

## Commonhealth Newsletter Evaluation results

### March 2015

NHS Fife first produced a Better Together Newsletter back in December 2012 which received a positive reaction from Staff and members of the public. The aim of the newsletter was to give an overview of:

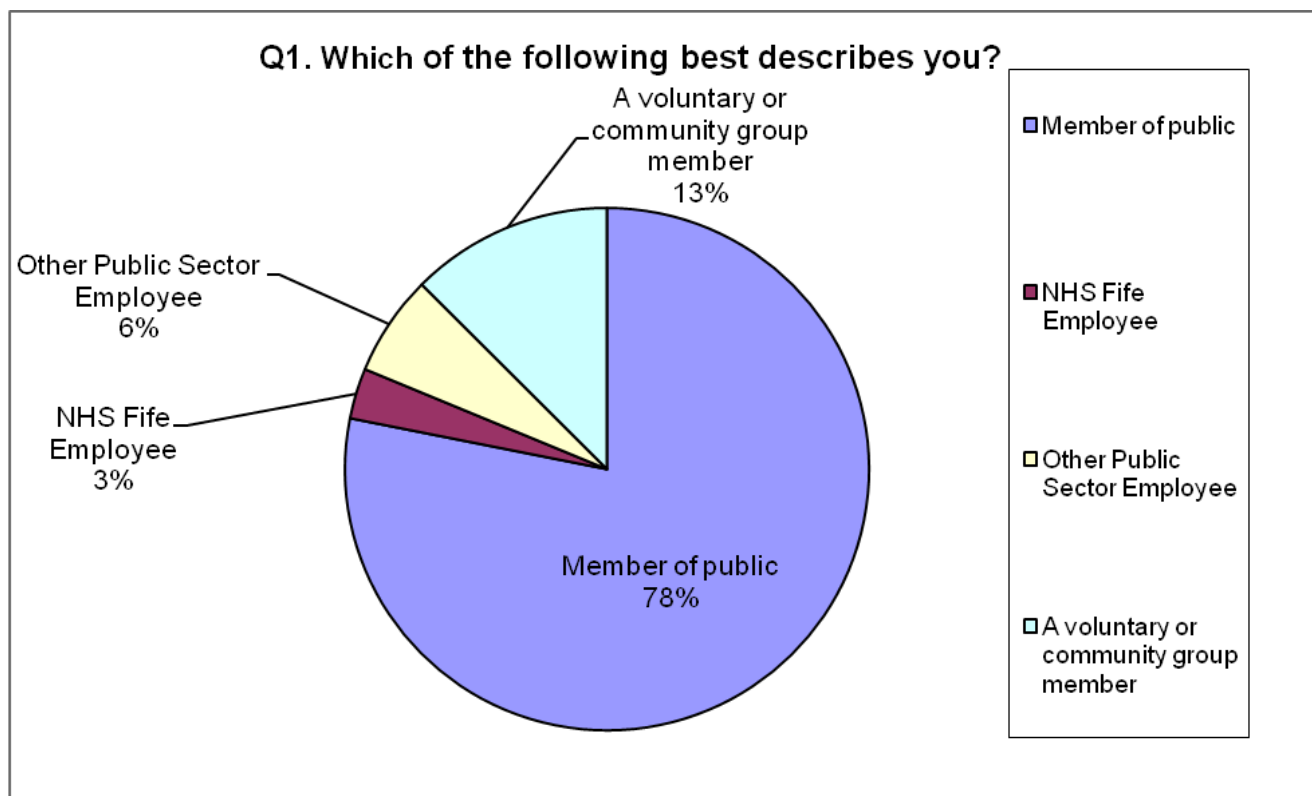
- The Better Together programme and the survey of inpatients in NHS Fife
- The activity underway to improve the issues identified in the survey and
- To recognise the contribution of those who have taken the time to complete a survey

There have now been 4 editions of the newsletter with each edition being evaluated and improvements made to ensure the newsletter is fit for purpose. After the last evaluation it was noted that the newsletter required to be 'renamed'. The newsletter was rebranded under the heading 'CommonHealth'. The latest edition was produced in January 2015. The survey evaluation was sent out electronically to NHS Fife's Public Partnership Forums, Fife's Equality Partnership Network, Fife Peoples Panel and was posted on NHS Fife's Internet and Intranet. A link to the survey and/or contact details to forward comments about the format and content of the newsletter was included.

