Introduction

The booklet *How is primary breast cancer treated?* was produced as a way to address health literacy needs in some of our core patient information.

Health literacy refers to the ability to acquire and apply skills and information to the management of your personal health. For Breast Cancer Care, addressing health literacy needs covers a wide range of aspects. For example, signage, and talking and listening skills.

Particularly important to Breast Cancer Care in production of patient information is addressing different literacy and numeracy levels. We need to ensure that our breast cancer information resources are as accessible as possible to everyone, including the up to 61% of the population who do not have the literacy and numeracy skills to make use of standard patient information in managing their breast health and breast cancer (Rowlands et al, 2015).

The booklet *How is primary breast cancer treated?* was produced following a long stage of iterative development. This started in 2014 when we commissioned detailed research by the Community Health and Learning Foundation (CHLF) into whether people with lower health literacy understood some of our more accessible products and how they did this. We used information from this research as well as research conducted by other health information providers. This enabled us to make improvements across our whole portfolio of patient information and to develop some new products, including *How is primary breast cancer treated?*.

The approach for this booklet was tested with users during the development phase of a similar web-based set of slides *What happens at a breast clinic?* A series of volunteers, including a group of service users at The Alzheimer's Society, were given the slides. They then answered questions testing their comprehension of the information, and how useful and engaging they found the illustrations. In the case of the Alzheimer's Society user group, the comprehension session was facilitated and a facilitator submitted the responses. Healthcare professionals (HCPs) were also asked to complete the same survey.
The results of this survey were used to inform production of How is primary breast cancer treated? This booklet in a Q&A large-print format aims to get over the main points about treating breast cancer in a way that is accessible to everyone but particularly to people struggling with literacy and comprehension either temporarily, due to the trauma of their diagnosis, or more permanently. It is not an Easy Read publication, which would imply it was produced specifically to meet the needs of people with learning disabilities. It uses many of the same principles but is designed to be 'easier to read' than one of our standard texts by anyone seeking information about treating breast cancer. It is also designed to act as an introduction to the subject with clear signposting to more detailed information if required.

It has now been further tested by:

- volunteers from our Breast Cancer Voices user group
- healthcare professionals recruited through our Nursing Network
- healthcare professionals recruited via a flyer sent out with the resource when it was ordered through our website
- breast cancer patients recruited as above
- groups of patients with lower literacy participating in improving healthcare sessions facilitated by the CHLF
- facilitators of the above groups

**Method**

A survey was designed aiming to find out whether:

- people with varying levels of literacy found the information easy to understand
- the illustrations aided comprehension
- the resource was easy to navigate
- there was potential for impact through improved signposting and better communication with healthcare professionals

The survey (see Appendix 1) could be filled in on paper or through the online survey tool Survey Monkey.

Breast Cancer Voices and Nursing Network volunteers were sent a copy of the booklet and the survey, which included an online link.

A covering letter and survey were also sent out with each copy of the booklet ordered from our website breastcancercare.org.uk/publications

The CHLF groups gave their survey responses during facilitated sessions and focus groups. The facilitators of these groups also submitted their own responses on separate forms.

The survey remained open for 10 months to the end of December 2017.
**Results**

The survey was completed by 90 people in total, although not everyone answered all questions. Of those who answered the questions about ethnic origin and age, nearly all said they were White British, with two Indian, one Armenian, one 'Caucasian', one 'Mixed other' and one 'White EU'.

Declared age demographics were:

- 45–70 years (n=53)
- over 70 years (n=9)
- 30–45 years (n=14)
- 15 years (n=1)

Responses to other questions are detailed below.

**Where did you get the booklet? (88 respondents)**

The largest proportion (66%, n=58) received the booklet directly from the Breast Cancer Care Publishing team because they volunteered to help evaluate it.

Of the remainder, a larger proportion reported finding it on the website (29.5%, n=26) than being given it by their breast care nurse (4.5%, n=4). This is contrary to the pattern of our patient information distribution overall, where by far the largest proportion of distribution is via breast care nurses and other breast unit HCPs.

**Amount of information is 'just right' (90 respondents)**

Seventy-three percent (n=66) either agreed or strongly agreed with this statement.

