**Issues with Patient Information Quality**

Patient information leaflets (PILs, documents used to inform patients about clinical trials) have been found lacking. They are badly written, hard to understand and are not read. However, these documents are essential to enable informed consent.

**Challenge**

Can text analytics enhance the public feedback on Patient Information, by:

1. Identifying sections that produce highly emotive comments that compromise quality.
2. Employing quantitative content analysis metrics to identify sentences that are too hard to understand.
3. Employ comments from similar leaflets to enhance the feedback to the leaflet author.

**Results so far**

- Public feedback captured on PILs relates to issues in writing and information presentation
- The use of subjective grading for PIL quality only accounts for 8% of the variance in patient understanding scores (study based on EQIP score & Knapp topics).
- When comments on specific PIL sections are analysed independently, general comments and subjective leaflet quality grades do not contribute significantly to EQIP score.

**About Me**

I'm a Mexican student doing a PhD in Web Science at University of Southampton. I have a BSc in computer science and an MSc in Web Science. I like reading, gothic rock and extra spicy food.