A short evaluation was produced on survey monkey to gauge the impact of the third newsletter. Below is a note of the responses from that evaluation.

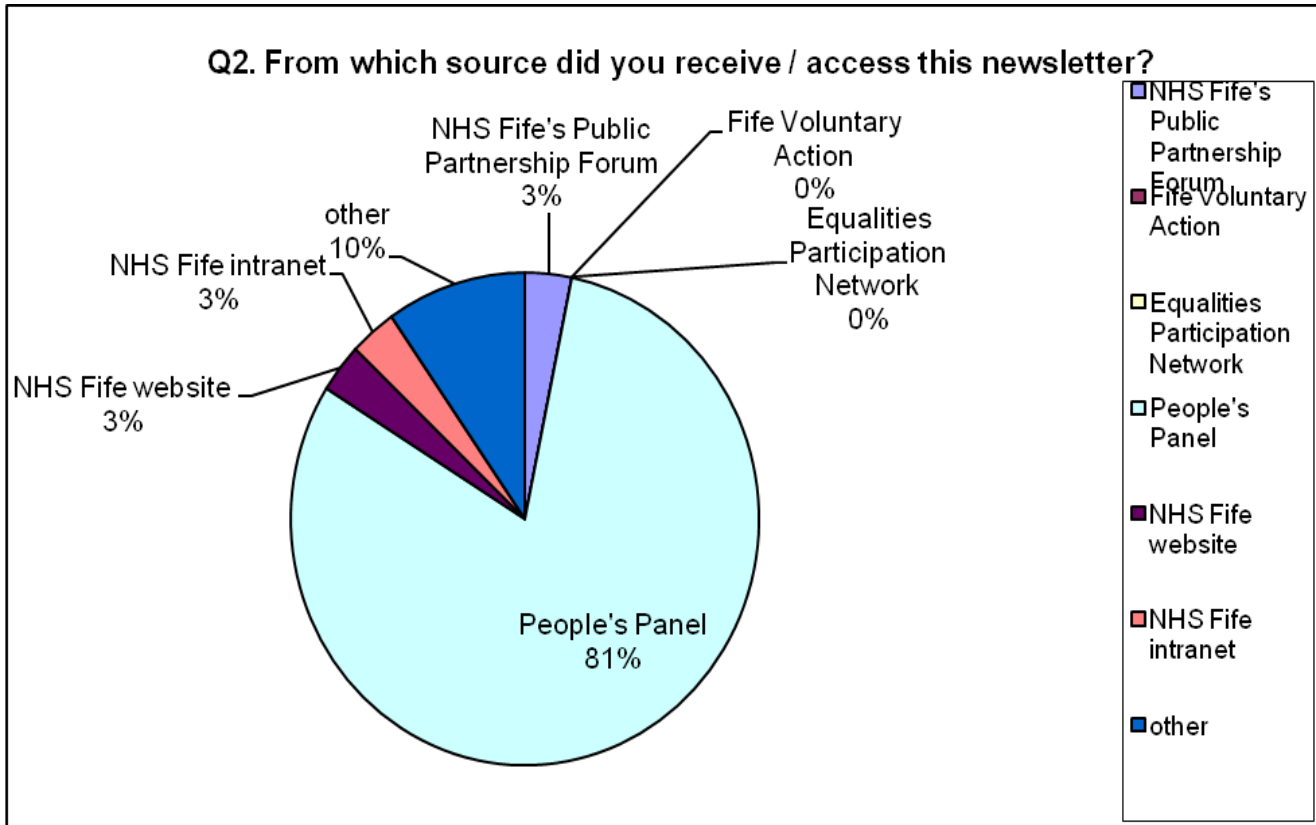
#### Q1. Which of the following best describes you?

32 persons responded to this question.



