

## Why it's important to give people a voice What it takes to really hear their voice

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Nottinghamshire Healthcare NHS Foundation Trust



Ten minutes of stating the obvious...

Why it's important to give people a voice What it takes to really hear their voice



## Why is it important to give people a voice? Because if we don't...

Nottinghamshire Healthcare
NHS Foundation Trust

We'll have a bad relationship with our patients, who we may see over and over again for years.

We'll make our patients feel like they don't matter, at a time when they likely already feel they don't matter to the world.

We'll run worse services, and make the mistakes we made in the past, which no one's in a hurry to repeat.

In the future I am unlikely to go to A&E fo have hurt myself

### Lots of mental health issues a relationship with health service

#### Why do I post on Care Opinion?

First, to share my thoughts about mental health issues and policies that specifically affect the services I access - for example the Recovery model.

Second, to comment about a particular service I have used, like the Stonebridge Centre or the Recovery College, or to ask whether a service we don't have might be

#### Nottinghamshire Healthcare NHS Foundation Trust

(Nottingham And Nottinghamshire Health And Care STP)

#### Description

We are a major provider of mental health, intellectual disability and community healthcare services for the people of Nottinghamshire.

#### Address

The Resource, Trust HQ, Duncan Macmillan House, Porchester Road, Nottingham, NG3 6AA

#### Resources

☑ Trust Website

The NHS website



# In this nhs trust 7,110 stories told 334 stories have led to changes 89% response rate (to last 100 stories) 991 staff listening

▶ Tell your story - make a difference

More services within Nottinghamshire Healthcare NHS

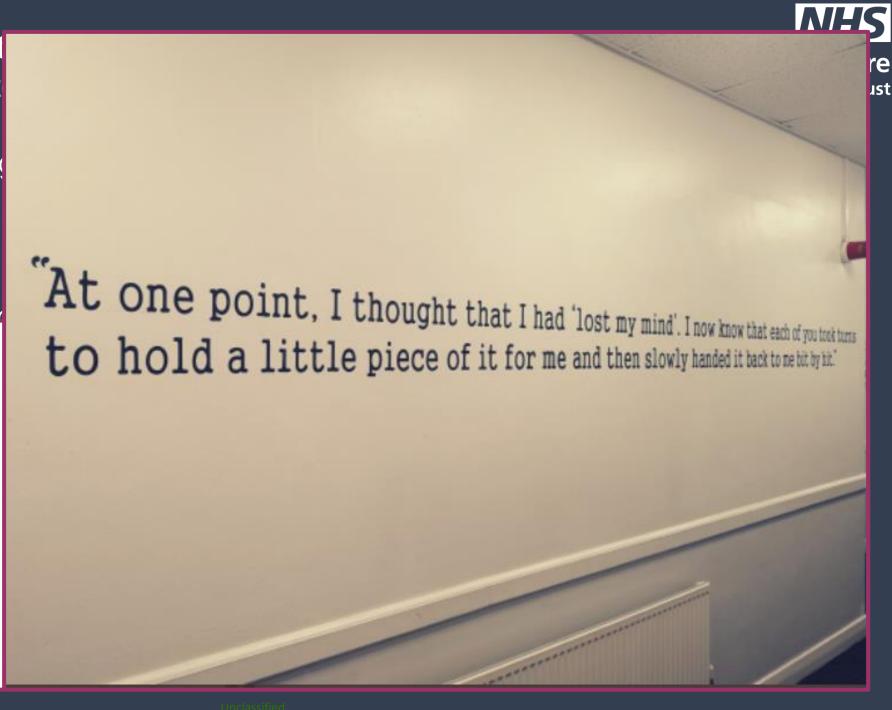
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1. Limited opportunity to SMS, apps)

2. A limited understanding and what the experience assumptions)







**#hellomynameis Amy Gaskin-Williams**@ajgaskin

#hellomynameis Amy Gaskin-W Noted, #ChallengeAccepted.

As of next wk, @NottsHealthcare in the same positive/negative rati

And in that spirit - 'Unacceptable careopinion.org.uk/opinions/6385



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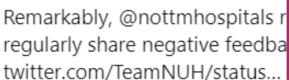
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Telephone I

James Munro 💙 @jamesfi



the spring to continue to enhance

Once again thank you for your por you wish

Alison Harrison 0115 9691300 x 12

'I slept so little that my tracker didn't recognise any sleep through the first two nights...All of the staff were doing their best...Mental health units make people worse, not better'

So sorry this person had such a tough time on our ward @NottsHealthcare careopinion.org.uk/opinions/642199

11:13 pm · 11 Apr 2019 · Twitter for Android

8 Retweets 1 Quote Tweet 8 Like



↑\_



, **1** 



**#hellomynameis Amy Gaskin-Williams** @ajgaskin · 12 Apr 2019 Replying to @ajgaskin

Yes, Sally's response is so detailed and sincere. Hope the service is able to use the story constructively - certainly sounds like it's been heard.



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If you want to talk...

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