

# Time to Listen

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Lisa Dendy

Victoria Sullivan





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Lisa Dendy

Support & Engagement Officer

Care Opinion

Victoria Sullivan

Care Opinion Manager

NHS Tayside



# Care Opinion Overview



# Careopinion.org.uk

Care Opinion is a place where people can share their experiences of health or care services.

At Care Opinion we make it **safe and simple** to share stories of care online and for people to see other stories too. The public, services and regulators can see how stories are leading to change.

We think that by sharing honest experiences of care, we learn to see the world differently. Working together, we can all help make care better. As a social enterprise, this is very important to us.

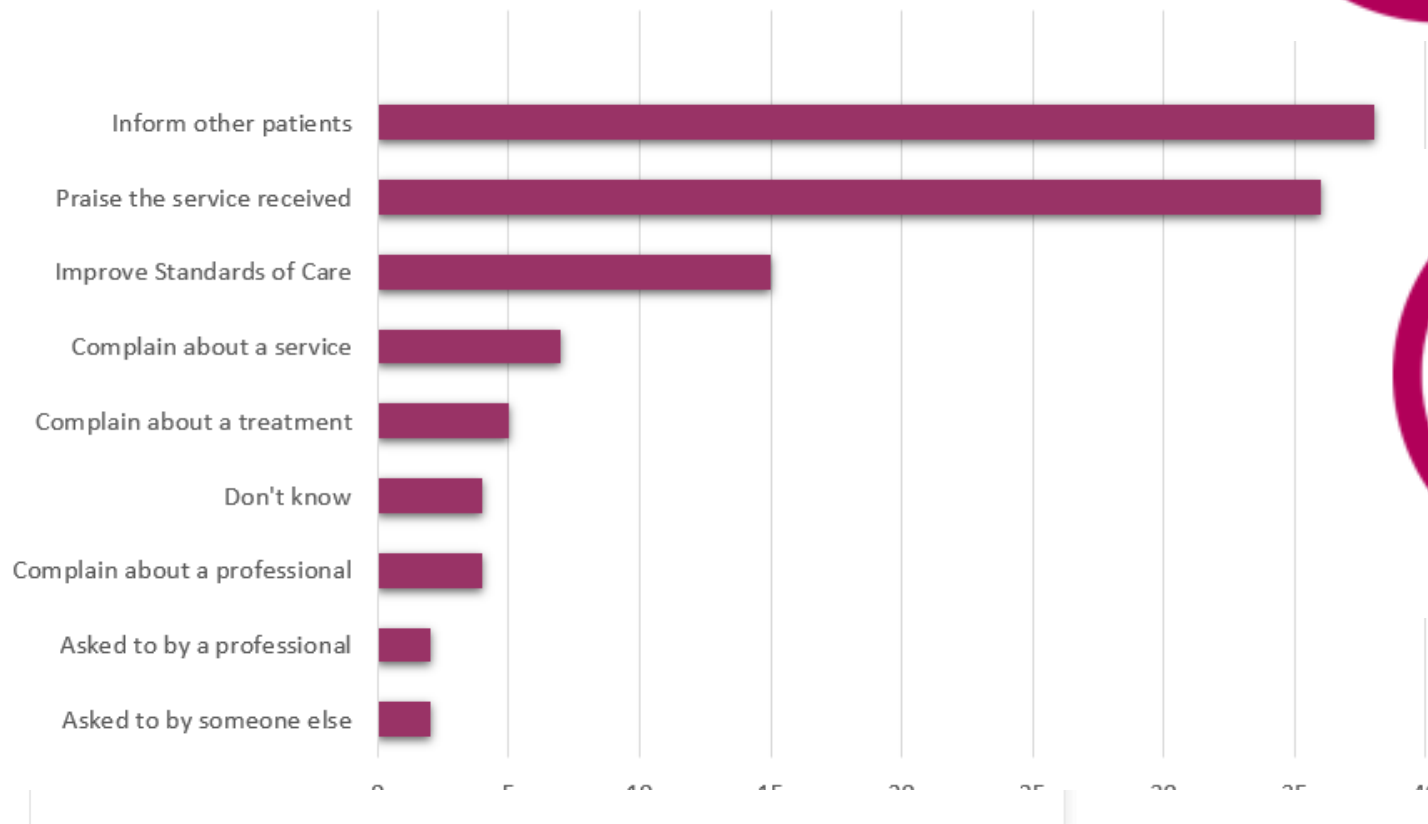
**Share  
Experiences**

**Leading to  
change**

**Safe and  
Simple**

**Working  
Together**

## Why do people share their feedback online?



"I feel empowered and understood and believed and respected"

"She really does deserve praise, and I am grateful for this site where staff can be highlighted for doing a great job"

"A necessary route for voicing opinion but without making a formal complaint"

"I wasn't sure if I was doing the right thing by posting on Care Opinion, but I am so glad I did, hopefully lessons will be learned from my experience"

# Care Opinion Values

We believe effective health and care services have at their heart the humanity of those who rely on them, and those who provide them. We will keep people (story authors, customers and our own team) and their stories **at the heart** of everything we do.

Everyone's story matters. We will treat everyone as equals, and will nurture trust and respect in all our relationships. We will work to make our service **accessible and helpful** to the widest range of people we can.

We will innovate in the public interest. We will keep **listening, learning and improving**, so that we find simpler, safer and more effective ways for people to share their experiences of care.



We believe that people are most open to learning and change when they feel valued and heard. We will make our activities, conversations and connections **encouraging, constructive and supportive**.

When things can be seen and shared, they can be improved. We encourage transparency in health/care services, and we will be **open, honest and clear** in all our activities.



**6 Pillars of Realistic Medicine**




Tell your story tab on every page

Select Language    Size: **A** **A** **A**    Contrast: **C** **C** **C** **C**    BSL/ISL    Log in

Share your experiences of UK health and care services, *good* or *bad*.  
We pass your stories to the right people to make a difference.

Home    **Tell your story**    About us

Search for stories about...   
eg Leeds General Infirmary, heart surgery, dementia, S3 BEN

Accessibility Features

Search for stories here

**Hilary**  
I made sure my mum could keep in touch  
[Read my story](#)

Video explaining the website's purpose

**Featured stories**    [View latest stories](#)

"3 hours later ***I had not been triaged so had to leave.***"    **STORY HAS A RESPONSE**

About: GPs in Isle of Wight, Isle of Wight Ambulance Service and St Mary's Hospital (Portsmouth)

