

Non-Emergency Patient Transport project 2017

The development of a local policy reflecting national guidelines

A review and redesign of patient leaflets

NHS Norwich CCG was asked to lead on the development of a local policy and review the current information leaflet for the current service.

To achieve this we set up two groups, the first to look and developing the local policy and the second to review and produce new accessible patient information leaflet.

Both groups had representatives from Healthwatch Norfolk, Norfolk Strategic Older Peoples Forum, the current provider (ERS Medical) and commissioners.

Once the local policy and information leaflet were developed we launched a survey to find out people's views of both the policy and the information leaflet. Stakeholders, patients and members of the public were given an opportunity to respond both online and by post (using the CCG freepost address).

Results of the survey

The survey ran for six weeks and was advertised widely through stakeholder organisations, Norfolk CCG websites, Healthwatch Norfolk and the media.

As a result here were 11 online responses and two paper responses which were input to the survey.

The information leaflet

We asked a series of questions around the accessibility of the leaflet, including font size and whether it was in plain English

The majority of responses were positive, with requests for the following;

- The font size to be increased to either 12 or 14.
- Reduce the 'bleeding' colour on the leaflet background as it made it difficult to read the print.
- Consider self-funders, advice for those who live alone

The local policy document

We asked a number of questions if the policy was clear, concise and easy to understand.

Again, the majority of responses were positive, with requests for the following;



- Can you explain the acronyms
- Is there any way to divide the policy into two sections, not everyone wants to read through the 'nitty-gritty'

What we have done as a result of what you have said

Patient Information leaflet

ERS Medical have taken on board all the comments regarding the leaflet and have made all the improvements requested to the leaflet. This is currently being printed and will be distributed when ready.

Local Policy document

We have explained all the acronyms apart from one which is ERS – this is the first part of the current provider's name. The letters ERS are no longer used in full.

We are unable to change the way the policy document is laid out as we have to follow guidance on how policies are presented.

The CCGs in Norfolk would like to particularly thank Carole Williams from Norfolk Older Peoples Strategic Partnership and Mary Ledgard from Healthwatch Norfolk for their support with the project and acting as a critical friend.