Standard Operating Procedures

The Development and Management of Leaflets

April 2023

Document Profile

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Version Control / Changes Made

Date	Version	Summary of changes made
5/04/23	1	New SOP
5/06/23	1.1	SOP 2 - name changed to Printing Leaflets Translation of leaflets added (SOP 3)

Contents

Introduction

Family Nursing & Home Care (FNHC) are required to provide information to support service delivery. In today's technological age, there is a range of ways that this can be achieved. These Standard Operating Procedures address information provided in leaflet form.

There are three editable templates available in Central Filing/Leaflets:

- Adult Service
- Child and Family Service
- All areas

All FNHC produced leaflets are to be professionally printed rather than printed in-house.

SOP 1 Developing Leaflets

Purpose

The need for a new information leaflet may be identified or an existing leaflet may need to be reviewed. This SOP should be followed if either of these criteria exist.

Scope

New and existing leaflets

Core Requirements

Responsible Manager to identify a suitable author.

If it is thought that a new leaflet is required, author to check what currently exists (within FNHC and externally).

Author to draft new leaflet or review existing leaflet using the leaflet guidance in appendix 2. N.B the correct FNHC template should be used.

Draft/update to be sent to relevant colleagues for consultation (including Responsible Manager).

Once amendments have been made, send leaflet to the Head of Information Governance and Systems.

Head of Information Governance and Systems to send to the relevant members of the Readers Group requesting feedback within 2 weeks

Once feedback has been received, Head of Information Governance and Systems to pass any comments back to the Author for final changes.

Final draft of the leaflet to be sent to the Chair of the Organisational Governance Approval Group (copying in the Education and Development Secretary) along with the relevant completed checklist (found on Central Filing/Policies and procedures/Documents to help to develop procedural documents)

SOP 2 Printing Leaflets

Purpose

Once a leaflet (new or updated) has been approved by the Organisational Governance Approval Group (OGAG), it is ready to be printed/made available for use. This SOP details how to get leaflets printed and where an electronic version will be saved.

Scope

All approved leaflets ready for printing.

Core Requirements

Once approved by OGAG, the electronic version of the leaflet will be saved on the Procedural Document Library as a PDF document, as part of the OGAG process.

The Head of Information Governance and Systems will add the name of the leaflet to the log of all the leaflets held by Family Nursing & Home Care. This log is kept centrally in the A-Z List of Procedural Documents found on Central Filing/policies and procedures.

The author or responsible manager to send the final version of the approved leaflet to the Head of Information Governance and Systems with the number of leaflets required.

Head of Information Governance and Systems to send electronic document to the commercial printing company currently used.

Head of Information Governance and Systems will share the final 'proof' with the responsible manager and author.

Once agreed, Head of Information Governance and Systems to request the print run to proceed.

Head of Information Governance and Systems to inform the responsible manager when the leaflets are available.

Responsible manager to ensure all out of date leaflets are removed and replaced with the latest version. Consideration needs to be given to other Family Nursing & Home Care premises and locations.

Responsible manager to request the leaflet is put on the organisation's website.

See SOP 3 regarding the translation of leaflets.

SOP 3 Translation of Leaflets

Purpose

Family Nursing & Home Care provide services to people who do not have English as their first language. To ensure all service users are able to understand the written information provided in leaflet form, leaflets will be available in a range of languages wherever possible.

Scope

Leaflets developed by Family Nursing & Home Care and those developed by other organisations where versions are available in other languages

Core Requirements

Leaflets Developed In-House

All leaflets developed in-house will be translated into relevant/agreed languages.

The Head of Information Governance and Systems will arrange for these leaflets to be translated via the Health and Community Services translators.

Leaflets in all available languages will be accessible to service users via the website.

The leaflet log on central filing will be updated to reflect all language versions

Leaflets from External Sources

It is the responsibility of the Responsible Manager to check if leaflets from external sources are available in different languages.

Where they are available, a copy should be shared with the Head of Information Governance and Systems (ideally an electronic copy or weblink)

Service users should be directed to the relevant websites for leaflets in other languages.

