

Reader group - Report V1.0

Name of resource:

'It's a GP practice thing' leaflet and poster

Who requested reader group feedback?

ICB in Leeds - Communication and Campaigns Manager

What is the reader group?

The reader group is made up of patients, members of the public and staff who review patient literature and help us improve the quality of the information we produce.

Evidence suggests that involving patients and members of the public can help us to produce more effective literature and information.

We share documents, leaflets and other resources through our citywide ICB in Leeds Involving You network, and seek feedback from patients, carers and the public about:

- the need for and purpose of the document / leaflet
- the format and content
- how we share and evaluate our materials

Brief

The NHS Integrated Care Board in Leeds, (NHS ICB in Leeds) is responsible for planning and funding (commissioning) the majority of health services for people in Leeds. We work closely with our health partners to deliver the best possible health and care services to the people of Leeds.

Building on insight collected from people accessing GP practices, which highlighted how complicated understanding and navigating the system can be, a leaflet and poster is being produced to provide people and patients with up-to-date information about how GP services are operating now.

The purpose of the leaflet / poster is to:

- provide guidance to people about how best to contact their local GP practice,

- provide an introduction to the various health professionals working in GP practices,
- provide information on which services to contact when, and
- provide additional links to other support, including information in other languages / formats.

What did the reader group review? / what is the purpose of the resource?

The reader group reviewed a leaflet and a poster for GP practice campaign – ‘It’s a GP practice thing’ - which provides people with information on different ways to access GP practices to help make sure they get the right care.

Who’s been involved in developing this resource?

This campaign has been produced across West Yorkshire and developed further in the Bradford area where people and patients have been involved in the development process. Initial conversations took place where some members of the public were shown existing campaign materials and asked for their feedback and thoughts to help with the development of this campaign. We are using some of the learning and testing that Bradford have already done to apply to the local roll out of the campaign in Leeds. We have also shared the campaign with some primary care colleagues in the ICB in Leeds and local community groups, to understand more local views in Leeds.

The reader group was invited to comment on a poster and a leaflet, aimed at providing helpful patient information. The reader group was asked to consider the formatting of the leaflet and poster, how easy they were to understand, whether anything was missing and how suitable they are for other people in our local communities.

We received **30** responses from the reader group.

We would like to thank everyone who took the time to review the leaflet and the poster and provide us with their thoughts and comments. Reader group contributions are very much appreciated and some adjustments have been made as a result of the feedback we have received.

You can view the full feedback from the reader group in the last section of this report at page 6.

You can view the original document that was submitted to the reader group by clicking on the links below:

Leaflet : [NHSBDC_681_Access-to-Primary-Care-A5_Leeds_leaflet.pdf](https://www.healthandcareleeds.org/content/uploads/2023/06/NHSBDC_681_Access-to-Primary-Care-A5_Leeds_leaflet.pdf)
([healthandcareleeds.org](https://www.healthandcareleeds.org))

Poster : [Primary-care_A3-specialisms-poster_Leeds_WEB.pdf](https://www.healthandcareleeds.org/content/uploads/2023/06/Primary-care_A3-specialisms-poster_Leeds_WEB.pdf) ([healthandcareleeds.org](https://www.healthandcareleeds.org))

The final document, amended after feedback from the reader group, can be found by clicking on the links below:

Leaflet : https://www.healthandcareleeds.org/content/uploads/2023/06/IAGPT-Leeds_Booklet_FINAL-2.pdf

Poster : https://www.healthandcareleeds.org/content/uploads/2023/06/IAGPT-Leeds_Illustrated-poster_FINAL-v2.pdf

You said, we did

The table below highlights the main areas of improvement identified by the reader group. The column on the right highlights the changes that will be made to the document based on the group's feedback:




Reader group comments	Actions taken / responses
No reference of Health Care Assistants	We have taken this feedback on board and included a reference to healthcare assistants in the section on the GP practice team.
Queries around design and creative style of concepts	<p>This campaign has been produced across West Yorkshire and is now also being shared across Leeds, as well as other places in West Yorkshire.</p> <p>In Leeds, we have made some changes to what the booklet says so it works for local audiences but we haven't changed the design. It is important the design looks the same as it does in other places across West Yorkshire so that it is consistent.</p>
English could be simplified in places e.g. 'raising a query'	We have changed this specific phrase to 'ask a question'.
Query around whether roles listed are available in GP practices	People should be able to see healthcare professionals either at their own GP practice or at one nearby. Depending on the help they need, sometimes people may be referred directly to one of these specialists and people can also speak to their GP practice to find out more about which roles are available at their own practice.

Tone of leaflet	We have checked back through the content and wherever possible, we have made some changes to the wording so it speaks more directly to the reader and is conversational.
Comments around use of QR codes and concerns about them not being accessible or user friendly	<p>The QR codes on page two of the booklet link to videos (available in different languages) which have very similar information to the printed version, just in a different format. QR codes also have the website link written beneath them so that people who have access to the internet can use the link instead of the QR code.</p> <p>To help the campaign reach the different audiences we are hoping to target, it is important that we use different channels and platforms to share the messaging. We understand that not everybody can access information online so the printed booklets are for patients to take away and read when they want to. The posters will also be printed and put into GP practices and other places across different communities so people will have the chance to read them properly.</p> <p>As with every campaign, we encourage feedback and we can use this to help make any changes needed for future campaigns.</p>
Comments around the use of the term 'Care Navigators'	<p>We understand that people may not be used to seeing the term 'Care Navigators'.</p> <p>Reception staff are now also known as Care Navigators as they have received additional training to help make sure that people are directed to the right healthcare professional at the GP</p>

	<p>practice as soon as possible, depending on their symptoms. Care Navigators may ask some brief questions so they can make sure people are directed to the right health professional.</p>
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Reader Group Feedback

1. Is it clear who the leaflets are for, who they are from and what they are about?

Answer Choices			Response Percent	Response Total
1	Yes		82.76%	24
2	No		10.34%	3
3	For one but not the other		6.90%	2
			answered	29
			skipped	1




Tell us why: (17)

- 1 Colourful, easy to read & informative
- 2 There are lots of circles and underlining of words to emphasise this.
- 3 The triage section is not clear
- 4 Very clear about who the people are who work with the GO
- 5 Although not everyone has a mobile phone to scan. Thinkung elderly especially and all that reference may alienate them. I know it would my mother so she would not read any of it because she would assume only for young people.
- 6 easy to read and understand
- 7 yes
- 8 Key workers illustrated by a picture of a person and their title/ job
- 9 For the public, but who is it from? Clearly not the GP practice
- 10 They are far too busy, you still have to be 100 in a queue at 7.59am and then if your lucky you will see one of the staff, my family had a recent issue where we thought the gp had prescribed some medication and it was the pharmacist working for the practice who didn't understand the reasons my wife was on specific brand names of tablets and tried changing them (to save money !!
- 11 It covers all aspects of health.
- 12 The design is too busy
- 13 No comments.
- 14 It's clear it's about GP practices and what services are available there as well as doctors
- 15 I think the leaflets are an excellent idea, they give full and comprehensive information about who and what each person in the practice perform.
It is something to keep in the home to refer to when needed. It explains in easy text who to contact and what is available.