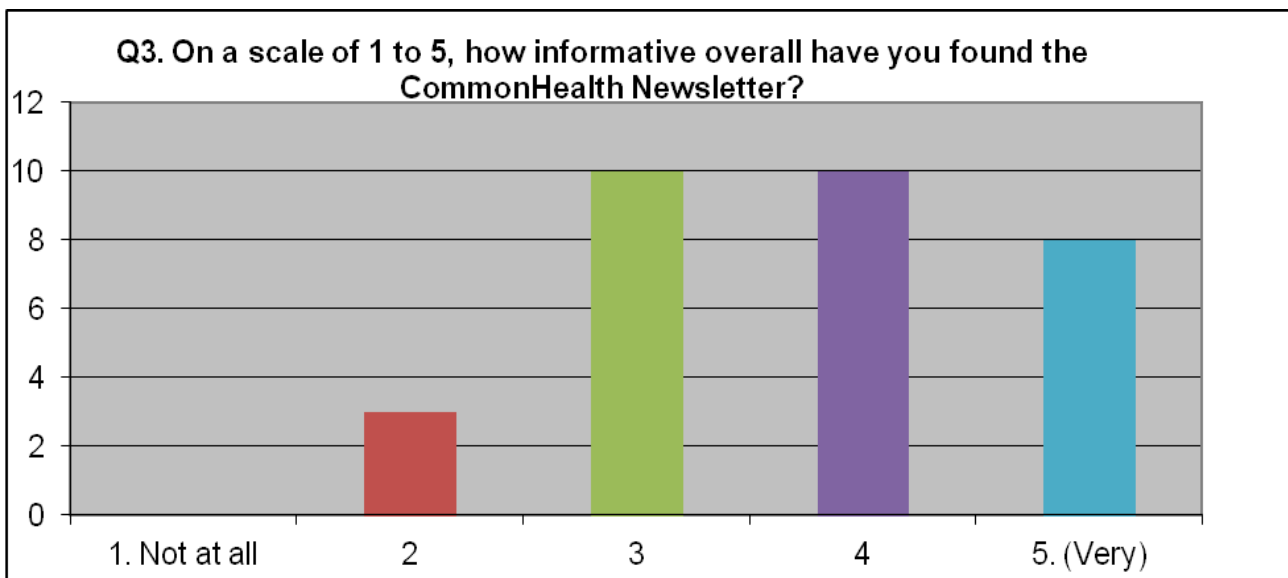
**Q2. From which source did you receive / access this Newsletter?**

28 persons responded to this question.



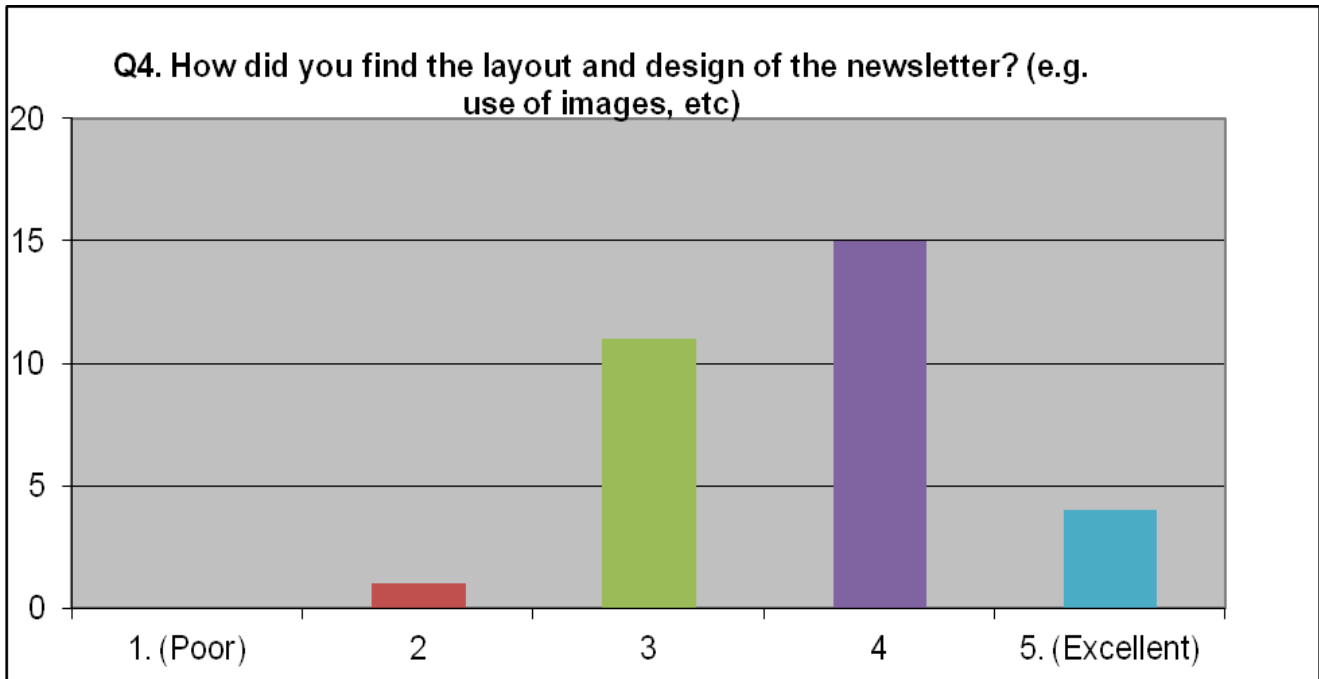
**Q3. On a scale of 1 to 5, how informative overall have you found the CommonHealth Newsletter?**

