

Ref. No: 2627  
Date: 17/06/26  
Subject: Patient Information Leaflet Management

## REQUEST

### 1. OPERATIONAL RESPONSIBILITY

The job title(s) of the person(s) or team responsible for the development, production, approval, and management of patient information leaflets (including printed and digital materials).

### 2. DOCUMENT VOLUME AND PRODUCTION

- The approximate number of patient information leaflets currently maintained by the Trust
- The software or system(s) used to produce and manage these leaflets (e.g., Microsoft Word, desktop publishing software, dedicated patient information management systems)

### 3. REPORTING STRUCTURE

The job title of the senior manager to whom the person(s)/team(s) in question 1 directly report.

### 4. BOARD-LEVEL ACCOUNTABILITY

The job title of the Board-level executive with overall accountability for patient information materials.

### 5. GOVERNANCE FRAMEWORK

If the Trust has a formal policy or governance document covering patient information leaflets, please provide:

- The document title and version number
- The job title of the Board-level signatory or accountable executive named in that document
- OR a copy of the policy itself if more convenient

Please note: I do not require personal data such as names or contact details – job titles and reporting structures are sufficient.

## RESPONSE

### 1. OPERATIONAL RESPONSIBILITY

The job title(s) of the person(s) or team responsible for the development, production, approval, and management of patient information leaflets (including printed and digital materials).

Departments are responsible for creating and developing the content of their own patient information leaflets within the MWL leaflet template. Once ready for approval, the document control team will process the leaflet down the Trust's approval route which includes leaflets being reviewed by the patient experience and inclusion team, as well as the Trust's panel of lay readers. Leaflets are then sent to the media and public relations team for final approval.

Once approved, leaflets are uploaded to the MWL website by the document control team, who also record and store the leaflets accordingly. Departments are then responsible for printing the leaflets they need either via internal printing or outsourcing them to external printers.

### 2. DOCUMENT VOLUME AND PRODUCTION

- The approximate number of patient information leaflets currently maintained by the Trust
- The software or system(s) used to produce and manage these leaflets (e.g., Microsoft Word, desktop publishing software, dedicated patient information management systems)

There are approximately 1,500 leaflets currently maintained by the Trust.

Trust leaflets are produced within templates that are produced within Microsoft Word and Microsoft Publisher. Microsoft Excel is also utilised in order to manage leaflet review periods.

### 3. REPORTING STRUCTURE

The job title of the senior manager to whom the person(s)/team(s) in question 1 directly report.

Both the patient experience and inclusion team and document control team report through the deputy director of governance– quality and patient experience (part of the corporate nursing team).

The media and public relations team report to the assistant director of communications.

### 4. BOARD-LEVEL ACCOUNTABILITY

The job title of the Board-level executive with overall accountability for patient information materials.

Board level accountability is documented within the policy for the production of written patient information, which is attached in response to section 5, governance framework.

#### 5. GOVERNANCE FRAMEWORK

If the Trust has a formal policy or governance document covering patient information leaflets, please provide:

- The document title and version number
- The job title of the Board-level signatory or accountable executive named in that document
- OR a copy of the policy itself if more convenient

A copy of the policy for the production of written patient information has been attached.