The Responsible Manager will advise the Head of Information Governance and Systems if there is a requirement to have the leaflet available in hard copy. Where this is a requirement, they will also need to advise if these are available to order or if printing off in-house is required.

The leaflet log on central filing will be updated to reflect all language versions available.

SOP 4 Maintaining Leaflet Supplies

Purpose

Maintaining leaflet supplies is important for the continuity of care quality.

Scope

All approved hard copy leaflets held by service areas and in stock.

Core Requirements

Staff using the leaflets supplied to their area, to monitor stock levels and top up the supply when required.

Responsible manager to monitor main stock levels and once an agreed minimum level is reached, inform the Head of Information Governance and Systems will order more leaflets.

Prior to placing an order with the printers, Responsible Manager to check that no changes are required to the leaflet.

If, for any reason, the supply of hard copy leaflets runs out completely, the Head of Information Governance and Systems will arrange for a temporary supply of leaflets to be printed in-house and made available for use.

SOP 5 Leaflets from External Sources

Purpose

All leaflets used by Family Nursing & Home Care services need to be current and, at a minimum, the content to a comparable standard to leaflets produced internally by the organisation.

Scope

All leaflets used within Family Nursing & Home Care produced by outside organisations.

Core Requirements

When considering the use of a leaflet produced by an external organisation check:

- the standard of the leaflet against the criteria in guidance in appendix 2
- that it is the most current/up to date version available
- if available in other relevant languages

Submit the leaflet to OGAG for approval using the agreed submission documentation and process.

Should there be a need for the leaflet before it goes through OGAG, seek temporary approval from the Registered Manager or Director of Governance and Care in their absence. N.B the leaflet must then be submitted for approval and recorded on the log of approved leaflets available for use in the organisation. See SOP 2 Printing Leaflets

Appendix 1 Leaflet Process Map

Developing/updating leaflets process

New information leaflet or review of existing required

Responsible Manager identifies Author

Author to check what currently exists

Author to update existing leaflet or design draft leaflet using the Information leaflet guidelines and relevant template

When amended following consultation feedback – send to Head of Information Governance & Systems

Send draft out for consultation including to Responsible Manager

Head of Information Governance & Systems to send draft leaflet to Readers' Group

Head of Information Governance & Systems to send feedback from Readers' Group to the Author

Author to amend leaflet and send final draft and relevant accompanying documents to chair of OGAG.

Author to send final version of leaflet to Head of Information Governance & Systems and confirmed number of leaflets required.

When approved by OGAG

Head of Information Governance & Systems organises proof from the printers

Final sign off by Responsible Manager

Head of Information Governance & Systems places order and informs Responsible Manager when received.

Previous versions of leaflet removed from circulation.

Website updated with final version of leaflet

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Appendix 2 Guidance on the Production of Patient Information Leaflets

This guidance relates to all written information about services, conditions, treatments, or procedures, regardless of whether it is produced in-house or externally.

The aim of this document is to describe how to write and produce information for patients/clients/service users.

The Head of Information Governance and Systems needs to be aware of any leaflets (from both internal and external sources) being used.

General Ground Rules	
1.	Use everyday language.
2.	Use patient friendly text. Use personal pronouns such as 'we' and 'you'
3.	Present the information in a logical order.
4.	Be relevant and concise ensuring statements are unambiguous.
5.	Ensure relevant expertise has been used.
6.	Involve other staff members who need to be involved.
7.	Keep the information up to date in line with review dates or change in legislation or practice etc.
Format/Layout Style	
1.	Use an appropriate size of font, 11 being the minimum.
2.	Choose the appropriate FNHC template (available in Central Filing/Leaflets)
3.	Leave a space between paragraphs
4.	Ensure headings are clear, relevant and typed in bold
5.	If appropriate, the division can be displayed at the bottom of the front page, or alternatively on the back page with contact address and numbers
6.	Use short sentences
7.	Use short concise paragraphs
8.	Question and answer format should be used wherever possible.
9.	Bullet points and numbering can help in large sections of text, but too many can also make the content look messy.
10.	Diagrams and pictures are an effective way to convey some messages, however using too many can lose the message. Use pictures appropriately.
11.	Try to use generic names as much as possible
12.	Use bold sentence case for titles