Of the 27% (n=24) who were not sure or disagreed, thematic responses to later questions suggest some of the reasons:

- repetitive
- unnecessary illustrations
- 'overwhelming'; 'daunting' amount of information; 'very long'
- too many pages
- diagrams not detailed enough or missing

Of the 26 people in the CHLF group, who most clearly represent our primary target audience of people with lower health literacy, 8 (31%) strongly agreed and 12 (46%) agreed that the amount of information was 'just right', a slightly higher proportion than overall. Three disagreed, no-one strongly disagreed and three were not sure (total 23%). Later comments from this group included: 'long', 'too big', 'repetitive'.

**Clear and easy to understand (90 respondents)**

A large majority agreed or strongly agreed that the booklet was 'clear and easy to understand', 92.5% (n=83). See chart below.
The pictures helped me to understand what the booklet was saying (90 respondents)

The majority response agreed or strongly agreed with this statement, at 73% (n=66). Sixteen people (18%) disagreed (n=11) or strongly disagreed (n=5) while 9% (n=8) weren't sure.

Among the people who disagreed or weren't sure comments in the 'What you liked best and least' section of the survey offered some insight. Three individuals variously said the images were: 'childish'; 'demeaning' or giving a 'false' picture. On the other hand, two people called for more – and more detailed – diagrams and pictures.

Of the 26 people in the CHLF group, 11 (42%) strongly agreed and 10 (38%) agreed that the pictures were helpful, a higher proportion than overall. Two disagreed, one strongly disagreed and two were not sure (total 19%) but none of this group gave any further comment on this aspect.

The booklet helped me to know what questions to ask my treatment team (89 respondents)

Eighty-eight per cent (n=78) agreed or strongly agreed with this statement, with 11 people either not sure or disagreeing. All but one person (not sure) in the CHLF group either strongly agreed or agreed with this statement. See chart below.
Ease of finding information about lymph node surgery (respondents 77)

Thirteen people skipped this question, which was designed to test ease of using the booklet to find out specific information. Of those who answered, 79% (n=61) found the task easy or very easy. The remainder found it difficult (n=7) or were not sure (n=9).

I understand more about breast cancer and how it is treated than I did before (respondents 88)

Seventy-six per cent of people (n=67) who answered this question agreed or strongly agreed. This percentage needs to be read in the context of a high number (56) of respondents being Breast Cancer Voices and other Breast Cancer Care volunteers. That is, people who had been through breast cancer diagnosis and treatment.

Looking at responses only from people with no indication of prior knowledge of breast cancer treatment (n=26), 92% (n=24) agreed or strongly agreed with the statement. Two were not sure.

I now know how to get more information and support about being treated for primary breast cancer (90 respondents)

Most respondents (93% n=83 and 90% n=81 respectively) agreed or strongly agreed with these two statements, here conflated.

Text responses

The words 'clear' 'simple' and 'easy to read' are a regular feature not just of the positive responses in Table 1 but also for the same category (Liked most) in all text responses (see Appendix 2). 'Concise' and 'precise' are also often repeated overall, though not seen in the
Recurring words and themes in the 'Liked least' category include: 'too big/large', 'portrait preferable to landscape' 'repetitive/repetition'.

The comments from the eight health literacy trainers who completed the survey (Table 1) may be particularly noteworthy because of their area of specialist professional knowledge.

**Table 1: Summary of responses from health literacy trainers**

<table>
<thead>
<tr>
<th></th>
<th>Liked most</th>
<th>Liked least</th>
<th>Other comment</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Simple, not too many words, clear, easy, easy to navigate.</td>
<td>Contents pages were a bit confusing at start.</td>
<td>Much better than most health information leaflets I have read.</td>
<td>Positive answers to all questions, mostly Strongly Agree or Very Easy.</td>
</tr>
<tr>
<td>2</td>
<td>Very simple to read and follow, full of information to put someone's mind in a better place of understanding.</td>
<td>Nothing.</td>
<td></td>
<td>Positive answers to all questions, all Strongly Agree or Easy.</td>
</tr>
<tr>
<td>3</td>
<td>Big text, very clear.</td>
<td>Having to keep turning it around.</td>
<td>Too simple</td>
<td>A 40:60 mixture of Disagree and Agree/Easy.</td>
</tr>
<tr>
<td>4</td>
<td>Very informative from start of diagnosis to surgery.</td>
<td>Feels large but reading through format flows well.</td>
<td></td>
<td>Positive answers to all questions, all Agree or Easy.</td>
</tr>
<tr>
<td>5</td>
<td>Small, clear language used.</td>
<td>It is a little too large, maybe a smaller one would be better.</td>
<td></td>
<td>Positive answers to all questions, mostly Strongly Agree or Very Easy.</td>
</tr>
<tr>
<td>6</td>
<td>How clear, easy to read and descriptive it is. I also like how the helpline number and website address is on each page.</td>
<td>_</td>
<td>Well done to those who have carefully put thought and effort in putting this booklet together delicately.</td>
<td>Positive answers to all questions, all Strongly Agree or Very Easy.</td>
</tr>
<tr>
<td>7</td>
<td>Thorough but clear and simple.</td>
<td>_</td>
<td>Fantastic - so much information but not overwhelming. Very clear.</td>
<td>Positive answers to all questions, all Strongly Agree or Very Easy.</td>
</tr>
</tbody>
</table>
Limitations