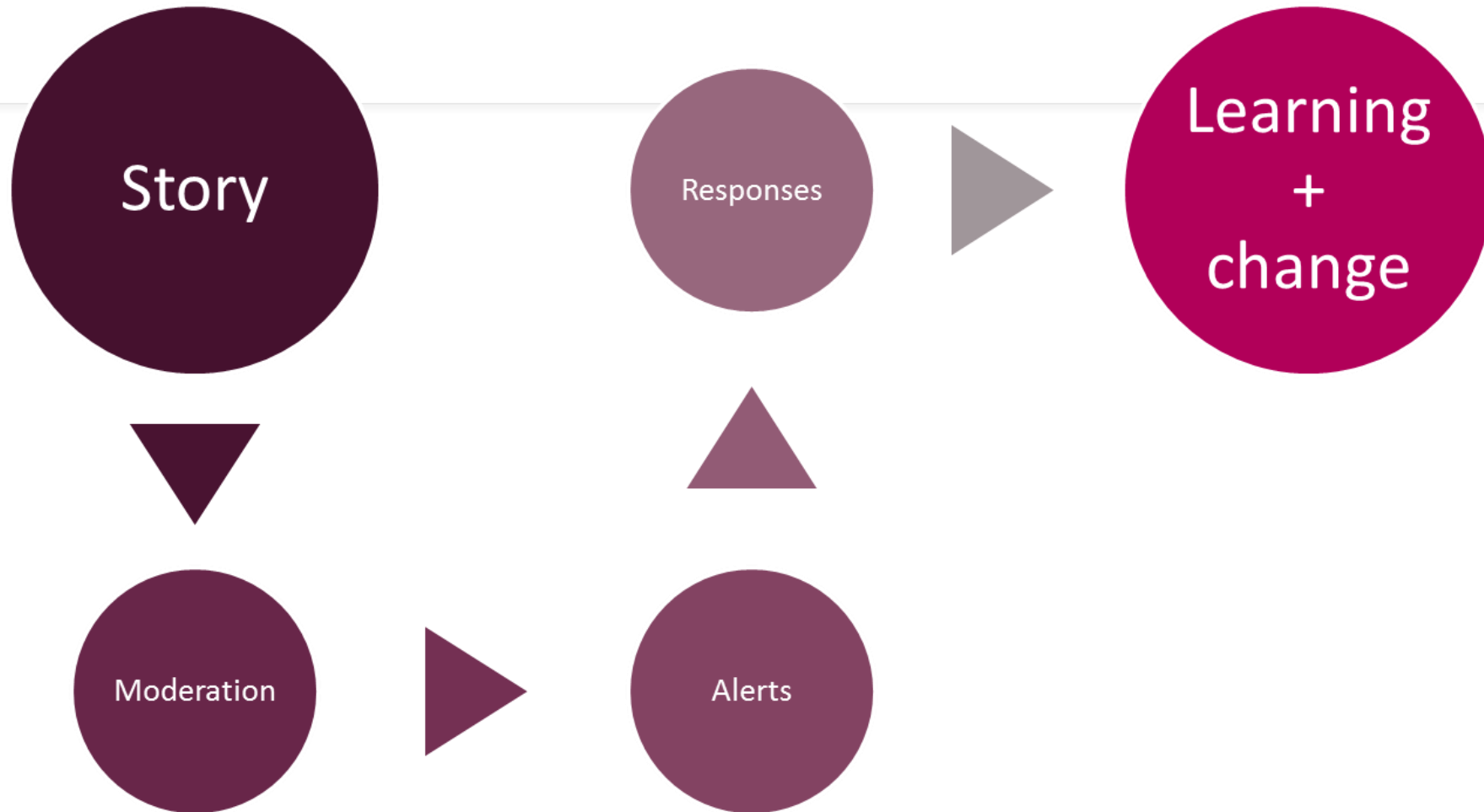
"Dr Powell ***explained to me what this meant and what needed to happen,***"    **STORY HAS A RESPONSE**

**Care Opinion in 2 minutes**

"I think my story is rather different about phones! But I think it made a difference not just for my mother but for other visitors and patients on that ward."




# Stories – it's about the conversation...



# Care Opinion Reports


Beyond responding, to individual stories, you can create reports on stories and replies.


Using online feedback in QI projects, workshops and staff training means authors only share their story once but it can have a huge reach and impact.

 **Board report** >  
board report


 **Raw tag data** >  
A table of tag counts for export and further analysis


 **Responses and story progress** >  
A summary of responses and changes following the stories in your search


 **Services with ratings** >  
Summary of the rating scores for a set of services


 **Services with response quality** >  
Indicators of quality of responding for a set of services

 **Services with story activity** >  
Summary of story counts, responsiveness and criticality for a set of services

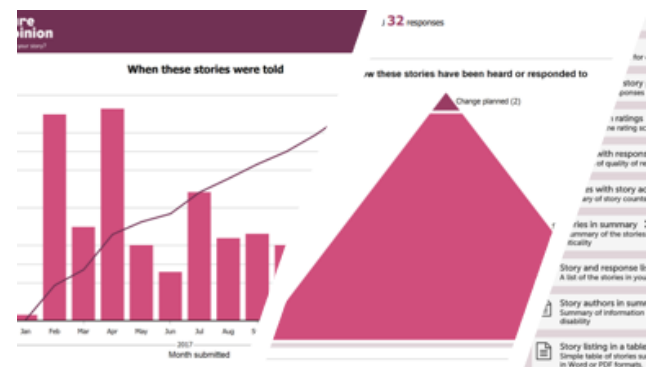
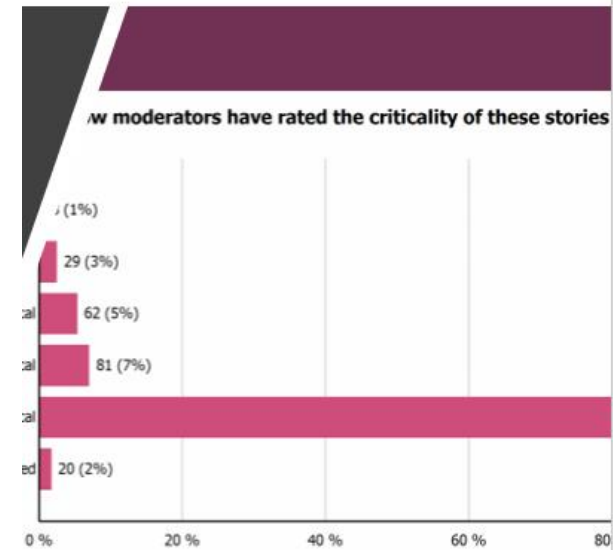
 **Stories in summary** >  
A summary of the stories in your search, counting stories by time, place, person, service and criticality

 **Story and response listing** >  
A list of the stories in your search, grouped by the service they are about

 **Story authors in summary** >  
Summary of information provided by authors, such as role, age, gender, ethnicity and disability

 **Story listing in a table** >  
Simple table of stories suitable for export to Excel. This report is too wide to be easily used in Word or PDF formats.

Most common tags added by authors to these stories		What could be improved?	
Year analysis	266	communication	18
Following the stories in your search	118	more staff	15
of services	112	more activities	9
A set of services	104	waiting time	9
and critically for a set of services	87	activities	8
is, counting stories by time, place, person, or	50	food	7
eed by the service they are about	43	More sessions	7
otions, such as role, age, gender, of	36	Staffing	7
nation	30	Care	5
ation	28	funding	5
ation	28	support	5
ation	28		



# Visualisations

From your searches, you can create and display information in a variety of ways, including;



## Tag bubbles

This shows the most popular tags for your stories as bubbles. The bubbles are split according to how often the tag is used to say what was good, or what could be improved. This visualisation provides a lot of information in a very easy to understand way.

