

Our Clear Information Group

The Clear Information Group is made up of volunteers - local people from different backgrounds with differing needs and perspectives.

What can the group do?

The purpose of the group is to provide a 'sense check' on information that NHS and care organisations produce for the public. The group can look at a variety of formats e.g. leaflets, letters, videos, web content or other items that contain information aimed at patients/public.

The focus of the group is on clear and plain information. We ask group members questions like: How easy was this to read? What did you understand? And what didn't you understand and for suggestions for what would help.

We give organisations written feedback based on what our volunteers say so that the organisation can amend accordingly.

What doesn't the group do?

The group does not write or produce information for your organisation – we need to have a draft/ version from you.

A review by this group is in addition to your specific work to produce easy read information aimed at people with learning disability and the duties under the NHS Accessible Information standard to produce information in formats that disabled people can use and understand.

What we need from you

Your organisation shares the drafted content with Healthwatch Coventry, ideally a draft phase when there is still time to amend the information. Sometimes the look of an item is also important so a review at a design stage can be helpful too.

As we are involving volunteers and need follow our approval process, we ask for a minimum of four weeks to carry out a clear information review.

What you can expect from us:

We will:

- Share your draft information with our Clear Information Group
- Respond within agreed timeframe
- Produce a report for you

We publish our reports and the opportunity to include information about for how you made changes from the feedback in this.

Contact information

To discuss potential work for the group:

Phone: 0300 012 0315

Or

Email: yoursay@healthwatchcoventry.co.uk