- Relatively small sample size, partially self-selecting.
- Many respondents already had knowledge and experience of breast cancer treatment.
- Responses from focus groups were facilitated rather than spontaneous. Some of these responses were interpreted by facilitators rather than direct from the respondent.

Conclusions

Overall, these results suggest our booklet was successful to a significant degree in its aim of presenting basic information about the treatment of primary breast cancer in an accessible way. It had clear beneficial impact on the vast majority of people reading it. For example, it helped people to know what questions they should ask their treatment team.

The results indicate a constructive direction for continued iterative development of our health literacy resources, and suggest possible format and presentational changes to How is primary breast cancer treated? that may increase its accessibility.

The fact that distribution of the booklet was much less via HCPs – specifically breast care nurses – than with our longstanding portfolio suggests that we might need to do more marketing to HCPs if we wanted to encourage them to use it. Anecdotal feedback directly to us and not through the survey suggests that confusion over its purpose may have some responsibility for the low uptake by HCPs. More than one HCP correspondent said they did not understand why we had both Treating primary breast cancer (a more detailed booklet) and How is primary breast cancer treated?.

Some of this confusion may be to do with the wide application we envisaged for the booklet. This led us to avoid labelling the product as Easy Read or anything else that we felt might deter people from using it as a simple way into a complicated subject. Following this feedback, we labelled the booklet as 'Q&A format' on our website ordering system. We have not to date had any more ad hoc queries of a similar nature.

Comments about the booklet being long and repetitive suggest that we need to address these issues. They are the product of ensuring that each discrete information section is fully comprehensible if referenced separately from other parts of the booklet. The booklet was not designed to be read straight through but rather to be dipped in and out of depending on the diagnosis and what treatments are offered. Different presentation formats might help to make this clearer, particularly as a number of people commented adversely on the format generally as the thing they liked least about the booklet.

The fact that 13 people didn't answer the navigation question also suggests there are improvements to be made in navigation. Around 14% of respondents weren't even tempted to try the task. When they did, most found it easy, but enough said they did not find it easy to add to the indications that format changes should be considered.

It is also interesting to note that some readers commented the booklet was 'too simple' or 'too basic'. This helps to answer the question of why one might present information in any but the...
seemingly 'most accessible' format since it suggests that there is an appetite for more complexity among at least some readers.

We tried hard to produce a booklet that would be appropriate to all readers, at least as an introductory text, and that would not feel patronising to anyone. But we have not completely succeeded in this, given one or two comments about the 'childishness' of the approach and that it felt a bit 'patronising'. This is particularly of interest where our audience of breast care nurses and other HCPs is concerned as, anecdotally, some have told us they feel awkward about selecting patients to receive the booklet in case they are making mistaken assumptions about ability.

It is encouraging that more than 10% of respondents to Q11 (What did you like least about the booklet?) either replied 'Nothing' (n=9) or did not supply an answer.

**Recommendations**

- Breast Cancer Care continues to produce information about breast cancer and breast health in accessible ways, informed by our own research and development findings in this area since 2014.
- We continue to keep up-to-date with new findings about effective approaches to presenting complex patient information, through networking and attending events focused on this area.
- We continue to communicate with breast care health professionals about our aims and our expanding catalogue of health literacy friendly resources.
- We consider ways of giving clearer guidance about when the booklet might be useful.
- We reconsider the format and presentation of the booklet *How is primary breast cancer treated?* in light of this evaluation, seeking ways to avoid a large product that some people find tricky to navigate physically.
- We pilot presenting discrete packages of easier-to-read information within existing booklets in a way that's designed to help people struggling with literacy issues.
- We continue to retest and reevaluate our easier-to-read patient information products as resources allow.