31 persons responded to this question.



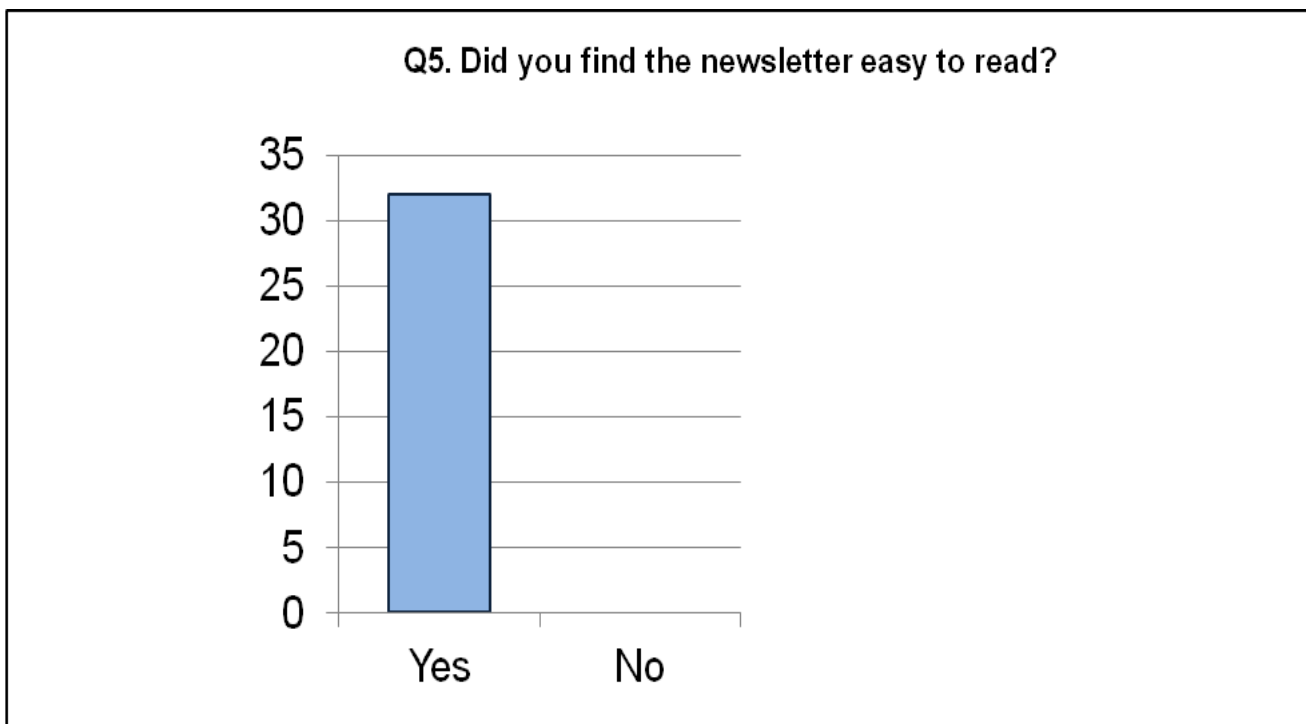
**Q4. How did you find the layout and design of the Newsletter? (e.g. use of images, etc)**

31 persons responded to this question.