[Preview](#)



## Tag cloud: what was good?

This shows the most-used "what was good?" tags for your stories, sized according to use.

[Preview](#)



## Lily pad

This shows how your stories are spread according to the services they relate to. Each circle represents an organisation or the services it provides. The more stories about a service, the larger the circle for that service. Some stories are about multiple services, so you may see services outside your subscription scope on the lily pad.

[Preview](#)



## Story swarm

This shows how your stories are spread over time, and allows you to see patterns in story progress or criticality. Up to 400 stories are included.

[Preview](#)



## Tag cloud: what could be improved?

This shows the most-used "what could be improved?" tags for your stories, sized according to use.

[Preview](#)



## Story word cloud

This shows the most commonly used words in the text of your stories, based on the last 100 stories.

[Preview](#)



## Sunburst

This shows how stories progress from being told to being read, responded to and perhaps leading to change too. Stories are grouped by criticality.

[Preview](#)



## Tag cloud: how did you feel?

This shows the most-used "how did you feel?" tags for your stories, sized according to use.

[Preview](#)



# Care Opinion in NHS Tayside

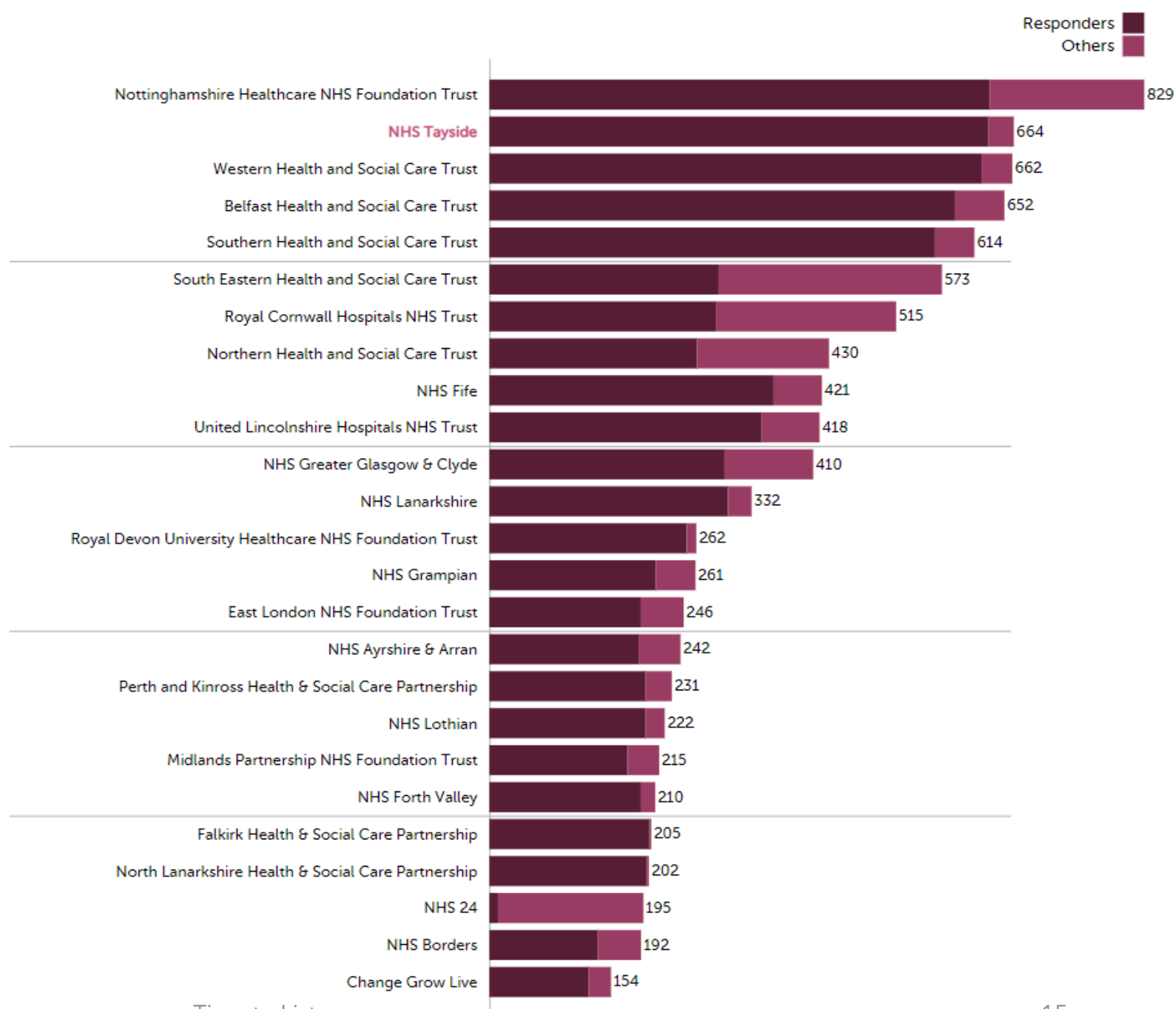


Orthopaedics    **Spiritual Care**    Oncology  
 Haematology    Teenage &    &    Dietician  
                                 Young People    **Bereavement**    Service    Plastic  
 Gynaecology    Children &    Cancer    **Service**    Infectious    Surgery  
 Medical HDU    Young    Specialist    Sexual &    Diseases    Outpatient  
 Area 3A    **Portering**    People's    Nurse Service    Reproductive    Local    Family Nurse  
                                 Services    Maternity &    Renal    Health    Birth    Paediatrics    Anaesthetics    Partnership  
 Neurology/    Adult    Neonatal        Reflections    Dermatology    Physiotherapy    Oncology  
 Neurosurgery    Psychological    Psychology    Falls Clinic    Ninewells ICU    Perinatal &  
 AMU    Therapies    Podiatry Nail    Reconstructive    Specialist    **Advice**    Palliative    Health  
                                 Service    Surgery    MacMillan    **Centres**    Care    Surgical Unit,  
 Pain Clinic    **Translation &**    Health    Specialist Nurse    Nurse Service    Acute Frailty    Stracathro    Paediatric  
                                 **Interpretation**    Service    Medical    Service    Theatre    Units    Pelvic &    complex  
 Medicine for    Maternity    Visiting    Tattoo    Service    **Domestic**    Diabetes    **Car Parking**    Obstetric    Disabilities  
                                 the Elderly    Post-    Service    **Services**    Specialist    **Catering**    Physiotherapy  
 Parkinson's    Menopausal    Radiology    HIV Service    Nurse Service  
 Nurse Service    OPAT/Immunology    Endoscopy



