

# PATIENT OPINION NEWS



**Patient  
Opinion**  
Every voice matters

ISSUE  
22

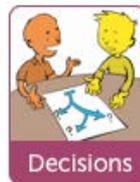
September 2016

## Why shouldn't someone with dementia share their story?

We are busy working to make it easier for people with dementia to share their views and experiences of care online. We are making great progress with our partners [Talking Mats](#) and we wanted to share an update with you.

The project team has spent time talking with people with dementia and their carers, to shape the set of pictures we need to provide. And we have worked with the very skilled and thoughtful team at [Numiko](#) to make it simple for people to add and position pictures to help tell their story, if they want to.

Choose from a selection of pictures and move them around your story to show which things make you happy, or unhappy about your experience



As we have gone along, we've been checking and testing the designs with people with dementia to make sure they are clear and usable. The picture gives you a sneak preview of part of the story-telling process. (Note: this is a draft design so it might change.)

The next step is to build these ideas into our live online service, so everyone can use them if they want. That's a tricky job, but we aim to have it done by December. Then in the new year, we'll be testing the new Talking Mats system with patients and carers to make sure it is working the way we expect.

This work directly supports our core mission and to our knowledge, it will be globally unique in extending the use of an online feedback platform for people with dementia. That will allow us to hear from people who traditionally have not had a say. We hope this work will also support the wider movement of people challenging stigma and changing attitudes towards those with dementia.

[Read the full update](#)

## PATIENT OPINION PIONEERS

Patient Opinion and Care Opinion were designed to support busy clinicians, care home managers and front line staff to hear and respond to what people using services have to say about their health and care services.

In health, we are increasingly convinced that when clinical teams are directly involved in using Patient Opinion, the accrued benefits become more apparent and powerful: that's where change really happens.

[NHS Fife](#) have been promoting Patient Opinion as a feedback mechanism and responding to stories shared about services since 2014. Until recently responses were managed through NHS Fife Patient Relations team manager, Louise Ewing. Louise's [responses](#) are characteristically open, honest, empathic and down to earth.

Recently Clinical Nurse Manager (Planned Care), Gill Ogden and Neil Cruickshank, Clinical

Lead for Endoscopy, seeking to ensure patients had maximum opportunity to provide all types of feedback, have been proactively encouraging use of Patient Opinion.

Gill, who has already written a [couple of blogs](#) about their experience so far, says "We've had a lot of positive feedback and some which are more negative. Staff really see the benefits and are really engaged in it now. They're tickled especially when they are mentioned in a story by name.

We've used a range of methods but are finding the direct ask flyers the most effective. Every patient at one of our locations gets a direct ask flyer before they leave. I'm going to be encouraging other units to do the same.

I've been asked to speak about our experience with Nurse managers in other Planned care units."



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