



Have your say with our Readers' Panel

Do you think you could help us develop information that is more understandable and which is more accessible to patients and carers?

NHS Southend and Castle Point and Rochford Clinical Commissioning Groups (CCGs) are the organisations responsible for the planning and buying of many of the local NHS health services across south east Essex.

As CCGs, we are committed to engaging with, listening to and learning from our patients and carers. One of the ways we do this is through our Readers' Panel which helps us to ensure that our publications are informative and easy to understand.

Why do the CCGs need a Readers' Panel?

It is important to the CCGs that publications are easy to understand. One way in which we can ensure this is to ask local people who are patients and/or carers to guide us on what makes sense to them when looking at information in our publications.

What is a Readers' Panel?

A Readers' Panel is a group of volunteers who we ask to look at our publications, such as reports or leaflets, before they are published. It's important to note that the names and contact details of volunteer members of the CCGs Readers' Panel will only be used to communicate with in connection to the Readers' Panel. The CCGs will not pass on these details

to anyone else for any reason. Nobody outside of the CCGs will have access to these details.

How will it work?

The Readers' Panel will be asked for its comments on the draft publications that are sent to its members, who will be asked to consider the following about the information within:

- Does it make sense? Could it be improved and why?
- How is it presented? Could it be improved and why?
- Does it meet its intended purpose? Could it be improved and why?
- Did you find it helpful?

We will also welcome any input into the content and style of our publications.

How do the publications get to me?

You have the option to choose how you wish to receive the publications and how you wish to respond.

We can send information by post and provide you with a FREEPOST envelope for you to return your comments, or you can receive information and send your comments via email.

We want to ensure that we make it as easy as possible for our Readers' Panel, we really do value everyone's input.

How often will I receive things?

We will try, where possible, to keep a commitment to our Readers' Panel that we will never send more than three publications per month.

As some publications may take longer to read than others, we will always ensure that members of our Readers' Panel have plenty of time to respond. It is not expected that there will be publications available each month to review.

What happens once I have commented on them?

Once you have made your comments, amendments and additions they will need to be sent back to the CCGs.

We will take into account your feedback and try and incorporate the comments, amendments or additions we receive. We will try and ensure that the Readers' Panel sees the revised publications before they are published. Where this is not possible, we will ensure that the Readers' Panel receives the final publication to see how important its input has been.

How can I get involved?

If you are interested in becoming a Readers' Panel member or would like to know more then please contact Amanda Shears, Patient Engagement Officer:



(01268) 464 546



amandashears@nhs.net
or Pearl House, 12 Castle
Road, Rayleigh, Essex,
SS6 7QF

If you need a translation of this leaflet, an interpreter, or a version in large print, Braille, or on audiotape, please telephone: 01268 464 508 or 01702 215 050.

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