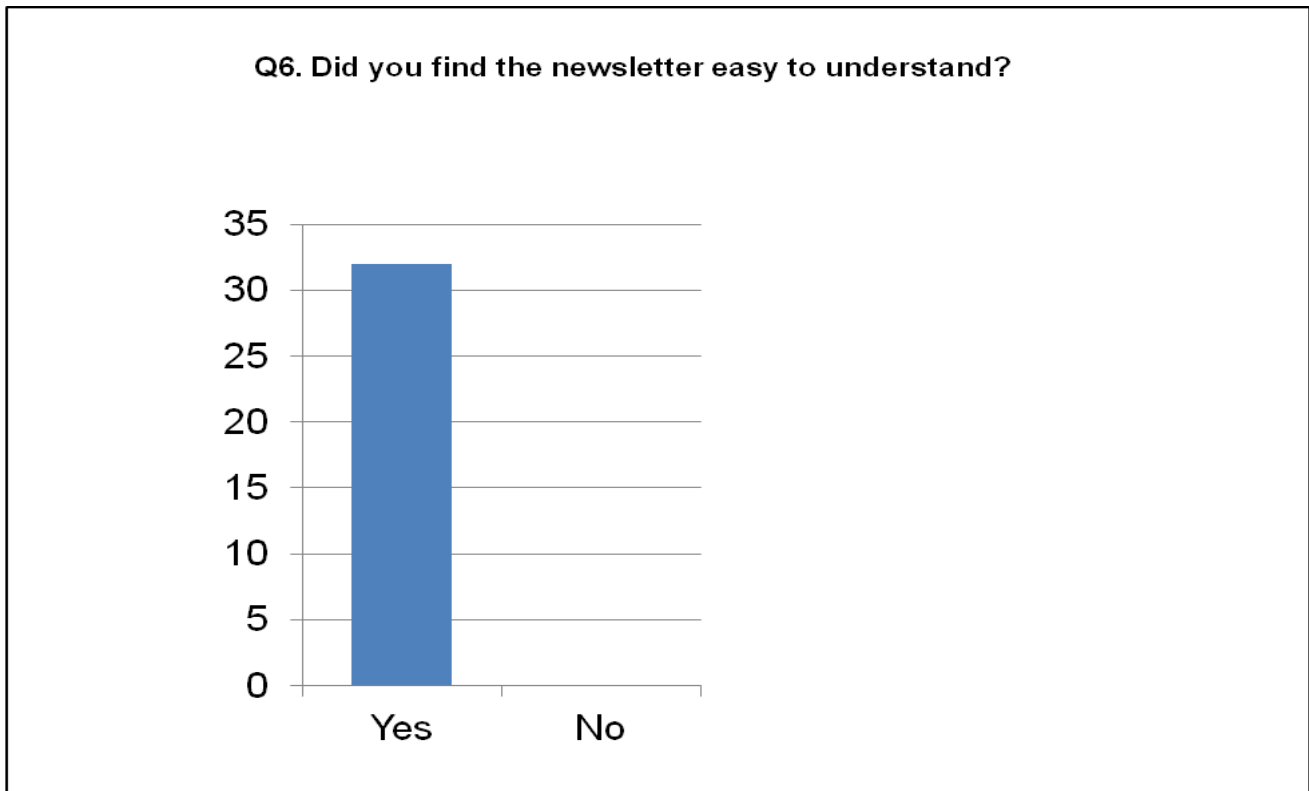
**Q5. Did you find the Newsletter easy to read?**

32 persons responded to this question.



