

Our Readers' Panel

What is the Readers' Panel?

The Readers' Panel is a group of members of the public who have volunteered to read documents for us to make sure they are accessible, readable and written in Plain English.

We send out a document in draft form and make changes and improvements to it based on the feedback and comments we get.

The types of documents you'll review as a member of the Readers' Panel include:

- Surveys;
- Patient information leaflets;
- Strategy documents;
- Service leaflets;
- Posters;
- Information for websites.

Why do we need a Readers' Panel?

Members of the public can tell us if we are getting the information right and if the information is accessible. It's important that we know we are using the right words, in the right way to get our messages across clearly.

How does it work?

Around once a month (sometimes a little less often) we'll send a document to be reviewed. We'll send it by email or post depending on what you've asked for.

We'll give you some background about what the document is and what it will be used for. We generally ask you to consider the following points in your response:

- Your thoughts on the design of the document and if you find it appealing;
- The length of the document and how it is set out;
- The language used in the document and if it is understandable;
- If you think the document will serve its intended purpose;
- If there is anything you dislike about the document;
- If there is anything you would improve about the document.

How long do I have to read and comment?

We try and give you as long as possible, a minimum of 2 weeks.

How does the document get to me?

You'll sign up by giving us your name, an email address or your home address. We'll ask whether you'd prefer to receive the documents by email or post and that's how we'll contact you.

How do I give my comments?

If we've sent you the document via email you can respond to us via email.

If we've sent you the information in the post we'll always include a pre-paid envelope so you can send your comments back to us.

If you'd prefer to give your feedback over the telephone we can arrange this for you, just let a member of the Engagement Team know.

What happens once I've commented on them?

We collate all the feedback from the Readers' Panel and we sent it through to the person who has written the document.

We ask them to update the document depending on the feedback, ideas and suggestions.

Contact Us

If you've got any questions about the Readers' Panel please get in touch with a member of the Engagement Team. Your key contacts are Rachel Richardson and Nadia Uddin.

Call: 01942 482711

Email: shapeyournhs@wiganboroughccg.nhs.uk

