

Care Opinion Scotland

Health Boards

Annual Review – Supporting information

2018 – 2019

“The beauty of Care Opinion stories is that it gives clinical staff the opportunity to listen to the real stories in the patient and relative's own words and allows us to reflect on what we could do differently next time.”

(from “[Care of my Dad](#)”)

Dr Lynn McCallum
Consultant Physician. Clinical Director of Unscheduled Care, Acute Medicine
NHS Borders

Our vision

What do we want to see?

We want people to be able to share their experiences of health and care in ways which are safe, simple, and lead to learning and change.

Our mission

What do we do?

Our mission is to provide an online platform so that:

- people can share honest feedback easily and without fear
- stories are directed to wherever they can help make a difference, and
- everyone can see how and where services are listening and changing in response

Our values

How will we pursue our mission?

Innovation

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.

Transparency

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.

Inclusivity

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.

Positivity

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.

Humanity

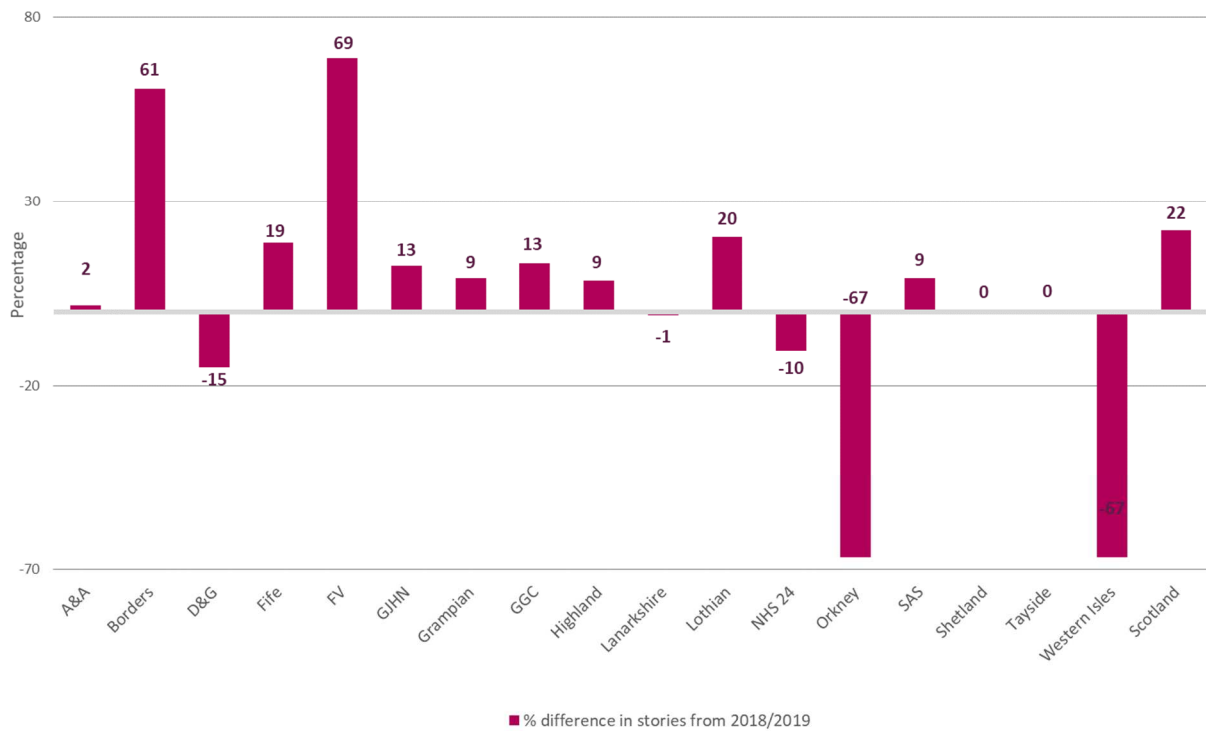
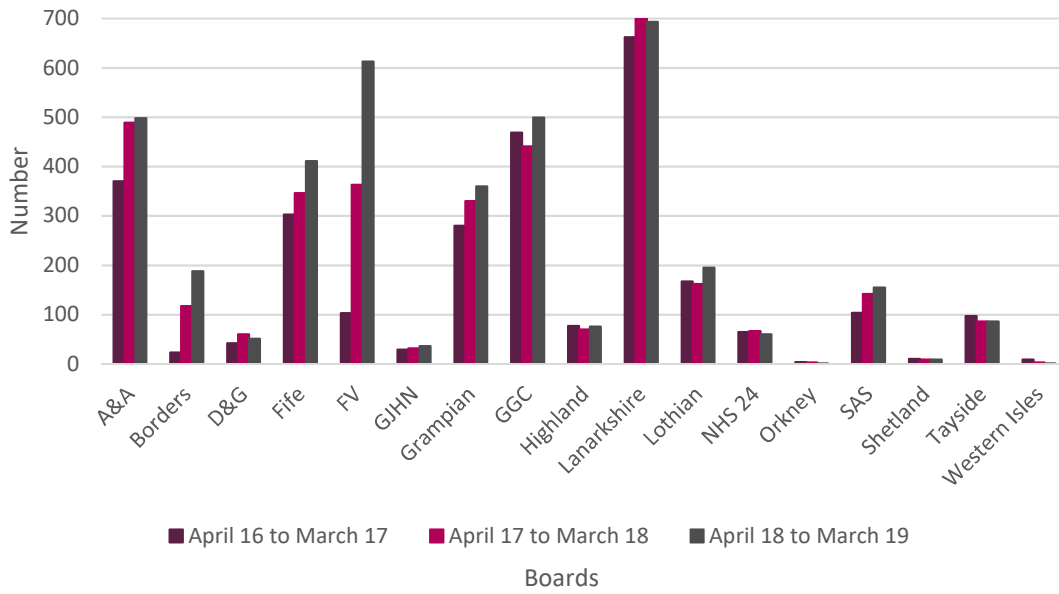
We believe effective health and care services have at their heart the humanity of those who rely on them, and those who provide them. We will keep people (story authors, customers and our own team) and their stories at the heart of everything we do.

