

User Test Questionnaire

Section A: Finding and Understanding (Quantitative questions)	
1	What were the two main purposes of the study?
	<p>Section: Why was this study done?</p> <p>Indicative answer - NEED BOTH:</p> <ul style="list-style-type: none"> i. to look at daytime nose symptoms [<i>Round 2 only</i>] / to see how well Medicine A could improve symptoms of seasonal allergies (compared to a sugar pill / placebo) ii. to look at safety [<i>Round 2 only</i>] / to look at how safe this drug was (when taken for seasonal allergies)
2	In Part 2 of the study, what medicine did patients take in each of the three groups?
	<p>Section: How was this study done? / What treatments did patients receive?</p> <p>Indicative answer - NEED ALL:</p> <ul style="list-style-type: none"> i. Medicine A ii. Medicine B iii. placebo
3	<p>Show card: placebo</p> <p>What is a 'placebo'?</p>
	<p>Section: Why was this study done? / How was this study done? / What treatments did patients receive?</p> <p>Indicative answer - EITHER:</p> <ul style="list-style-type: none"> i. a sugar pill ii. doesn't contain any drug
4	How many people took part in the study?
	<p>Section: Who took part in this study?</p> <p>Indicative answer: 1,214 (men and women)</p>
5	What were the four main daytime nose symptoms that were measured in the study?
	<p>Section: Why was this study done? / What were the results of the study?</p> <p>Indicative answer: NEED ALL:</p> <ul style="list-style-type: none"> i. stuffy nose ii. runny nose iii. itchy nose iv. sneezing

Appendix B

6a	Some people in each group had side effects. In the Medicine A Group, what percentage of people had side effects?
	Section: What side effects did patients have? Indicative answer: 17%
6b	In the Medicine B Group, what percentage of people had side effects?
	Section: What side effects did patients have? Indicative answer: 15%
6c	In the Placebo Group, what percentage of people had side effects?
	Section: What side effects did patients have? Indicative answer: 16%
7	How did the change in daytime nose symptoms compare in the three groups after two weeks?
	Section: What were the results of the study? Indicative answer - NEED ALL: <ul style="list-style-type: none"> i. the Medicine A Group AND the Medicine B Group ii. had more improvement (in daytime nose symptoms) iii. than patients in the Placebo Group
8	To take part in the study, how long must people have had seasonal allergies for?
	Section: Who took part in this study? Indicative answer: 2 years (or more)
9	Please can you name the company that did this study?
	Section: Who did the study and how can I contact them? Indicative answer: Smith & Jones Company
10	What was the most common side effect in this study?
	Section: What side effects did patients have? Indicative answer: headache
11	[Intro] For this question, I'd like you to think about the patients who had Medicine A and Medicine B. After the study, how did they feel overall about their seasonal allergies?
	Section: What were the results of the study? Indicative answer: patients felt better (overall about their seasonal allergies)

Appendix B

12	How did the researchers find out about the patients' symptoms while they were in the study?
	<p>Section: How was this study done?</p> <p>Indicative answer: NEED BOTH:</p> <ul style="list-style-type: none"> i. patients used a diary ii. to answer questions about their symptoms
Section B: Qualitative Feedback	
<ol style="list-style-type: none"> 1. What are your general impressions of the document? If not already stated, probe with the following questions to get more feedback on content, wording, layout and design: <ul style="list-style-type: none"> - What are your thoughts on the words used and what they mean? - What are your thoughts on the way the information is laid out on the page? 2. [Show difficulty scale] Using this scale, how easy or difficult was it to find the information when I asked you to? Very easy - Easy - Neither easy nor difficult - Difficult - Very difficult If not already stated, ask participant 'why?' 3. [Show difficulty scale] Using this scale, how easy or difficult was it to understand the information? Very easy - Easy - Neither easy nor difficult - Difficult - Very difficult If not already stated, ask participant 'why?' 4. Who do you think this summary has been written for? <ul style="list-style-type: none"> - How clearly was this described in the document? 5. Why do you think this summary has been written? <ul style="list-style-type: none"> - How clearly was this described in the document? 6. How useful do you think the information in the summary would be to members of the public? If not already stated, probe with the following questions: <ul style="list-style-type: none"> - Do you think that people who were not patients would find it useful or not? - Do you think you would find it useful if you were thinking of taking the study medicines? 7. This summary tells you about the results from one study - other studies may show different results. <ul style="list-style-type: none"> - How clearly was this described in the document? 8. Thinking about the whole document, was there any information that you didn't understand or parts that you found more difficult to understand? <ul style="list-style-type: none"> - [Interviewer: For any NU / NF scores, use this opportunity to explain the answer to the participant and get their feedback] 9. Looking at the chart showing you the results [interviewer to point this out]: <ul style="list-style-type: none"> - What were your views on the chart? - What do you think it is telling you? - [Round 2 only] I'd like you to look at a few different versions of the chart [show participant alternative charts]. Can you tell me which you prefer and why? 	

Appendix B

10. Looking at the table about headache side effects **[interviewer to point this out]:**

- What were your views on the table?
- What do you think it is telling you?

11. This is what the document looks like printed **[show participant printed copy].**

- In which format would you prefer to read it and why?
- Would you print the document if you were going to read it at home?

12. [For higher education sub-group only] What is your view on the reading level of the document - did it seem appropriate to you?

13. [Round 2 only] This is another version of the document **[show participant Version B]**. It is exactly the same as the first one you looked at but the main sections are numbered one to ten.

- Can you tell me whether you prefer the headings with or without numbers and why?

14. Finally, do you have any other comments?