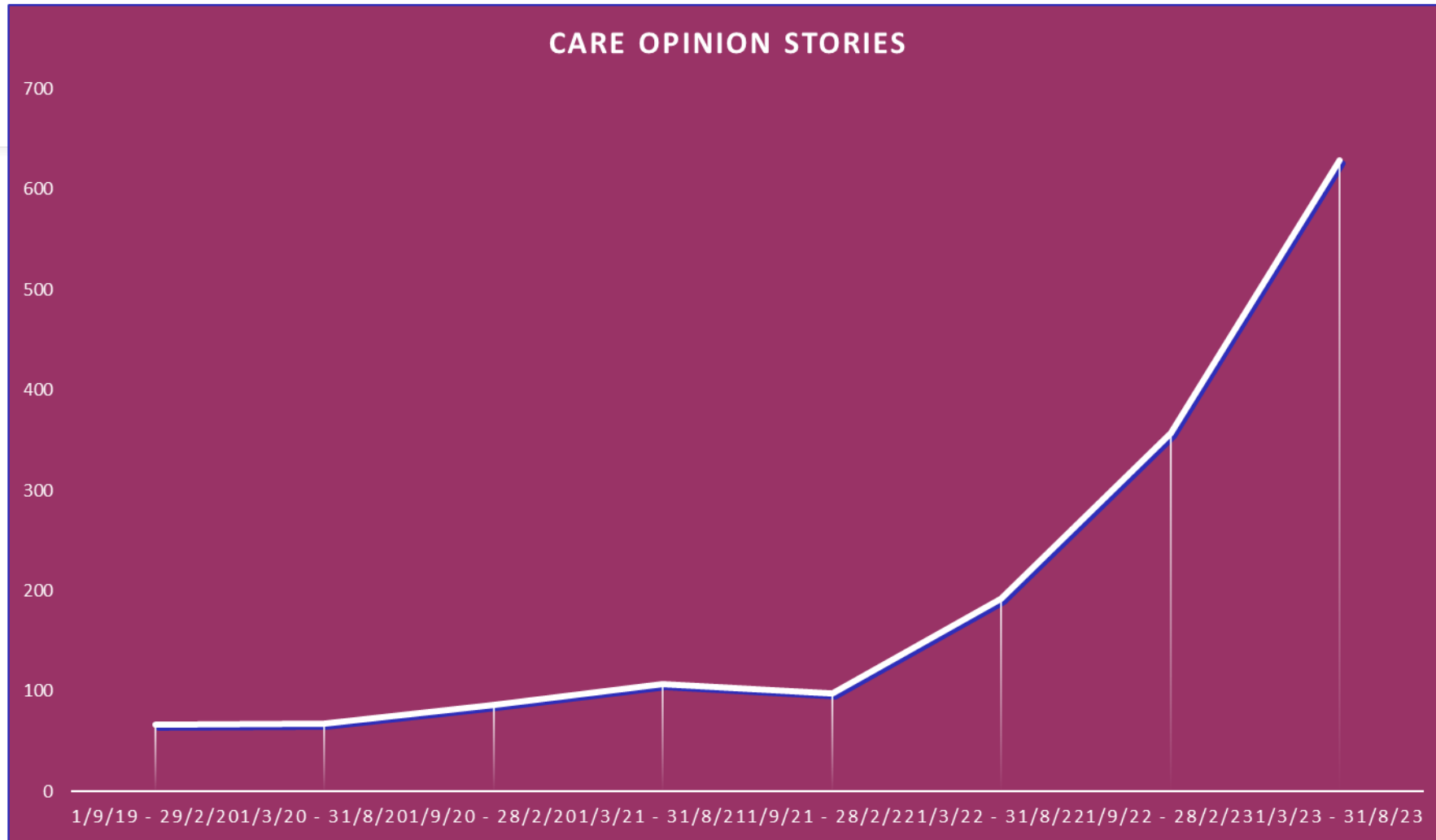


# Tayside's Responders

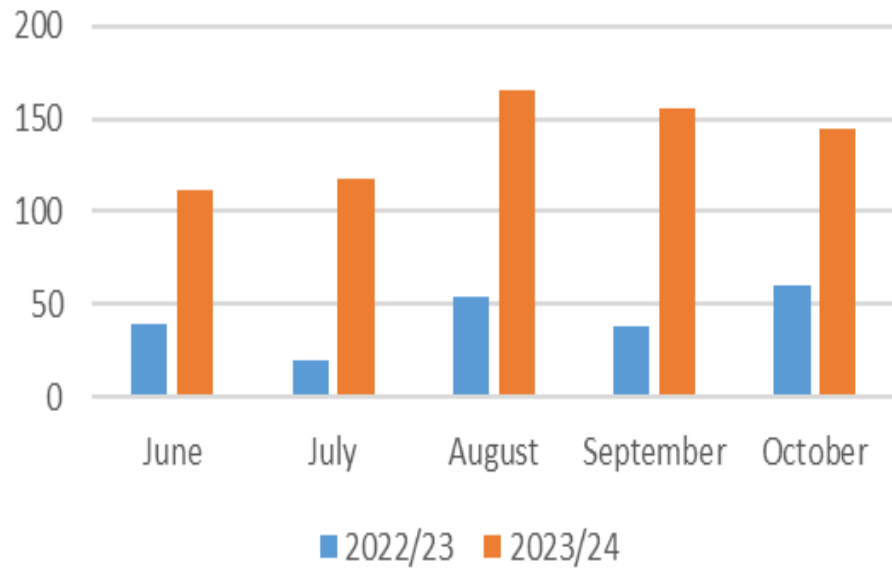




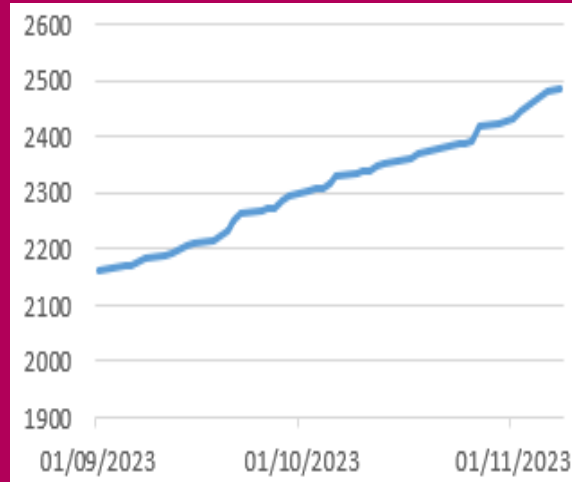
# NHS Tayside's Stories



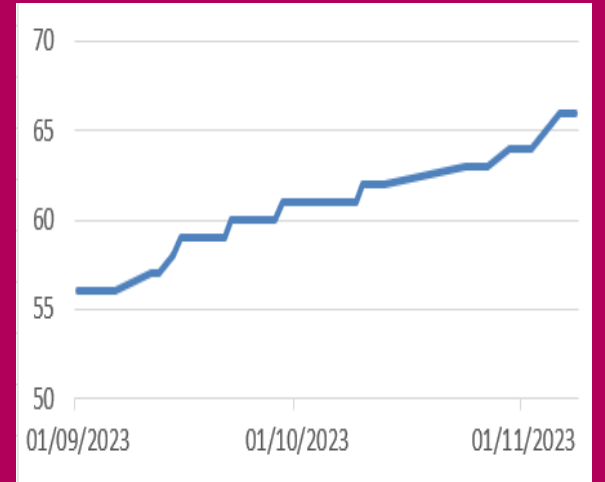
# Reporting



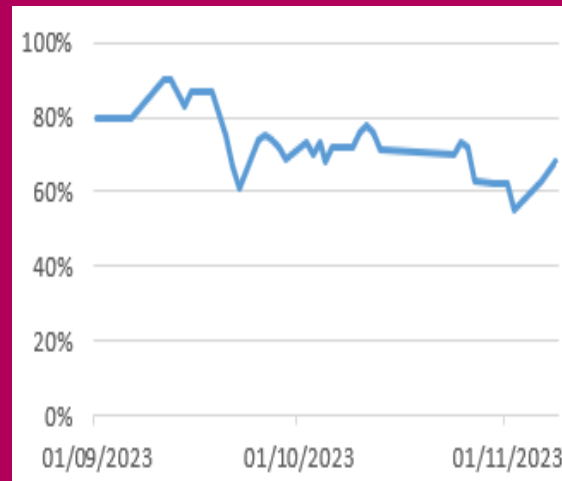
## Stories Received



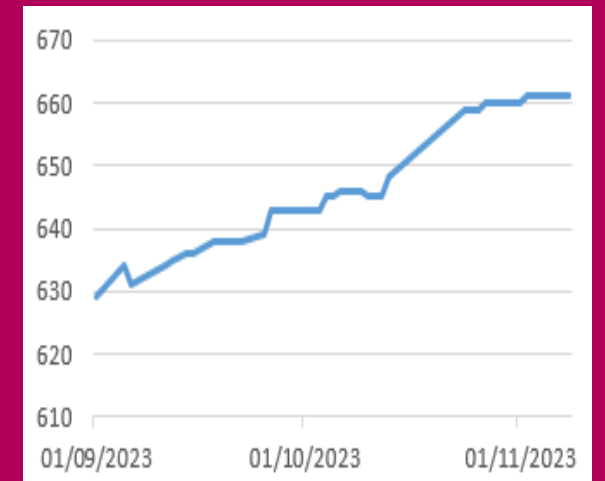
## Stories leading to Change



## Response Rate



## Number of Responders



# Newsletters

**Care Opinion Newsletter January 2023**

**NHS Tayside**

**Care Opinion**  
What's your story?

Welcome to the first NHS Tayside Care Opinion newsletter of 2023.

A very special welcome also to all the new services and responders that have recently joined, and those who are boosting their Care Opinion promotion, including Ultrasound, the HIV Service, Ninewells and PRI A&E, General Medicine and Medicine for the Elderly. There are some very exciting announcements and new developments to tell you about.

**First British Sign Language Story**

Firstly, we are pleased to say that the first British Sign Language (BSL) story has been published which not only is a first in Scotland, but in the whole of the UK. Thanks to Tayside's Corporate Equalities team who provided the translation and recorded the videos of both the story and its response.



**Picture Stories**

Like the need for BSL and other language translation, Care Opinion recognises that not all authors are able to organise their thoughts and express their view to be able to let us know how they feel about the healthcare they receive.

Care Opinion Newsletter January 2023 Page 1

**Care Opinion Newsletter March 2023**

**NHS Tayside**

**Care Opinion**  
What's your story?

A very warm welcome to our second newsletter of the year and to services that are new to Care Opinion.

These include Physiotherapy, Neurosurgery, Acute Frailty Units at Ninewells and PRI, the Teenage Cancer Trust Specialist Nurse Service, Palliative Care, Outpatient Local Anaesthetics, Spiritual Care, Listening, Bereavement and Chaplaincy Services.

**Care Opinion Scottish Government Report**

We were very pleased to find out that Care Opinion's recent report to the Scottish Government which records each health board's feedback saw NHS Tayside in their top three for the first time. NHS Greater Glasgow & Clyde and NHS Lanarkshire took top spots with Tayside closely following in terms of where most stories in Scotland have come from. Well done to all of us for helping to get NHS in the top three.

**Story Numbers**

Our story numbers have seen a dramatic spike in recent months, thanks to all of the services promoting the use of Care Opinion. Inviting patients to give their feedback using QR codes has helped this increase immensely so please continue promoting this fabulous method to all our service users. Continue reading to see our overall story numbers.

Care Opinion Newsletter March 2023 Page 1

**Care Opinion Newsletter May 2023**

**NHS Tayside**

**Care Opinion**  
What's your story?

A very warm welcome to our May newsletter and to services new to Care Opinion.