1. Is it clear who the leaflets are for, who they are from and what they are about?

- | | |
|----|---|
| 16 | Yes, why? Why do we need this poster? Why do we need this leaflet. Would it be more honest to have a both describing why you cannot get to see a GP, eg fewer, GP's in Community settings, austerity measures etc |
| 17 | Very clear |

2. Is the design eye-catching? (For example, would you pick them up if you saw them in a GP surgery?)

Answer Choices			Response Percent	Response Total
1	Yes		78.57%	22
2	No		14.29%	4
3	For one but not the other		7.14%	2
			answered	28
			skipped	2

Tell us why: (16)

- | | |
|----|---|
| 1 | As above |
| 2 | Lots of simple drawings backed up by lots of practical information |
| 3 | As above. |
| 4 | Use of colour and illustrations, good spacing. |
| 5 | good graphics and attractive colour |
| 6 | they are ok...not brilliant |
| 7 | Too cluttered. |
| 8 | Colourful and well laid out. Not too much text or jargon. |
| 9 | Condescending. |
| 10 | Eye catching doesn't mean I would pick them up, you immediately get lost in the arrows |
| 11 | Leaflet bit dull and boring to look at. Too much reading for some people, they could loose interest before getting to the end. |
| 12 | The poster is good and is eye catching, but I probably would t notice the leaflet. I don't like the red circling around certain words, but this just me. Maybe they could have had those bits in bold letters or just underlined. |
| 13 | It's bright and colourful |
| 14 | Although Indo know most of the information on the leaflet, I would certainly pick up a leaflet for myself and my children. |

2. Is the design eye-catching? (For example, would you pick them up if you saw them in a GP surgery?)

- | | |
|----|--|
| 15 | Both leaflet and poster are eye-catching only in that they are so childish |
| 16 | Cool branding & design, positive looking, factual |

3. Do you have any additional comments to make about your first impressions of these documents? (please use the space below)

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	26
1	I like them		
2	A very busy design and I looked with horror at the Qr code boxes. Are most people familiar with these as an older person I'm not, although I would say I was fairly tech savvy		
3	Comprehensive.		
4	A bit frenetic for me and I think confusion will arise with some people with the receptionists change of name.		
5	Very informative but rather busy. Triage section confusing		
6	Small print is hard to read if you are elderly or have eye problems, such as glaucoma or short sightedness.		
7	There are too many QR codes on the leaflet. Whilst I know what they are, I can't access them so don't know if I am missing something		
8	The font size is small and would be difficult to read for anyone with sight difficulties.		
9	Not sure every practice has all these specialist.		
10	The leaflet is quite busy, this might put some people off reading it properly		
11	eye catching		
12	I think the booklet is confusing especially the page on the taking steps Up....down..sideways....only one way should be used...too confusing		
13	some of the language is not helpful such as : enhanced access- why not say using another surgery? Consultations- use the word appointment Raising a query- use asking a question		
14	The poster does not mention Health Care Assistants. Is there a reason for this? Is 'practice nurse' the new name for 'district nurse'? What about maternity care? This is not mentioned anywhere. The names are confusing. Who has overall responsibility for a patient's care? Who will co-ordinate it?		
15	I am not sure if you have engaged with older people who tend to need the GP practice due to age conditions rather than young people who can follow flow charts		




3. Do you have any additional comments to make about your first impressions of these documents? (please use the space below)

16	Referring to receptionists as care navigators, in my opinion, would be an error. Historically, the receptionist roll has been know to be medically unqualified. People take offence at personal questions being asked. I'd put more emphasis on the training of them.
17	They appear to be a dumbing down of the GP service
18	I am disappointed (as are hundreds of thousands others) that the system used during COVID is going to remain, seeing it documented in leaflet form made me feel deflated and sad as this is a much worse method than prior to COVID. No leaflet however glossy can make you feel better .
19	Please see above comments.
20	Bright and cheerful
21	The design is a little busy - I don't think the circles and underlines add anything to the message
22	The leaflet is wonderful idea. Eye catching and should be out either in the waiting room and or with the receptionist. It should be able to be seen.
23	Awful. By far and away the most dishonest, unnecessary, badly written documents it has been our displeasure to have read.
24	I really like them & our GP should put them out to brighten up the reception area as all the leaflet holders are empty & the place looks neglected
25	The leafet explains the system and, I think, helps the patient understand what is happening. certainly helped me understand the system.
26	there is a lot of information but the roles are differentiated

answered	26
skipped	4

4. Section 2 - Questions for the patient reader group

4. Are the sentences simple and easy to understand?

Answer Choices			Response Percent	Response Total
1	Yes		81.48%	22
2	No		14.81%	4
3	For one but not the other		3.70%	1
			answered	27

