

Thank you for your feedback ...

We're always looking for ways in which we can provide you with the type of information YOU really want to read about TB and TB Alert. To help us with this, last year we sent out a questionnaire to all our readers. If you didn't receive a questionnaire and would like to add your comments you can call Melanie on 0845 223 5293 or download it from our website at <http://www.tbalert.org/about/documents/Newsletterquestionnaire.pdf>.

We received 97 responses altogether, and the percentage figures below are based on their answers (bear in mind people were able to tick more than one box on some questions, or may have omitted to answer some questions so not all sections will add up to 100%)

1. Why do you support TB Alert?

Someone I know has had TB or been concerned about TB	21%
I work in health related field or with people at risk of TB in the UK	58%
I am a retired health professional	4%
I have an interest in health in developing countries	18%
I have an interest in a particular country or project where TB Alert works	2%
I know someone associated with TB Alert and they got me interested	13%
Other	2%

A number of people noted in 'other' that they have had TB themselves - we have amalgamated these to include them in 'someone I know' as this was the original intention which we didn't make clear! The rest of the 'other' gave comments such as 'I heard about your charity and felt it was a good cause', and 'I remember TB from when I was young and am appalled that it is on the increase again'.

2. Is there anything you particularly like or dislike about the newsletter?

Likes: human stories; global issues; info about places; stories from projects; layout user friendly; keeps me updated; information for health professionals; info about new books, conferences etc; Questions & Answers; its informative; its interesting; it vividly highlights the problems. Of these the most frequent like was our Questions and Answers section - so you'll be pleased to know we will be making it a regular feature.

Dislikes: would prefer colour; it looks old fashioned; text is too small; would like it more often; would like info about occupational health issues; paper is too shiny (difficult to read); want more info about work in the uk; want to know how to donate; more information about non-pulmonary TB; more fundraising materials; you should campaign re gaps in provision.

Our response: In this edition we have increased the text size by at least one point throughout, and included our most frequently asked questions about TB at work (occupational health). We also have information about fundraising on World TB day (and materials to back that up for anyone who is interested) and will be addressing some of the other issues in future issues. At the moment we apologise that we do not have the funds available to produce the newsletter in colour, nor the time or funds to produce it more often. But we will bear this in mind and if we ever find a sponsor willing to help us with the costs we will look at both of these options. From now on newsletters viewed on our website will have colour pictures.

3. TB Alert sends out two newsletters a year, 1 or 2 appeals and up to 6 email updates (if we have your email address and permission to use it) a year. We think this is about right to make sure you always know what's going on, but don't get inundated (and we don't spend too much). But what do you think?

5% said too much mail

3% said too little information

90% said we got it about right

If you think this is too little - what other information would you like?

You said: More global news about TB; send at least quarterly; would like a puzzler/quiz; where to refer people for testing.

Our response: You will find regular and updated news on our website - because the newsletter lasts for 6 months news doesn't stay very 'new' for that time. We are thinking about a quiz/puzzler and hope to put one in a future edition, and as for testing - always refer anyone in the first instance to their GP.

4. We asked if you would like to receive email updates (no more than 6 a year)

56% of respondents gave us their email address

5. Our newsletter is mainly aimed at keeping our donors and volunteers updated with TB Alert's projects and activities (how we raise the money and where we spend it). But it also always contains a page or two specifically aimed at health professionals, giving information about resources, training courses etc. We are considering separating the two so our readers get what is most relevant for them (although some may still get both - eg a TB nurse who is also a donor). How do you feel about this?

73% said they were happy as it is - one newsletter for everyone 18% would prefer separate newsletters

Your comments: Of those who were happy, both health professionals and non health professionals said they liked to feel informed about both aspects of our work. Many commented that it would be more expensive to produce both. Those who would prefer them separated mentioned lack of time to read the whole thing, and that health professionals would like more, and more detailed information which might not be of interest to donors.

Our response: We have kept it as one document but may in the future (in addition) produce a health professionals supplement with more, and more detailed information on a quarterly basis for a small subscription fee. However this needs further research.

QUESTIONS FOR HEALTH PROFESSIONALS AND THOSE WORKING WITH GROUPS AT RISK OF TB

a. Is there any other information TB Alert could produce in addition to our current leaflets to help you raise awareness or inform patients/clients?

You wanted: lot of info out there - would be good if all coordinated by one agency; lobby for blood testing; we need videos dvds, cd roms; updated BCG leaflet; leaflet on environmental mycobacteria; translations of leaflets; need an hiv leaflet for people from Africa; info for drug users and people in prison; how to sheet on how to find orgs which work with people at risk of TB; large posters A3; leaflet for new entrants; information about non-pulmonary TB; billboard/ads; info about local issues; how to reduce risk of exposure and prevention (eg nutrition, immune related issues) posters or drawings of the pathology and symptoms of TB; leaflet on difference between open/closed TB; info on risks to health care staff; brief report on each area where TBA is working; debate alternative to DOTS.

Our response: You can read about our new BCG leaflet in this edition, and we have had a promise (very soon!) of help to translate all of our leaflets into at least 20 languages to be available on-line. We will consider the other leaflets requested - they may have to be available as a factsheet downloadable from the internet or photocopied if demand isn't high enough for printed versions (there is some information currently on our website about Environmental Mycobacteria and about non-pulmonary TB. We are working with other organisations such as prison services, homeless organisations and drug/alcohol services to produce information relevant to them and will make it available as and when we can.

b. Is there any other support you would like from TB Alert for you or your patients/clients?

Posters; mantoux training; involved with prisoners; translations; info pack for new patients with info about TB Alert, condition and treatment; info on healthy eating; Q&A forum on internet; conferences outside London; donation box please; free resources for the public; names of orgs which provide housing, benefit, food, clothing and advice for patients; teaching materials.

Our response: Information about mantoux training in this edition. Information for the general public in the form of leaflets and information cards is available - contact Tina on 0845 456 0995. All other ideas will be considered over time.

Thank you to everyone who responded. We have learnt a lot about you and what you want - and while the health professionals among you were most vocal we promise we will not forget to cater for the information needs of our other donors - without them we wouldn't be here! As you can see we are working hard to consider and respond to all of your comments. PLEASE keep them coming - if we don't know what you want we can't help!

Melanie 0845 223 5293 fundraising@tbalert.org