These include the Skin Cancer Specialist Nurse Service, Birth Reflections, the TIA Clinic and Hyper Acute Stroke Unit, AMU & Short Stay Medicine, Orthopaedic Outpatients, TORT and Orthotic Departments, Oral Surgery, DECAHT and the Acute Oncology Service, to name but a few.

**Care Opinion Spring Conference 2023 - The Ripple Effect**

NHS Tayside and Perth & Kinross HSCP jointly presented at Care Opinion's Spring Conference on 16 May.



Some fantastic feedback was received about our presentation which showcased the recent successes both organisations have recently had as well as ways that we work together to help listen to the collective voice of the people of Tayside. If you would like to watch our presentation, you can do this by clicking on this link: <https://vimeo.com/828009823>

Care Opinion Newsletter May 2023 Page 1

# " Not calling the BSL interpreter "

## STORY HAS A RESPONSE



This story has had a response

About: NHS Tayside / Corporate Equalities Team | Ninewells Hospital / Acute Surgical Receiving Unit

Posted by **Corker89** (as a staff member posting for a patient/service user), 10 months ago

I was on ward 7 at Ninewells Hospital after being admitted through A&E earlier in the day due to terrible pain in my stomach. I'm deaf and my interpreter had left at 5 pm after I was transferred to the ward. I was then moved to another bed in the same ward. At 1:30 am I was told by staff I was to be moved to another ward. When I asked that a BSL interpreter be called to explain what was going on, my request was ignored by staff.

I was moved to another ward, which I thought was strange. At around 4 am I found out it was a ward for cancer patients and this made me very upset. Thinking that they must have moved me there because I have cancer. I'd recently found a lump in my breast so I was terrified. I didn't sleep and was so anxious I was physically shaking. I was bawling my eyes out for hours until one of the staff said they should send me back to Ward 7.

This ward also didn't call the interpreter to come to explain anything about what was going on. One of the staff was very nice to me, but the other member of staff was very rude and refused to take their mask off when speaking to me - I cannot lipread if I can't see your lips.

At around 4:40 am I was transferred back to Ward 7, and I didn't get the opportunity to communicate with any of the staff with an interpreter until 8:45 am, when the interpreter came in to interpret for doctors rounds.

Being deaf in hospital is a very scary experience as lots of things happen to you that you're not consulted about because there is no interpreter. I know that at Ninewells you can get a BSL interpreter 24/7, so why the staff didn't call them I don't know, but I was left frightened and very upset by the whole situation. They didn't even try to explain by writing things down for me in detail. They were very brief in the information they gave me.

I also have a colostomy bag (stoma), and when I asked for a new bag to change, the staff left me for two hours without a clean bag to change the old one out.