**References**

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Scotland Accessible Information Forum, A brief guide to easy read: top tips

Acknowledgements

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Appendices

Appendix 1. Full text of the survey

A survey about the booklet How is primary breast cancer treated?

Breast Cancer Care is a charity that writes information to help people who are affected by breast cancer to understand more about the disease.

To suit different readers, some of our information has more detail in it and some has less.

The new booklet How is primary breast cancer treated? is a version of Breast Cancer Care’s booklet Treating primary breast cancer but with less detail.
By answering this short survey, you will help us to know how useful it is to people affected by breast cancer. Your answers will stay anonymous and confidential. We will only use them to help improve the information we write.

If you would prefer to complete the survey online, please go to surveymonkey.co.uk/r/treated

About the booklet

1. Where did you get the booklet How is primary breast cancer treated?
   - Breast Cancer Care website
   - Breast care nurse
   - Hospital information point
   - Other (please say where)

2. Below are four sentences about the booklet How is primary breast cancer treated? Please tick the box that describes best how you feel about the booklet.
   - The amount of information was just right.
     - Strongly Agree
     - Agree
     - Not sure
     - Disagree
     - Strongly disagree
   - I found the booklet clear and easy to understand.
     - Strongly Agree
     - Agree
     - Not sure
     - Disagree
     - Strongly disagree
   - The pictures helped me to understand what the booklet was saying.
     - Strongly Agree
     - Agree
     - Not sure
     - Disagree
     - Strongly disagree
   - The booklet helped me to know what questions to ask my treatment team.
     - Strongly Agree
     - Agree
     - Not sure
     - Disagree
     - Strongly disagree

3. Looking at the booklet, if you were using it to find out about lymph node surgery, tick the box that best explains how easy or difficult it would be.
   - Very easy
   - Easy
   - Not sure
   - Difficult
   - Very difficult
4. Thinking about what you found out from reading the booklet, tick the box that best describes how you feel.

I understand more about breast cancer and how it is treated than I did before reading the booklet.
Strongly Agree Agree Not sure Disagree Strongly disagree
I know how to get more information about being treated for primary breast cancer if I want it.
Strongly Agree Agree Not sure Disagree Strongly disagree
I know how to get more support about breast cancer treatment if I want it.
Strongly Agree Agree Not sure Disagree Strongly disagree

5. What did you like most about the booklet?

6. What did you like least about the booklet?

7. Do you have anything else you would like to say about the booklet?

About you
The information we collect in this section is to help us know who we are reaching. Like the rest of this survey, your answers will stay anonymous and confidential.

8. Are you...
...being treated for breast cancer?
...caring for someone who is being treated for breast cancer?
...a healthcare professional
...a Breast Cancer Care Voice volunteer?
...other? (please say)

9. How would you describe your ethnicity?

10. What age are you?

Thank you for taking the time to complete this questionnaire.
Appendix 2. Text responses to the survey

What did you like most about the booklet?

