

# Patient Information Quality Checklist

Did you know that nearly half of adults have a reading ability of an average 11–14-year-old, and struggle to read and understand health information?

This can have serious consequences for patient outcomes and experience of care. Here are two real examples:

- A patient with exertional angina referred for angiography +/- PCI believed they were only having angiography. They did not know about the potential of having stents during the procedure because they did not understand the written information provided. This caused anxiety and a longer pre-assessment appointment with the nurse.
- A patient died after not taking Dual Anti-Platelets following PCI because they did not fully understand their discharge information.

Ensuring patients understand the information we give them is also essential for informed consent and shared decision-making.

**Use this checklist\* below to review your patient information and identify areas for improvement.** Review your patient information against each quality checklist item and assess whether it fully, partially, or does not meet the item. Select N/A for non-applicable. Items rated as 'partially' or 'does not meet' should be prioritised for improvements.

Quality Checklist item	Rating
1. Plain and simple language is used where possible.	Please select
2. The text is written at a reading age of 14 years old or below. Use the NHS readability tool to check <a href="https://readability.ncldata.dev/">https://readability.ncldata.dev/</a>	Please select
3. Medical terms are explained in simple language where they cannot be avoided. Adding a glossary of terms is useful.	Please select
4. Abbreviations are not used or explained in full.	Please select
5. Sentences are 25 words or less.	Please select
6. Text is presented in short 'chunks' and bullet points or numbered lists used to break up dense text.	Please select
7. Short headings are used.	Please select

Quality Checklist item	Rating
8. Plain font (e.g. Arial, Frutiger) with a large type size is used (at least 12 point).	Please select
9. Text is left-aligned and there is enough spacing (about 50% of the page should be white space/blank).	Please select
10. Pictures/diagrams are used to explain information and break-up text.	Please select
11. There is a good contrast in colours between the text and background. <a href="#">WebAim colour checker</a> ** is recommended in the <a href="#">NHS digital service manual</a> ***.	Please select
12. Information is available in different formats (digital, print, easy read, Braille) and languages.	Please select
13. A contact name or number is included for patients to discuss their treatment or care plan while on the waiting list.	Please select
14. The benefits and risks (including rare ones such as death) of elective angiography ± PCI, and alternative treatments for stable angina, are clearly explained.	Please select
15. Important information is highlighted in bold or in a separate text box? E.g. Taking Dual Anti-Platelet Therapy after the procedure.	Please select
16. Patient feedback has been sought and used to improve the clarity and presentation of the information.	Please select

\* This checklist was informed by the [Patient Education Materials Assessment Tool](#) and [NHS Health Literacy Toolkit](#).

\*\* <https://webaim.org/resources/contrastchecker/>

\*\*\* <https://service-manual.nhs.uk/design-system/styles/colour#accessibility>