### Story summary

#### What could be improved?

colostomy bag   communication  
information   staff attitude

#### How did you feel?

ignored   scared   terrified   upset

### Activity

15 staff members have read this story  
1 learner has read this story

Who has Care Opinion told about this story?

### Show your support

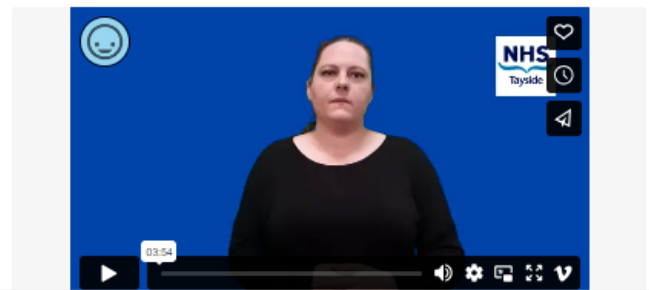
Have you experienced something like **Corker89** did, here or elsewhere?  
If so, show your support below.

I've experienced this

Or maybe **your experience** was different?

Download story and responses

Share   Tweet   Email



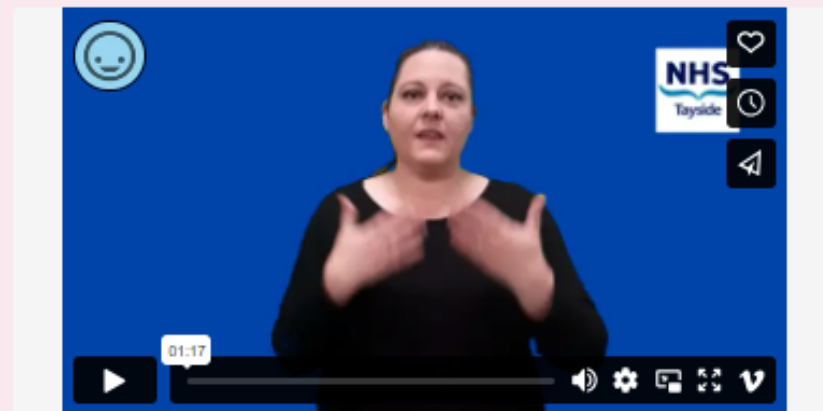
# Accessibility

## Response from Jackie Rodger, Lead Nurse, Surgery and Orthopaedics, NHS Tayside 10 months ago

Thank you for taking the time to share your experience with us. I am so sorry that you had such a negative care experience during your recent admission. This is not the standard of patient centred care that we expect.

It must have been absolutely terrifying to be moved into a strange ward without being able to understand the rationale for the move due to the fact that no interpreter was organised.

If you would be willing to contact the complaints and feedback team to provide your details I would be happy to investigate your complaint so that staff may learn and improve. The email address is [tay.feedback@nhs.scot](mailto:tay.feedback@nhs.scot)



<https://vimeo.com/792272480>

This is a BSL translation by a member of staff at NHS Tayside.



**NHS Tayside** **Care Opinion**  
What's your story?  
**How to share your care experience with us**

**Ask for help**  
Volunteers, medical students and nursing staff can help you give your feedback.

**Go to the website**  
Simply scan the QR code or visit [careopinion.org.uk](http://careopinion.org.uk)

**Call**  
Call our Care Opinion team and share your story - 0800 122 3135

**Write it down**  
Use a Care Opinion leaflet to handwrite your story and send it to Care Opinion's FREEPOST address

# Volunteers





# Staff Morale



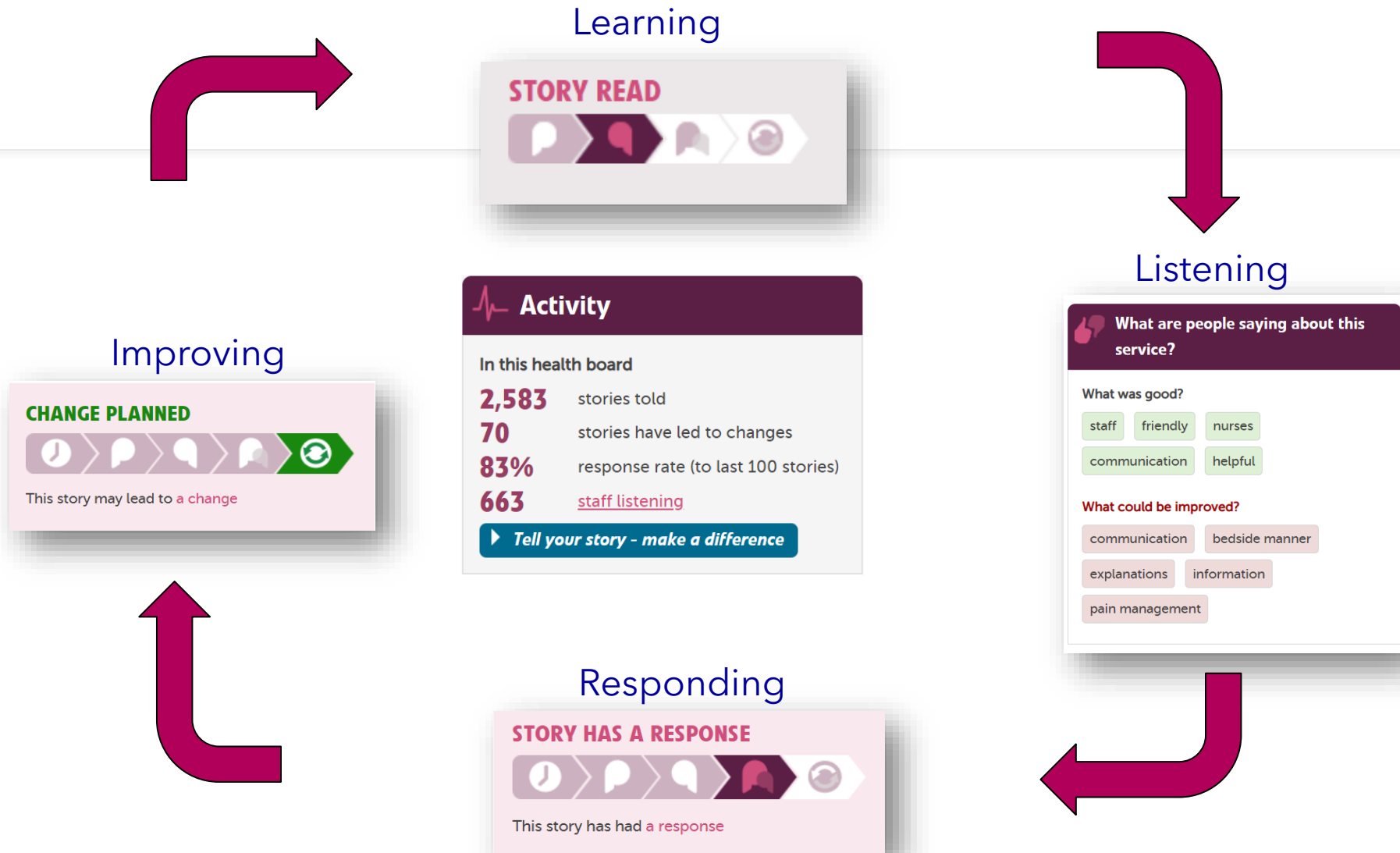
**Excellent Community Nurses**  
*My dad who is in his nineties took unwell and was feeling dizzy and couldn't get out of bed. We called the doctor and then had a team of community district nurses to look after dad. They were excellent, Holly, Neil & Susan did a fantastic job and also answering all of my mum's questions too. They really couldn't have been better.*