- Its size and brightness. Well laid out, although repetitive you don't need to go routing for info as its repeated where it applies.
- The set up into two sections.
- Clear and concise language.
- How do I make choices about my treatment? I thought this was very important to highlight that everyone's journey is different and personal and whichever route they choose is ok.
- Very easy and basic details for people to understand.
- Clarity but knowledgeable information but a bit simple. Binding good for usage.
- Clear contents and page numbering.
- The use of questions a reader is likely to ask as headers to each section is good. The simple statements of response to these provide potential avenues that the reader may wish to selectively explore further according to individual need. In so doing the booklet is not in any way prescriptive. Also, the use of the questions in the index on p4 allows the reader to focus on a particular element of investigation or treatment quickly. The overall layout particularly the use of user friendly language is also very good.
- The clear and easy readability, and all the basics are covered.
- The points being made/facts being given were compartmentalised, concise and easy to understand.
- Clear non-threatening presentation.
- Clear, easy-to-read, simple layout.
- Simple and clear.
- It was easy to read and understand.
- If you had no prior knowledge of medical terms it would ease any anxiety and confusion.
- Larger size for discussing with someone else.
- Strong detail about side effects of treatment.
- Well laid out and easy to follow.
- The tone is friendly.
- Clear and concise.
- Short precise language.
- Pictures.
- It was fairly clear and simple.
- I felt it explained simply, yet unpatronisingly, the important facts about breast cancer treatment.
- Clear sentence structure, not too much info in each box. Each piece of info in a separate box.
- Not packed full of difficult to understand medical jargon.
- Clear and short.
- Clear explanations for treatments. Easy to understand how.
- Very clear and concise information.
- The simplicity.
- Very clear.
- The booklet is accessible to all ages and easy to understand. I found I was inundated with detail when I first had treatment - this is concise and doesn't overwhelm.
- It's compact, to the point, & written in plain English.
• The openness and concise information. Everything is clearly laid out and all necessary information is given. There's no fudging.
• Its look and feel is good.
• was easy to understand, not full of medical jargon.
• The bullet point statements to questions people may have.
• Staged approach to information and extremely clear layout and organisation.
• I was treated for breast cancer last year but have completed this survey as if I had just been diagnosed. It was very clear and informative. All the information you require is together in one booklet. Exactly the right amount that you need as it can be hard taking everything in when first diagnosed.
• It is clearly laid out.
• The diagrams.
• Simple, clear text. Text boxes/bulletin point style make it easy to read and understand.
• Clear layout and good indexes.
• It was clear and easy to read especially if you have just been told you have breast cancer.
• Large text. Short explanations and to the point.
• Clear and concise language.
• The layout was clear and consistent.
• Very clearly set out and not frightening.
• Clear facts and easy to understand.
• The concise sentences.
• It flowed through the process well.
• Very clear and reassuring. Easy reference.
• Clear consistent format.
• Mostly good clear information that is accessible to most. It carefully explains the terminology involved in breast cancer.
• Clear and concise.
• Information was clear and precise.
• Clear wording and pictures
• Thorough but clear and simple
• How clear, easy to read and descriptive it is. I also like how the helpline number and website address is on each page.
• Easy to understand. Simple language used.
• I like the lay out + simple language. Would be good to help children to understand about what happens to a parent.
• It's clear and gives detail without being too much to have to take in.
• Very informative from start of diagnosis to surgery.
• Big text, very clear.
• Diagram and questions to ask.
• That it was very easy to understand eg plain English.
• Clear large print, simple language so easy to understand.
• Large info in 'boxes'. Did not look too much - words better.
• Pictures and boxes for words.
• Use of colours and larger text.
• Pictures.
• Simple, not too many words, clear, easy, easy to navigate.
• It was easy to follow and explained multiple forms of health treatment clearly and concisely.
• Very simple to read and follow, full of information to put someone's mind in a better place of understanding.
• It had plenty of information.
• Clear print and comprehensive coverage.
• Fairly easy to read clear bullet points with lots of space between them.
• Very well explained and straightforward.
• Simplicity.
• Found it clear to read; especially liked the information in boxes.
• It was colourful and easy to understand.
• All of it.
• Pictures.
• Easy to read and take in.
• Easy read.
• The clarity and simplicity.

What did you like least about the booklet?