4. Are the sentences simple and easy to understand?

skipped 3

Tell us why: (14)

- | | |
|----|--|
| 1 | I found them clear, colourful & very easy to read |
| 2 | They are not too technical and explain each person's role within the practice clearly. |
| 3 | Sentences yes. Job titles made unnecessarily complex, eg, lifestyle consultant, care coordinator etc. what would these titles mean to someone with basic reading skills, or limited vocabulary? |
| 4 | easy to read |
| 5 | Mostly yes but have explained in previous question |
| 6 | Some are and some are not. For example, "Sometimes, it may not be an appointment that you need but your GP practice will make sure you get the right care." Is a bit oddly worded. It might make more sense as. "Sometimes, you might not need a GP appointment. Your GP practice will make sure you get the right care you need." |
| 7 | Not if you get easily confused as an elderly person |
| 8 | Repetitive |
| 9 | Plain English used except words like ,Receptionist and Practice Nurse etc., words people are used to and recognise don't need to be altered |
| 10 | The leaflet and poster are written in a way most people would understand They are not too technical . |
| 11 | The leaflet is quite wordy - has it been tested to Plain English standards? |
| 12 | Plain English |
| 13 | Very easy to read and understand |
| 14 | The text needs liberally sprinkling with words/phrases such as "kinda, sorta, liike and innit. For example, if you add, after the phrase "Its a GP Practice thing" the word innit, that will improve the street cred argot that your compilers/ designers crave. |

5. Do they contain unexplained medical terms?

Answer Choices		Response Percent	Response Total
1	Yes	17.24%	5
2	No	82.76%	24
3	For one but not the other	0.00%	0
		answered	29

5. Do they contain unexplained medical terms?

skipped

1

Comments: (7)

- | | |
|---|--|
| 1 | It is all quite straightforward |
| 2 | See previous comment. Job titles. |
| 3 | [clear and easy to understand |
| 4 | Well ! What's a care practitioner? Life practitioner?
I'm 68, well educated and these are people in my practice I've never heard of |
| 5 | I would expect the majority of people to understand the language in the leaflets and I note they are available in other languages. |
| 6 | Not that I saw |
| 7 | Enough medical terms so as not to overwhelm the reader. |

6. Do they speak to the reader? i.e. using 'you' and 'your' instead of 'the patient'

Answer Choices

Response
Percent

Response
Total

	Answer Choices	Response Percent	Response Total
1	Yes	89.66%	26
2	No	10.34%	3
3	For one but not the other	0.00%	0
			answered
			29
			skipped
			1

Comments: (6)

- | | |
|---|---|
| 1 | directed at the reader |
| 2 | Not always. You need to check each section. It leaves me thinking that this is not for me. Impersonal. |
| 3 | They speak to a young reader
How many older people understand different roles and would have the experience of following flow charts to understand |
| 4 | It's clearly directed at service users |
| 5 | I felt the information was targeted at me. |
| 6 | See above |

7. Are there any errors in spelling, accuracy or grammar?

Answer Choices		Response Percent	Response Total
1	Yes	0.00%	0
2	No	96.43%	27
3	For one but not the other	3.57%	1
		answered	28
		skipped	2

Tell us why, and where the mistakes are: (7)

1	Although a few commas would make it easier to read.
2	did not spot any
3	Some. Using plural verbs with mass singular nouns.
4	No mistakes that I could see.
5	Not that I noticed
6	I couldn't find any errors.
7	No idea. Did not bother to check

