



## **PiF Quality tools listing - Updated October 2007**

### **A. Evaluation tools**

- 1. BMA Tool.** Appraisal process and criteria for printed materials and websites. [www.bma.org.uk/library/pia#app1](http://www.bma.org.uk/library/pia#app1)
  
- 2. DISCERN.** Evaluation instrument designed to help users of consumer health information judge the quality of written information about **treatment choices**. [www.discern.org.uk/background\\_to\\_discern.php](http://www.discern.org.uk/background_to_discern.php)
  
- 3. DISCERN Genetics.** Evaluation instrument designed to help users of genetics health information judge the quality of written information about **treatment choices**. [www.discern-genetics.org/index.php](http://www.discern-genetics.org/index.php)
  
- 4. Evaluation of Quality Information for Patients (EQIP)** Tool developed at Great Ormond Street to assess the quality of all types of written health information. [www.pifonline.org.uk/mod\\_product/uploads/EQIP.pdf](http://www.pifonline.org.uk/mod_product/uploads/EQIP.pdf)
  
- 5. HON Code of conduct for medical and health websites**  
Portal to quality information on the internet. All sites meet the eight key principles within the Health on the Net (HON) code. Further guidelines give details on each of the eight principles to support more in-depth evaluation. [www.hon.ch/HONcode/Conduct.html](http://www.hon.ch/HONcode/Conduct.html)
  
- 6. International Patient Decision Aid Standards (IPDAS)**  
Checklist to help patients judge the quality of decision aids. A modified version of this was used by the Picker Institute for a report they did for the DH on the quality of patient information. [http://ipdas.ohri.ca/IPDAS\\_checklist.pdf](http://ipdas.ohri.ca/IPDAS_checklist.pdf)
  
- 7. Intute: health and life sciences. Evaluation guidelines**  
The following document outlines the criteria and process for evaluating materials for inclusion in the Intute gateway. [www.intute.ac.uk/healthandlifesciences/IntuteHLS\\_Evaluation\\_Guidelines.doc](http://www.intute.ac.uk/healthandlifesciences/IntuteHLS_Evaluation_Guidelines.doc)
  
- 8. Judge Health** – Guidelines to help consumers evaluate the quality of health information that they find on the Internet. See [www.judgehealth.org.uk/consumer\\_guidelines.htm](http://www.judgehealth.org.uk/consumer_guidelines.htm)
  
- 9. LIDA tool** – developed by Minervation to help people evaluate the accessibility, quality and reliability of the information that they find on the web [www.minervation.com/mod\\_lida/minervalidation.pdf](http://www.minervation.com/mod_lida/minervalidation.pdf)



**10. Quick** – tool designed to help children and young people evaluate the quality of health information websites. Developed by HDA and CHIQ  
[www.quick.org.uk](http://www.quick.org.uk)

**11. SPLASH** (Survey of pharmacy leaflets — a self-help guide) was developed by Health Promotion Wales. SPLASH is designed to help pharmacists appraise and choose the most helpful information leaflets to use in their pharmacy. The SPLASH test assesses the key points that ensure a leaflet “works”, keeps the reader’s attention and is easily understood. It assesses the content of leaflets, how they are written and how well they have been designed and illustrated. [www.hpw.wales.gov.uk/tools/splash/index.html](http://www.hpw.wales.gov.uk/tools/splash/index.html)

**12. TRiLET** – tool that was being developed to assess the information given to people who were being recruited to trials. At pilot stage. Dr Mary Dixon-Woods and one of her PhD students at Leicester University are doing some new work in this area. [www.le.ac.uk](http://www.le.ac.uk)

**13.** The report, ***Evaluation of Consumer Decision Support Tools: Helping People Make Health Care Decisions***, examines the strengths and weaknesses of several leading Web-based support tools. In particular, it **presents evaluation frameworks and ratings** in three decision categories: treatment options, hospital choice, and personal cost.  
[www.pbgh.org/documents/ConsumerToolsReport\\_08-2007\\_002.pdf](http://www.pbgh.org/documents/ConsumerToolsReport_08-2007_002.pdf)

**14. The Department of Health** is developing an **Information Accreditation Scheme** that will be fundamental in filling this gap and improving access to quality information. The scheme will be focused at the organisational level – assessing an organisation’s information production system to certify them as producers of quality. The public will know the information is trustworthy through a recognisable quality mark. This enables the scheme to have a broad impact as it can be used to mark information in any format – from websites to pamphlets. [www.iascheme.org](http://www.iascheme.org)

### **B. Guidelines for producing/writing health information**

**1. How to produce information for parents and families.** (4<sup>th</sup> Edition) Great Ormond Street Hospital for Children NHS Trust. 2004.

#### **2. How to use easy words and pictures (Easy Read)**

A Disability Rights Commission booklet on how to write for people with learning disabilities.

