

At the heart of
the matter



Patient information

Good patient information is important as it:

- Helps to ensure that patients arrive on time and are properly prepared
- Give patients confidence, improving their overall experience
- Reminds patients of what they have already been told (in case they have forgotten)
- Involves patients and carers in their treatment and condition

As part of the trust's mock CQC inspection this month, we found a lot of out-of-date leaflets on wards and departments – some dating back ten years!

We're now launching a 'leaflet amnesty' and asking every centre to review their patient information and discard any out-of-date literature that may be accessed by a patient by 3 November.

Some key things to consider when reviewing information:

- Is the information still relevant – do you need a leaflet at all?
- Is the information accurate and up-to-date and written in a way patients will understand?
- Is your information free of any clinical jargon and written in plain English

The current procedure for writing and issuing patient information can be found in the patient information policy (G57) which is available on the intranet. If any information urgently needs updating please speak to the communications team on extension 54343.

Further advice on styles of writing for patients can also be found in the trust's branding guidelines at <http://stas16/intranet/communications/branding-templates/>