8. Do they tell the patient everything they need to know? What other questions might the reader ask?

Answer Choices		Response Percent	Response Total
1	Yes	59.26%	16
2	No	40.74%	11
3	For one but not the other	0.00%	0
		answered	27
		skipped	3




Tell us why, and what other questions the reader might ask: (20)

1	They give advice on how to contact a GP practice & the various specialists that may be available to see or have online contact
2	The names of the people who MAY work at your practice are given but I am interested to know for example are physician associates qualified doctors or nurses, is a Care Coordinator a nurse or a n other? I would like to know which of the positions are held by nurses and doctors

8. Do they tell the patient everything they need to know? What other questions might the reader ask?

3	It's not clear what the qualifications training/professional experience is of some of the staff available so it may not be so clear which is the most appropriate for the patient. eg, I've never heard of an Advanced Care practitioner (is this for elderly people only, or for anyone who needs further treatment?). And I don't know what a Physician Associate is - never heard of them.
4	I believe everything is covered.
5	Do you do home visits? Do you have a hearing loop? Wheelchair or walker access?
6	The fact that it might take several days to get a response if I contacted my surgery on line would prevent me from ever doing that. I'd rather go direct to the surgery
7	can't think of any other questions
8	but must be specified that not all GP surgeries offer late night and weekend appointments
9	Enhanced access does not explain fully that the patient may have to go to a different surgery.
10	No, because it's unhelpful. Lots of the services that this leaflets says are available at my GP, are not available at my GP. What's the point? It would just confuse me. It's telling me I have access to services that I do not
11	Can I telephone the surgery at any time other than 8 o'clock when it is impossible to get through.
12	How do I get to see a doctor rather than be directed to having contact with someone else that I really don't want to see or speak to?
13	You are missing the point of engaging with an older person
14	Everything they need to know, is impractical. There will always be an exception to the rule.
15	Everyone should be able to see a GP before being referred to some other specialty
16	Why? Why!Why? Why the change ...it's a much worse system you don't explain why it's being changed and we want to know . Also why change the name of the Receptionist and Practice Nurse etc., when there is no need and no explanation
17	The reader may ask whether there are these health professionals available in their GP practice. They might not be in every practice.
18	There's lots of information on there.
19	Personally, I knew a lot of the information but also found that I didn't totally know what each person in the practice dealt with,so I found that information helpful.
20	But when can I get to see a GP? I want a service mate, like, sorta, kinda when I need it like not your concealed excuses for minimum 2 week waits.


9. Is there a contact name and number for queries?

Answer Choices		Response Percent	Response Total
1	Yes		65.38% 17
2	No		26.92% 7
3	For one but not the other		7.69% 2
		answered	26
		skipped	4

Comments: (8)

- 1 Not really applicable on these documents
- 2 Only the general 111 and 999
- 3 didn't see one but it would not be appropriate to have one on a generic leaflet as it would not be relevant to each surgery
- 4 I don't really understand the question. There are lots of websites provided, but it's not clear who specifically I would contact if I had questions.
- 5 As above
- 6 Sorry I can't remember
- 7 The didn't notice that there a wasn't, if I had queries I'd ask reception anyway
- 8 I can only see Qr codes or web addresses for contact, but no phone numbers.

10. Are there links to other information, useful websites etc.?

Answer Choices		Response Percent	Response Total
1	Yes		82.14% 23
2	No		14.29% 4
3	For one but not the other		3.57% 1
		answered	28
		skipped	2



Is there anything missing? (11)

- 1 There is a reliance on patients having the technology & ability to scan QR codes. This may be problem for older patients or those who don't understand how to do this.