# Patient Stories





# How to Listen



# Realistic Medicine Patient Stories

Example 1 - Critical Story

## Story example 1

"Poor support"

### Story summary

How did you feel?

ignored

not listened to

It is hard to describe how mistreated I have been by the clinic at Hollyfield House. I have not been listened to and ignored. My phone calls and emails have not been returned and the lack of care from the ADHD service has worsened my mental health. I was promised I would be prioritised as I was due to begin my degree course in October but I have heard nothing since my assessment. No medication, nothing. Automatic replies to emails deflect the blame to 'shortages' and suggest contacting 111 or GP but GP says you need to contact ADHD Clinic. Pathetic



How would you respond to this story?

## Response from Service:

Dear patient



Thank you taking the time to leave feedback regarding our service. Whilst we are disappointed to hear that you feel mistreated and ignored, we will use this feedback to help us improve and strengthen the service that we offer. We continue to prioritise the care of students as recognise the pressures that academic studies can have on mental health and wellbeing. We sincerely apologise that you haven't been seen before the commencement of your studies.

There is also a clinical need to prioritise patients who have a diagnosis of ADHD and are prescribed medication, but cannot currently get it. This is due to the ongoing shortage of ADHD medication and the associated risk of having to suddenly stop treatment. Further guidance regarding this challenging situation can be found here, as well as on our website:

Shortages of some ADHD medications – Information for patients, families and carers ([swlstg.nhs.uk](http://swlstg.nhs.uk))

You may also find specialist support from Kingston University of benefit prior to further contact from our service:

Disability and mental health support at Kingston University - Kingston University London

If you you would like to contact us to look into your concerns you can email [feedback@yourhealthcare.org](mailto:feedback@yourhealthcare.org) or telephone 020 8339 8092.

Kind regards,

Philip

Quality & Risk Coordinator

Your Healthcare CIC

# Realistic Medicine Patient Stories



Example 2 - Critical Story

## Story example 2

" Not one person listened to me about what doesn't work "

That night they administered antibiotics through the cannula and orally and the next day it came back it was a nasty form of pneumonia. So another Dr came and spoke to me at 6 pm the next night and said the best antibiotics was... the very first one I was on that didn't work. But no no, they would work for this. Monday morning I was a shaking mess again and needed yet another antibiotic change, the nurse came and did observations and decided I needed oxygen as mine was too low. 10 minutes later, another nurse came in and took it off me, they didn't know my observations and they were only in because I had asked for paracetamol, but they just decided it wasn't needed.

At this point I felt like crying and I couldn't handle an argument. About 10 minutes later another nurse came in to do observations again and told me to put it back on. I ended up on it for 14 hours. On Tuesday morning I waited 2.5 hours for 2 paracetamol. I was allowed home on Tuesday afternoon and the GP and myself agreed tea-time would be fine. They told me I need to be careful and have lots of support as my lungs are still struggling. At 1 pm a nurse came in and said I could go and here was my antibiotics etc. I said the Dr and I had spoke about teatime and they said I could stay till teatime but it would need to be in the waiting area. I am still on antibiotics and still have pneumonia.

After that I was totally on my own. Nobody helped me with my bags or anything, even though I could not breathe properly just walking, let alone carrying 2 bags and navigating myself around a hospital on my own which is extremely overwhelming. I found this treatment cold and unnecessary. I wasn't listened to about facts to do with my own body.

### Story summary

**What was good?**

GP nurse

**What could be improved?**

communication discharge

lack of support medication

not being listened to pain relief

treatment

**How did you feel?**

abandoned upset

## Response from Service:

Thank you for posting this feedback.

I can only apologise that this has been your care experience whilst under our care. It sounds like you have had a really difficult time with this infection - I hope that now you are home you are able to rest and your health is improving.

From reading through your feedback I can see there are several issues that you have raised and I want to reassure you that this will be fed back to the team.

Please be reassured that I am looking into this matter through the complaints and feedback team and a formal response will follow.

Kind Regards

How would you respond to this story?



# Realistic Medicine Patient Stories

## Example 3 - Positive Story

## Story example 4

"The visual supports were invaluable"



### CHANGE PLANNED



This story may lead to a **change**

**About:** Craigavon Area Hospital / Audiology Services Specialist Child Health & Disability / Speech and Language Therapy Services

Posted by *bravoen85* (as a carer), last month

My son has Autism and struggles with medical appointments. He usually becomes overwhelmed and can lash out. He had an important appointment at our local hospital and I approached his Speech and Language Therapist for help. She was so helpful. She contacted the hospital department and spoke with the audiologist about how best to manage my son; his triggers and things he would struggle with. The Audiologist had obviously taken on board all that the SLT had told her about my son and was brilliant with him.



In preparation for the appointment the Audiologist supplied videos of the environment and videos of the procedure that was to be carried out.

The Speech Therapist also created detailed visual supports for my son with a social story, a feelings board and a breakdown in stages of the appointment. These supports were invaluable as my son was able to manage the appointment without getting upset or lashing out. As a result the medical assessment was able to be effectively carried out.

Thanks to the help of the SLT and the Audiologist the appointment was a success! They worked together for the good of a vulnerable boy who ordinarily would not have been able to cope with such an appointment. I am so grateful to both of them!

### Story summary

#### What was good?

accommodating autism awareness  
communication helpful  
medical assessment speech and language  
staff manner support visual supports

#### How did you feel?

very thankful well looked after

# Realistic Medicine Patient Stories



## Example 4 - Positive Story

# " Valued and treated like an individual "



## STORY HAS A RESPONSE



This story has had 3 responses

**About:** Oncology / Radiotherapy   Oncology / Ward 32 Oncology Clinics (outpatients)   Oncology Specialist Nurse Teams / Oncology Support Team   Perth Royal Infirmary / Oncology

Posted by *Mozy25* (as the patient), 6 days ago

From diagnosis to treatment - 5 stars to the Breast cancer team. I have, through each stage, been fully informed of what will be expected and which treatment I would receive.



Emotional support, advice and extensive information has been provided to me which has been very beneficial to my situation. At no point have I felt isolated or uninformed. All staff in each department have been absolutely amazing and have treated me with humility, dignity and respect and also with some much needed sense of humour.

The fact that I had to travel through to Ninewells Hospital, which had some issues regarding roadworks causing me to be late for appointments, was dealt with by staff amazingly. I contacted the radiotherapy team on a couple of occasions to inform of the potential lateness of my arrival and was told not to worry, just to get there safely. Also nurses reassured me and put my mind at rest by informing me that if need be they would stay behind to ensure I got my treatment. These comments made me feel valued and treated like an individual.