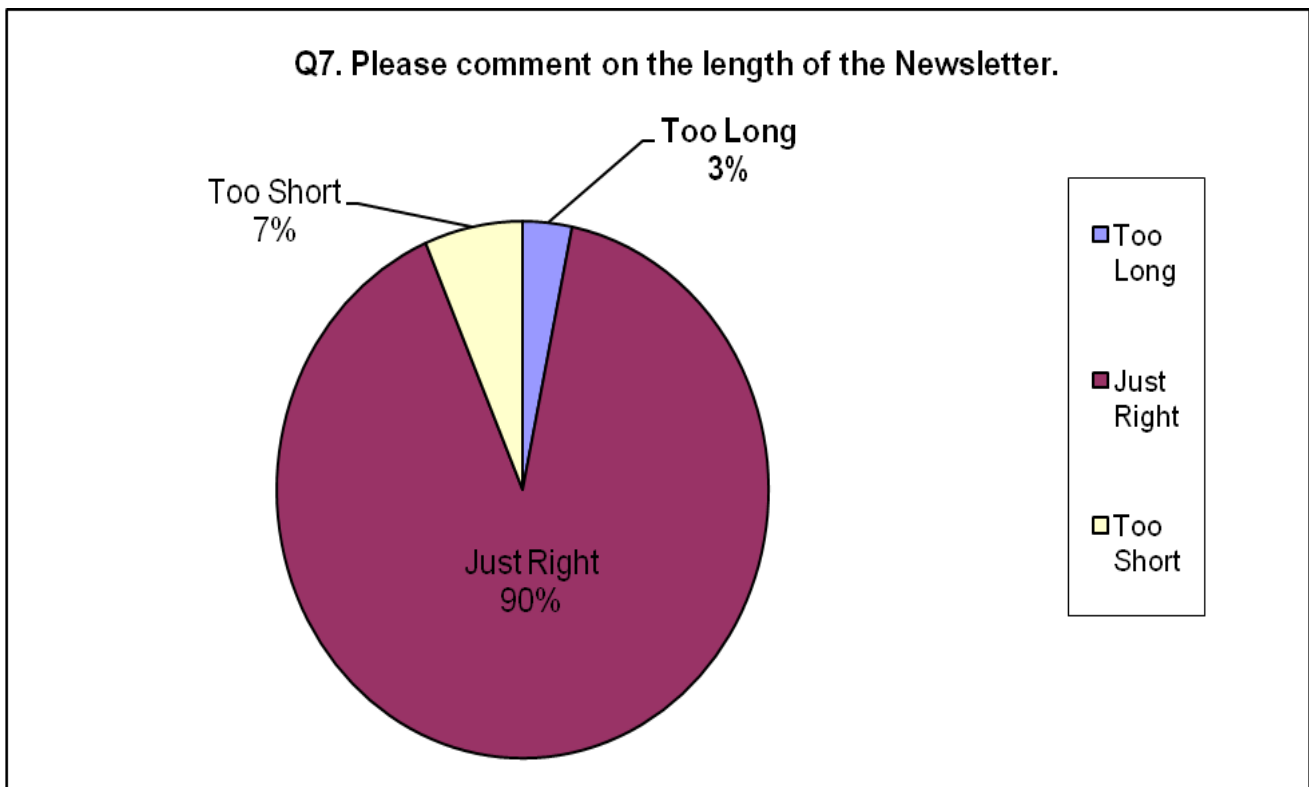
**Q6. Did you find the Newsletter easy to understand?**

32 persons responded to this question.