10. Are there links to other information, useful websites etc.?

- | | |
|----|---|
| 2 | But only QR codes although there are websites given |
| 3 | See above? Not everyone knows how to scan a QR code. |
| 4 | I don't think so. |
| 5 | Bereavement services would be good |
| 6 | QR codes are helpful but not everyone are able to use them, particularly the elderly, some of whom may not own a mobile phone |
| 7 | But rather heavy on that front. Too many QRs. |
| 8 | clearly shown |
| 9 | Great if your on the internet !! |
| 10 | Different languages QR code |
| 11 | I hope they are more useful that this poster and the leaflet. I hope they are more truthful |

11. Are the leaflets sympathetic and sensitive?

Answer Choices		Response Percent	Response Total
1	Yes		71.43% 20
2	No		28.57% 8
3	For one but not the other		0.00% 0
		answered	28
		skipped	2

Tell us why: (13)

- | | |
|---|---|
| 1 | People can be nervous when needing medical help and this explains which member of staff may help them so they shouldn't feel they have been "fobbed off" to a less qualified member of staff. |
| 2 | They seem to be shunting folk around when most people know when they want to see their GP. It was much better in the past when the surgery opened at a certain time and you sat in order waiting to be seen by the doctor |
| 3 | Just informative |
| 4 | tactful and helpful |
| 5 | since when was a leaflet sympathetic...it should just give you the information you need succinctly. |

11. Are the leaflets sympathetic and sensitive?

6	I find it a bit patronising to be honest. I think most people understand what the GP is for, what the pharmacy is for, and what A&E is for. It's just that you an't always get the help you need, when you need it. Mine also doesn't offer weekend or evening appointments, despite this leaflet suggesting they do.
7	Not sensitive at all. Simplistic and condescending.
8	You are missing the point of who would read these Why not ask a group of elderly people who do not respond to surveys their opinions There are lots of church groups who could assist
9	There's no need for sensitivity or sympathy. It's a done deal . You are making a statement .
10	It's clear they are trying to help people understand what services are available and how they can help even if it's not a doctor who sees you
11	The wording was easy to read without going into too much information regarding illnesses but gave useful information about what questions would be asked if the patient to find out what was wrong and who to speak to or see.
12	Because they are not honest. Instead full of maudlin sentiment phrases and eyewash nonsense
13	i think they are informative which to me is key

12. Do you have any additional comments to make about the content of the documents? (please use the space below)




Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	15
1	No further comments		
2	I am undecided about renaming receptionists and still think people will not want to tell them about the reason they feel they need medical help.		
3	The number of pages in the leaflet will deter many people from reading it all. People prefer brief information, such as the straightforward poster.		
4	Yet more bureaucracy		
5	Busy		
6	eye catching and easy to understand		
7	please remove all the red scribble...it draws attention away from these very fussy leaflets		
8	The people a patient might be directed to 'see' (other than a doctor or fully trained nurse or physiotherapist) are largely people with little training. Not really what most patients want. Primary Care has, therefore, been diluted. Is it still relevant?		

**12. Do you have any additional comments to make about the content of the documents?
(please use the space below)**

9	I think the poster has been put together with little consideration for the highest users of GP practices This needs reviewing		
10	Just disgruntled that my Drs service is now so much worse than before COVID. I can't even get an appointment unless I'm really lucky and the NHS are promoting it as a better service than before via this leaflet/poster		
11	No.		
12	I'm not sure about so much use of QR codes - do people understand them		
13	Looks good, design a little busy		
14	Awful. To think public money is being spent, resources wasted, cut etc whilst drivel such as this poster and leaflet are being produced.		
15	No further comments		
		answered	15
		skipped	15

5. Section 2 - Questions for the patient reader group




13. Is there plenty of space between paragraphs so the page looks clean and uncluttered?

Answer Choices			Response Percent	Response Total
1	Yes		55.56%	15
2	No		37.04%	10
3	For one but not the other		7.41%	2
			answered	27
			skipped	3
Tell us where you think improvements could be made: (10)				
1	It looks messy to me with all the scribble circles and underlining and lots of colours. For me it should be one or the other.			
2	Look cluttered under specialist jobs			
3	well spaced			
4	see previous comments			

