



## Online Feedback for Mental Health Trusts Regional workshop programme

- 9:30 – 10:00: Refreshments available
- 10:00: Better services through web-based feedback  
- Dr Paul Hodgkin, Chief Executive of Patient Opinion
- 10:20: Opportunities and obstacles  
- What are your apprehensions towards web-based feedback?  
- What do you see as the value of web-based feedback?
- 11:20: Morning refreshment break
- 11:30: Service user/Volunteer presentation
- 11:50: Navigating the site and sharing a story
- 12:30 – 13:30: Lunch (provided)
- 13:30: Video from pilot site
- 13:45: Subscriber pages: how to...
- 14:00: Discussion re sample postings
- 14:15: Strategy for generating postings
- 14:30: Integrating PO into Trusts – Making changes  
(incorporating afternoon coffee & refreshments)
- 15:30: Moving forward