spelling and presentation. All leaflets must be reviewed before they are approved for use in the Trust and published on the Trust’s intranet and internet sites.

**Recruitment**

The panel is recruited from people who have responded to an advertisement in the Trust’s Foundation Trust Members Newsletter.

Members are not recruited for a minimum or maximum period.

**Training**

“Plain English” training course is periodically offered. Although completion is not a mandatory requirement, it provides a valuable insight into document review. A hard copy of the training manual is given to members who do not attend the training. A style guide is given to all members. All members receive one-to-one oral guidance.

**Operation**

The panel is split into four groups. Each group, in rotation, is sent documents, with a review sheet for comments and asked to amend the document as they see fit. This reduces the volume of documents on any individual and provides effective feedback.

On receipt of at least four sets of comments, the document is amended as necessary and a copy sent to the author for review and approval. Any outstanding queries or comments raised by the panel are passed to the author so that the text can be amended as necessary. After the document is published, the review sheets are filed with the supporting Quality Sheet/Approval Form.

**Sample content of ‘retirement’ letter**

Retirement form the ICID Patient Information Readership Panel

Thank you for the valuable contribution you have given the hospital in maintaining the high standard of patient information given to patients within the Trust. Your comments and suggestions have been valuable and very much appreciated by the clinicians and the Patient Information Team.

I have enclosed a small token in appreciation of the time and effort expended on behalf of the hospital.