13. Is there plenty of space between paragraphs so the page looks clean and uncluttered?

5	Cluttered. Re-think layout please. Use a font and size suitable for those with impaired sight.
6	As stated previously, it is too busy
7	I do think some pages look a little cluttered but mostly it's ok.
8	It all seems pretty dense
9	No more comments
10	The pages showing pictures of the different roles at the Practice is a little cluttered but there's so much information you need to convey I'm not sure what you could do about it

14. Is there sufficient contrast between the background and the text colour used?

Answer Choices		Response Percent	Response Total
1	Yes		74.07%
2	No		18.52%
3	For one but not the other		7.41%
		answered	27
		skipped	3




Tell us where you think improvements could be made: (6)

1	Not always. Print in coloured ink is not as clear as black ink. Remember people with dyslexia may have particular difficulties with coloured ink print..
2	Could be better and text under specialist a bit small
3	good colour choices
4	RNIB can advise.
5	Could improved, but dull
6	It's easy to read / see

15. Are the resources offered in an alternative format?

Answer Choices	Response Percent	Response Total
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15. Are the resources offered in an alternative format?

1	Yes		80.77%	21
2	No		15.38%	4
3	For one but not the other		3.85%	1
			answered	26
			skipped	4

Comments: (10)

1	Not really applicable for these documents
2	Leaflet available in other languages. Poster needs to be available in the more common non English languages in areas of high diversity. Pleased to see sign language available for leaflet.
3	qr codes for different languages and formats
4	What do you mean by 'resources'? If you mean 'the leaflet' then there is no alternative format offered.
5	You have to be able to understand the flow chart and have access to the internet to participate
6	Not sure?
7	Different languages
8	The extra formats are an excellent idea as everyone accesses information differently.
9	This rubbish should be offered at all
10	Apart from the QR codes for alternate languages there doesn't seem to be anything for blind people or anyone needing large print.

16. Do you have any additional comments to make about the layout of the documents? (please use the space below)

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	13
1	Layout is good & very clear		
2	Personally I find the presentation too 'busy'		
3	Headings very clear and differentiated in a way that makes the whole document easier to access		
4	No		
5	Length of leaflet, as already mentioned		

**16. Do you have any additional comments to make about the layout of the documents?
(please use the space below)**

6	Both documents contain a lot of information and look a bit busy
7	The leaflet looks very busy
8	well laid out, not too cramped
9	I think the scribbles around certain words are weird. It's not a word you would circle as a normal human.
10	This has been created by a younger capable group of people I know my mother in law would not understand this, she is 88 What groups actually collated this information ??
11	Much to garish and busy
12	No additional comments
13	No

answered	13
skipped	17

17. Do you have any other comments you would like to make about the resources?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	18
1	No further comments		
2	'friendly' faults and layout generally		
3	No		
4	No		
5	I would rather the NHS spent it's money on doctors and nurses than wasting it on leaflets which people neither want or need		
6	Excellent resources and it would be helpful to have larger print versions available		
7	useful resources, very informative		
8	what or whom is a Physician Associate and what qualifications do they have		
9	Honestly, it kind of pissed me off. I think most people know who to contact. It's not our fault services are poor, and it feels like we, the public, are being blamed here for not knowing who to contact.		
10	What do you mean by the 'resources'?		
11	As above		

17. Do you have any other comments you would like to make about the resources?

- | | |
|----|---|
| 12 | Mention that the traditional role of receptionist is being updated. They are now being trained in initial care for patients. And from now on will receive periodical training to help with your care. I.e Remove the word 'receptionist' from the equation all together. (And the stigma it attracts) |
| 13 | The cost should be used for patient care - leaflets like these are a waste of money |
| 14 | No comments. |
| 15 | I learned from the poster! Didn't know my own gp practice might have this range of staff |
| 16 | No |
| 17 | See above |
| 18 | i think they are a great idea as many patients do not know about the changes that has occurred within general practices. I include myself in this group. |

answered	18
skipped	12