

to the original authors. This is an opportunity for the author to check that any amendments which need to be made as a result of your comments will not alter the meaning or accuracy of the leaflet.

Once the authors have given approval the leaflet is put into circulation.

You can see how we use your comments to improve our information for patients in one of two ways:

- You can ask to have a copy of the finalised leaflet posted to you.
- You can look at the finalised leaflet on the Trust's web site.

### **How can I get involved with the Readers' Panel?**

If you are interested in becoming a member of the Readers' Panel, please contact Sharon Kidd, Patient Experience Manager, on 01476 464560, or by email at [patient.infomration@ulh.nhs.uk](mailto:patient.infomration@ulh.nhs.uk)

If you require this information in other languages, large print, audio (CD or tape) or Braille please email the Public Information Team [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)



United Lincolnshire Hospitals **NHS**  
NHS Trust

## **Readers' Panel**

**Patient Experience Department**  
Grantham & District Hospital, 101 Manthorpe Road,  
Grantham, NG31 8DG  
[www.ulh.nhs.uk](http://www.ulh.nhs.uk)

### **What is the Readers' Panel?**

The Readers' Panel is a group of people who have volunteered to read new and updated information that staff members at United Lincolnshire Hospitals NHS Trust write for their patients.

Feedback from patients and the public is an important part of our quality assessment process.

### **Why does the Trust need a Readers' Panel?**

We need people to volunteer to be part of the panel because we feel that patients and the public can tell us if we are getting the information right.

It is important to us that we know we are using the right words, in the right way, to get our message across clearly.

### **How does the Readers' Panel work?**

People on the panel are sent an average of one leaflet per month to read and comment on.

They are asked to think about;

- How the information is worded
- How it is presented
- Whether it answers the questions they would have

All members are free to comment on any aspect of the leaflet that they feel needs improvement or praise.

### **How long do I have in which to read and comment on the leaflets?**

We ask that people try to read and comment on any information they are sent within 2 weeks of receiving it.

### **How do the leaflets get to me?**

We can send the leaflets by post or email, whichever you prefer.

### **Will I have to pay to return my comments?**

No, if you have had the leaflets posted out to you, you will also be sent a reply paid envelope to send them back in.

### **Do I have to read and comment on all leaflets sent to me?**

Whether you read and comment on leaflets that are sent to you is entirely up to you.

It might be that you are having a busy time, are off on holiday, not feeling well or simply don't feel like it. You decide whether you want to do it, not us.

### **How do I give my comments?**

Again, this is up to you.

You can either write them directly onto the draft of the leaflets sent to you or use the form we send.

### **What happens to the leaflets once I have commented on them?**

Once we have received your comments they are sent