[www.drc-gb.org/pdf/DRC\\_ER\\_Booklet1006.pdf](http://www.drc-gb.org/pdf/DRC_ER_Booklet1006.pdf)

**3. Judge Health** – Guidelines to help support groups develop high quality, web-based health information for consumers. See

[www.judgehealth.org.uk/support\\_guidelines.htm](http://www.judgehealth.org.uk/support_guidelines.htm)  
[www.judgehealth.org.uk/consumer\\_guidelines.htm](http://www.judgehealth.org.uk/consumer_guidelines.htm)



**4. NHS Toolkit for producing patient information.** (Version 2) Department of Health guidelines developed in association with PiF to assist people in producing good quality written information for patients. See [www.nhsidentity.nhs.uk/patientinformationtoolkit/patientinfotoolkit.pdf](http://www.nhsidentity.nhs.uk/patientinformationtoolkit/patientinfotoolkit.pdf)

**5. Producing information about health and healthcare interventions: a practical guide.** Health Services Research Unit, University of Aberdeen, 2003. Provides useful and practical ideas about how to assess, develop and revise information about health and healthcare interventions for patients, carers and family members. [www.abdn.ac.uk/hsru/pdf/revisedguide\\_090603.pdf](http://www.abdn.ac.uk/hsru/pdf/revisedguide_090603.pdf)

**6. Producing patient information: how to research, develop and produce effective information resources.** 2nd revised edition. King's Fund, 2005. A step-by-step guide to the processes of producing patient information from developing an information policy, planning, writing and disseminating print and electronic materials. It covers the selection of content and medium, presentation, and issues of quality and evaluation, all illustrated by case studies. [www.kingsfund.org.uk/publications/kings\\_fund\\_publications/producing.html](http://www.kingsfund.org.uk/publications/kings_fund_publications/producing.html)

**7. Raising the standard: information for patients.** Royal College of Anaesthetists, 2003. Book providing guidance to health professionals wanting to produce information for patients on aspects of anaesthesia. [www.rcoa.ac.uk/index.asp?PageID=126&SearchStr=raising+the+standard](http://www.rcoa.ac.uk/index.asp?PageID=126&SearchStr=raising+the+standard)

**8. The plain English guide to writing medical information.** This guide gives you an idea of how the plain English approach can make your notices, letters and medical information clearer. [www.plainenglish.co.uk/medicalguide.html](http://www.plainenglish.co.uk/medicalguide.html)

**9. Am I making myself clear?** Mencap, 2002. Guidelines from Mencap on how to write clear, accessible information. (Not health specific) [www.mencap.org.uk/download/making\\_myself\\_clear.pdf](http://www.mencap.org.uk/download/making_myself_clear.pdf)

**10. See it right pack.** Royal National Institute for the Blind (RNIB), 2006. The pack covers a variety of solutions for making information accessible for blind people. Areas covered include: websites, handwriting, e-text, tape, videos, signs, Braille, clear print and large print. (Not health specific) [www.rnib.org.uk/xpedio/groups/public/documents/PublicWebsite/public\\_seeitri ght.hcsp](http://www.rnib.org.uk/xpedio/groups/public/documents/PublicWebsite/public_seeitri ght.hcsp)

**11. Framework for Best Practice: The production and use of health information for the public.** (2002) Public Health Strategy Division, Welsh Assembly. [www.cmo.wales.gov.uk/content/publications/reports/framework-for-best-practice-e.pdf](http://www.cmo.wales.gov.uk/content/publications/reports/framework-for-best-practice-e.pdf)



**12. Macmillan information materials guide. (2<sup>nd</sup> edition).** Includes a step-by-step guide to selecting, assessing and managing information. Also includes tips for best practice. [www.professionalresources.org.uk](http://www.professionalresources.org.uk)

**13. How to produce information in an accessible way, SCIE ACCESSIBILITY GUIDELINES, June 2005.** This document looks at how to make sure information is accessible, that is, written and presented in a way so as to be easily understandable, in general and for various groups of people. SCIE has a policy of producing all resources and publications in different formats upon request or where there is a known need. The guidelines start with some general points about making information accessible and then includes information specific to different groups. Use of text, images, photographs, symbols, video, DVD and audio are covered. [www.scie.org.uk/publications/misc/accessguidelines-publications.pdf](http://www.scie.org.uk/publications/misc/accessguidelines-publications.pdf)

### **C. Guidelines/ tools for using information with patients and the public**

**1. Macmillan Black and Minority Ethnic Toolkit: Effective communication with African-Caribbean and African men affected by prostate cancer.** Macmillan Cancer Relief, 2004.

**2. Macmillan Black and Minority Ethnic Toolkit: Effective communication with South Asian people.** Macmillan Cancer Relief, 2002.

**3. NHS Patient information toolkit for emergency care.** Toolkit providing support and advice to those providing information to patients in A&E departments. [www.dh.gov.uk/assetRoot/04/08/13/48/04081348.pdf](http://www.dh.gov.uk/assetRoot/04/08/13/48/04081348.pdf)

**4. WHO Standards for Health Promotion in Hospitals. Self assessment tool for pilot implementation. Standard 3: Patient Information and Intervention.** Provides guidance on assessing patient's information needs in relation to their current health condition and any health promotion needs.

**5. CSC 'IP' National electronic patient information pathways**  
These information pathways provide patients, carers and health professionals with over 20,000 national and local links to a vast range of resources at the touch of a button. [www.cancerimprovement.nhs.uk/patinfopath](http://www.cancerimprovement.nhs.uk/patinfopath)

**6. CSC 'IP' has produced a comprehensive range of guidelines & advice** for providing high quality information to all patients and carers as part of their on-going care. [www.cancerimprovement.nhs.uk/patientexperience](http://www.cancerimprovement.nhs.uk/patientexperience)