100% great service. I am very grateful to all who were involved in my diagnosis and treatment.



## Story summary

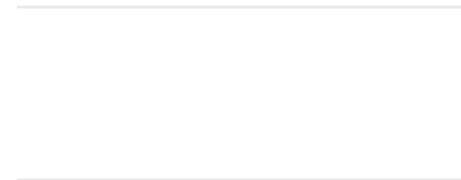
### What was good?

- 5 star
- advice
- all staff
- amazing
- amazing staff
- beneficial
- dignity
- emotional support
- great service
- humility
- information
- nurses
- radiotherapy
- respect
- sense of humour
- team
- treated as an individual
- treatment explained

### How did you feel?

- grateful
- informed
- not alone
- put at ease
- reassured
- valued

## Story example 4



## Responses from Service:

Response from Lesley Taylor, Macmillan Cancer Nurse Consultant, Cancer, NHS Tayside 5 days ago



Dear Mozy25,



Thank you so much for telling us about your positive experience during what can often be very difficult times. The cancer teams in NHS Tayside work very hard to try and meet the needs of each patient as an individual. I wish you well in the

future,

Mozy25 thinks this response is helpful  
1 other person thinks so too

How would you respond to this story?

Response from Robert Kelly, Clinical Support Worker, Radiotherapy, NHS Tayside 5 days ago

Dear Mozy25, thank you very much for taking the time to feedback your experiences. My name is Bob, one of the Support workers who would have welcomed you to our Radiotherapy Department. I am so pleased that you felt well informed and that a little humour helped to make you comfortable.



Road works have indeed played a little havoc regarding appointment times within the department lately and as you will have witnessed, we will always accommodate to ensure that our patients receive their treatment. It is also nice that you recognise our efforts to ensure you feel valued and I will pass on your comments to all staff in our department who contributed to your overall experience.


On behalf of our team at Radiotherapy, I hope you have benefitted from the treatment and wish you well for the future.

Kind regards... Bob

2 people think this response is helpful

## Responses from Patient:

Update posted by [Mozy25](#) (the patient) 5 days ago

Hi Bob. Thank you for your response. I was going to mention you by name in my feedback as you really were a huge part of my experience as you were the one who I saw first on each visit. My bottom never got a chance to hit the seats in the waiting room as you checked the computer and you went to speak to the nurses and I was seen immediately on arrival whether I was late or not. It meant a lot to me when you said just get here safe. When I thought I was going to be late. 

You are a credit to Ninewells and the NHS. I met soooooo many nurses in my short time and can only remember a few names, not through brain fog but due to me being very nervous and apprehensive. This job suits your personality well as you were soooooo funny at times but you must have gauged my mood (if you know what I mean).

Anyway your kindness and sincerity came over in abundance. You are a very important part of a fantastic team. Can't fault any of you. I really am genuinely sorry that I can't remember everyone's name but genuinely appreciative of you all.

I forgot to say Thank you in my feedback and I also forgot to thank the nurse at the first stage of this which was the nurses who carried out the mammogram. She was lovely. Xx

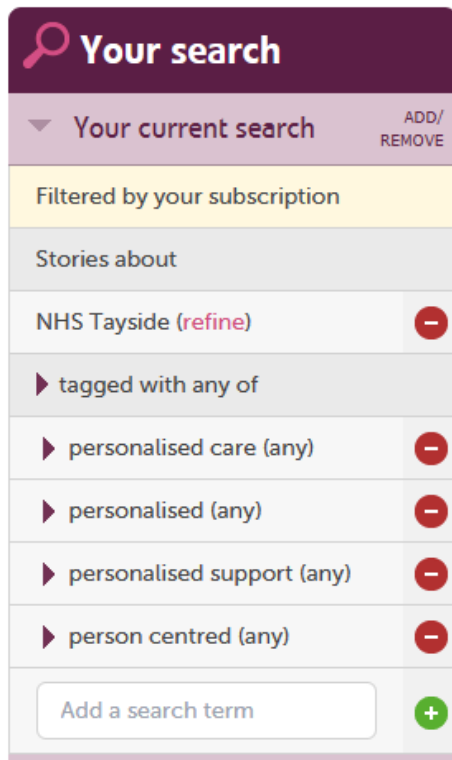
# How to Listen



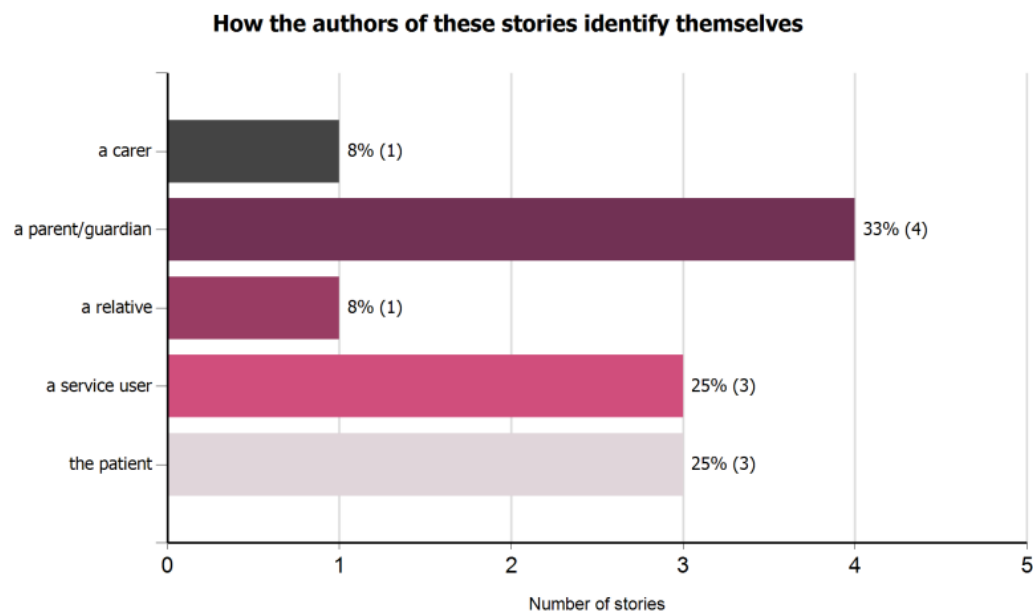


# Reporting / Reflecting on Stories

We ran a search looking at these words:



We looked at how the people identified:



We decided to focus on 'What could be Improved'

<i>What could be improved?</i>	
information	2
communication	1
engaged	1
environment	1
explanation	1
follow up	1
person centred	1
personalised care	1
professionalism	1
staff introduction	1
support	1
understanding	1

# How to keep listening

Become improvers and innovators: fostering a culture of learning and improvement to deliver better outcomes and experiences

Listen and learn


Take time to listen






# Thank you

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 Lisa Dendy & Victoria Sullivan

 Lisa.dendy@careopinion.org.uk  
Victoria.sullivan9@nhs.scot

 [www.careopinion.org.uk](http://www.careopinion.org.uk)