

Patient Information process for developing information

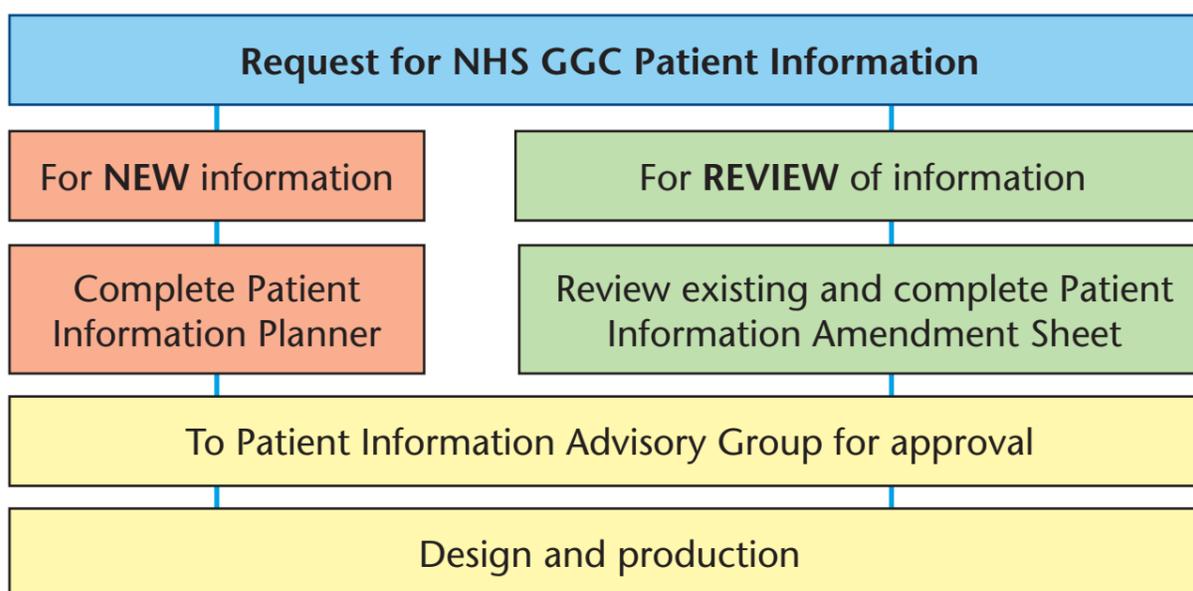
NHS Greater Glasgow & Clyde patient information should be produced in line with the guidance set out in the Patient, Public & Staff Information Management Policy. New information should only be developed if it does not currently exist. Patient information may be produced to cover the following:

- NHSGGC wide services
- An individual sector, directorate or Health and Social Care Partnership (HSCPs)
- An individual department, services or speciality

Patient information should only be developed for an individual sector, directorate or HSCP where they are exclusively relevant to that area. The NHSGGC Patient Information Advisory Group will support and liaise with authors who are producing patient information to ensure that the information being produced meets the Policy Guidelines.

The following process should be followed to produce patient or public information leaflets and factsheets about:

- Investigations, procedures and operations
- Specific medical conditions
- NHS GGC Services
- Treatments



Authors should send the completed Planner to the Patient Information Advisory Group who will check if the information is currently available locally or nationally. The group are not clinical experts, so cannot comment on the clinical content of the information, but will provide guidance on:

- Clarity and presentation of information
- Cost- effective production options (as required)
- Stakeholder involvement

Completed planners should be sent to: cleartoall@ggc.scot.nhs.uk

The Patient Information Advisory Group includes:

Public Health

www.phrd.scot.nhs.uk

- Public facing online publications directory which holds extensive range of health and wellbeing, and public health resources
- Promotes NHSGGC health information and signposts to partner organisations including NHS Health Scotland, NHS Inform, charity and voluntary organisations who provide health information
- Allows users to browse, search, download sample copies and order hard copies of quality assured health publications

Equality and Human Rights Team

The EHRT will advise on the appropriate format for those who cannot read standard English.

We can provide training on the Clear to All Policy and support engagement with those covered by the Equality Act.

We can also advise on the implementation of the policy in your service area.

Patient Experience & Public Involvement

The PEPI Team assists the Board to meet their obligations under the Patients Rights (Scotland) Act 2011 including providing support those in the Acute Division seeking to produce patient information.

Once it has been agreed by Sectors and Directorates that a resource is needed and can be developed, support may include:

- Providing guidance/quality assurance in relation to Plain English and patient usability.
- Advising on the involvement of patients.

Medical Illustration Services

- The graphics service supports patient care, teaching, research and communication through the design and production of high quality patient information.
- We ensure that projects are visually engaging, accessible and functional in their design.
- We advise on the most appropriate and cost-effective of output (print and digital).