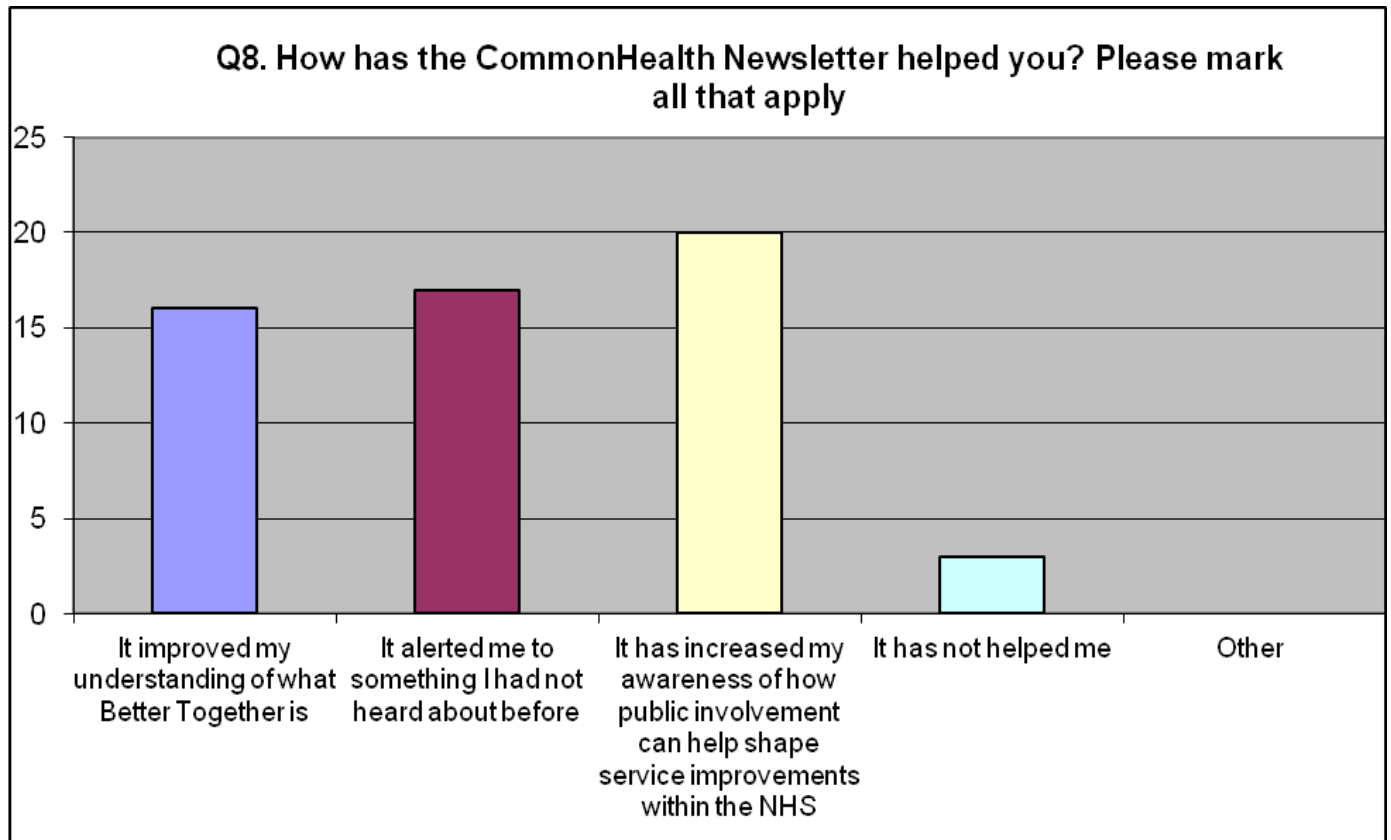
**Q7. Please comment on the length of the Newsletter.**

31 persons responded to this question.



**Q8. How has the CommonHealth Newsletter helped you? Please mark all that apply.**

32 persons responded to this question.



**Q9. Please add any further comments about the CommonHealth Newsletter.**

9 persons provided comments in the section which can be found below.

- Save our NHS at all costs.
- Not had cause to use your facilities recently but at 75 don't doubt that the day is approaching. Please keep up the good work. Take care and God Bless.
- Too upbeat about NHS Fife – a neutral tone would be better.
- Retired consultant surgeon, also a 'user'.
- "Improving Patient Experience" is a bad joke. I was ill recently and had to catch two buses there and two back, on two subsequent days, followed by the same thing a week later, just to get seen in your hospital in Kirkcaldy. No doubt this is highly convenient for NHS Fife, but it isn't at all convenient for those people you are supposedly there to serve. It is also expensive. There was an excellent hospital in Dunfermline which you partly closed. I should have been able to go there for my treatment. When you sort out this mess, which you have created, you will have improved this patient's experience.
- The publication is very much about positive (feel good) themes. In my opinion this gives an unbalanced view of Fife NHS, which we all know is creaking at the seams. Issues such as under staffing, waiting times, whistle blowing, patient confidentiality, violence (against NHS staff) are not being the prominence that patients and NHS employees deserve.

- Well done. Communication is so important and also clears up misunderstandings.
- I find the newsletter informative and shows NHS Fife in a better light than all the reports in the “Press”. This echoes my own experience of Fife’s Victoria Hospital over the last few years.
- There is a lot about what has happened at the Victoria Hospital. But almost nothing about other hospitals in Fife. The next issue should feature one of them.