

Patient and Family Partners

Document Review Guidelines

Having patients and families review or [co-create Patient/Family education](#) and communications is a great way to ensure they are person-centred. BC Cancer's Patient and Family Partner Network includes people with lived experience of cancer care from across the province, who can help to review materials. The following questions can be used to help guide feedback.

Format & Layout
Consider the title. Is it clear, and does it make sense to you?
Do you feel the most important information is included and in the right place?
Is the information organized in a way that is clear and easy to understand?
Was the document easy to read (font size and spacing)?
Did the document feel too long, too short, or just right?
Is there information that needs to be repeated or highlighted?
Content Clarity
Will the information address the needs of the intended audience?
Will the information support a person to make the best decisions based on their health needs?
Did you understand the information in this document easily?
Were there any words or phrases that were confusing or unfamiliar?
Did the document explain medical terms or procedures in a way that made sense to you?
Would you add any information?
Would you take out any information?
Appeal & Document Design
Is print alone sufficient or should there be graphics/images?
Is putting information in boxes/a table helpful?
Does the design of the document help you to understand the information?
Would you make any changes to the design of the document?
Tone and Emotional Impact
Did the tone of the document feel supportive and respectful?
Did you feel more informed or reassured after reading the document?
Cultural and Language Appropriateness
Did the language used in the document feel natural and respectful?
Was anything in the document culturally confusing or inappropriate?
If you speak another language other than English, do you think this can be easily translated?
Is there anything that could be added to help ensure the document is culturally safe?
General Question
Do you have any other comments or suggestions to make the document more user-friendly?

If you have any questions or need support engaging patients and families, please contact the Patient and Family Partnerships and Experience Team at patientexp@bccancer.bc.ca.