• Some of the drawings are a bit odd but they made me smile.
• The pictures.
• The size felt daunting - looked to be lots to read and take in, when your world is already in a whirl with your diagnosis. I may well have put off reading it if it had arrived around my diagnosis time.
  A5 booklet would be my preference - even if the Parts 1 and 2 are in two different booklets.
• The survey with the booklet, asked about finding lymph node surgery info, not asked here - but I found it difficult to locate.
• I appreciate that the illustration of the lady should look concerned not overjoyed at the treatment but could she look a little more positive rather than harrowed?
• Nothing regarding DCIS. Reconstruction too concise and pictures give "false" image in my case.
• Perhaps there should be a mention about men having breast cancer.
• Definitely did not like the size of the paper and landscape version.
• The large a4 landscape and text in boxes. Minimal pictures, more diagrams needed, possibly on lymph node surgery, showing incision line across arm pit. Possibly talk about sentinel lymph node biopsy. Name some of the hormone drugs: tamoxifen etc.
• The use of very inferior "cartoon type" drawings which fail to satisfactorily support the information relating to them. In particular the ones pertaining to the true impact of surgery on body image are demeaning. Would have thought actual pictures from consultants portfolios for which patients have given consent for educational usage and the use of models for team members, person on mobile etc would have been much more realistic and meaningful to patients.
• Information for reconstruction and lymphoedema not mentioned and able to get from Breast Cancer Care.
• Repetition of subjects to be covered and diagrams.
• Large - a bit daunting to plough through. Will shocked and frightened people have the tenacity to read it all?
• The size of the font and layout a bit too large. Perhaps reduce to A5 size?
• Pages 7, 32 and 36. These pages should specifically refer to further information later in the booklet and where it can be found.
• Nothing.
• It was a little too basic for me.
• Pictures, layout.
• Repetition of information.
• Nothing.
• There are too many pages. It feels quite overwhelming.
• Need more information on how/where to get help with Lymphodema.
• Thought it would be less pages.
• First 5 pages.
• Less info than the original (although this is inevitable). Diagram of breast missing.
• Looking at the booklet as a pdf download, I think it could be tricky for those with literacy difficulties to negotiate the index and would possibly be too long for a one off read. Certainly my daughter (age 24, moderate learning disability, IQ 67, literacy difficulties) would struggle in this format. However, as a hard copy booklet I think it is excellent.
• Not sure. There is nothing about ethnicity but not sure it matters and it didn’t address men. However I do appreciate that the % is relatively low but perhaps worth considering making reference to. This could go in this box or Q 12.
• Not sure it would be enough information for everybody.
• The options listed are not always available.
• Some repetition between part 1 and part 2.
• So many orange boxes.
• Pedantic point but could sort on p. 6 and 27 be replaced with ‘type’. No mention of whom to contact if you don’t have a BCN. I was treated at Marsden and when finally was given one, she left.
• Nothing to dislike – found it very accessible.
• Lots of the information was repeated too much.
• I am concerned that certain hospitals do not have in place the staff and organisation to carry out the details of the booklet.
• I think it ‘dumbs down’ the information too much and is very repetitive.
• Nothing
• The where to get support section seemed a bit repetitive for people of average intelligence.
• Nothing, but wondered if it had too much detail for the intended audience?
• The points are not in a logical order. For example how is primary breast cancer treated, you have 1 there more ways breast cancer is treated is first, I would have listed first there are more than one sort of breast cancer.
• The pictures which I found childish and more suitable for a publication aimed at children.
• Bit simplistic. Having had breast cancer, I was craving information about each stage as I encountered it. This was ok for an initial read but not sure I would return to it through the treatment as it was not detailed enough about any stage.
• Keep having to turn it round to read the pages in the right order. Very annoying!
• The pictures.
• Graphics that convey more information, for example the chemotherapy picture shows someone sitting in a chair, no indication of a canula or drip or anything like that.
• It made assumptions about all hospitals having breast care nurses - often they don’t or they are not accessible.
• The long indexes before each section I found annoying.
• I don’t think the drawings particularly helped with the explanations.
• The pictures. A lot of information on one page.
• The index at the front could have been more compact.
• Nothing.
• Nothing.
• I personally dislike the layout as it reads as though it is in a test layout. I appreciate that this is for clarity for the reader. Just a slight worry that this might put off some readers.
• The layout could be set out better.
• Very big.
• It is a little too large. Maybe a smaller one would be better.
• This book is too big as it as it made the look inside come across as too basic and a little patronising. It feels like it is aimed at children.
• Too big.
• Feels large, but reading through format flows well.
• Having to keep turning it around.
• It felt a bit repetitive. Part 1 / Part 2 introductory. It's a bit big.
• Too big – had to keep turning book to read. Prefer portrait to landscape.
• Layout. Should be portrait rather than landscape.
• Double sided – a bit confusing.
• Layout too big and flipping backwards.
• Very long and being split into two parts was confusing.
• Layout size.
• Contents pages were a bit confusing at start.
• Its size.
• Nothing.
• Nothing.
• Needs better contents page/index.
• Some of the words were difficult to read and could be broken down (similar to a dictionary).
• Nothing.
• Too big. Could be A5.
• Some information repetitive.
• I don't like it being a ring binder having to go back and forth with the page.
• Size and too big. Make pages round the right way.
• Book better.
• Loosing track of which way to turn the pages.