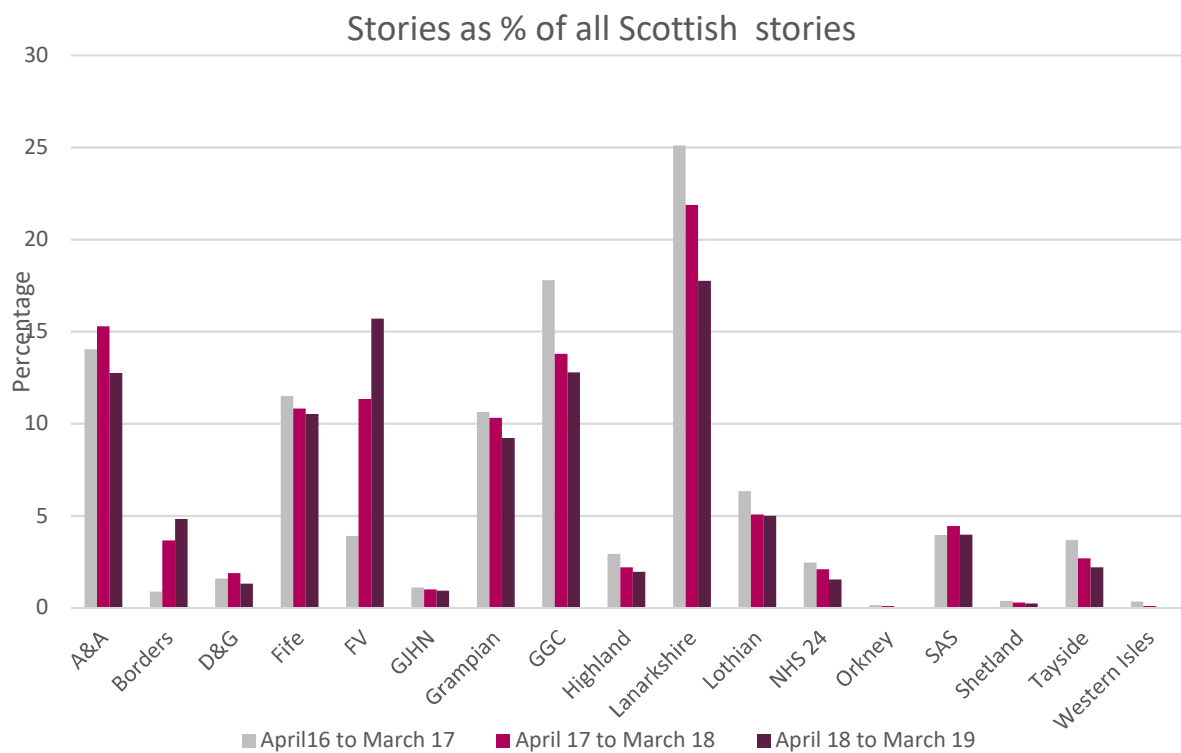
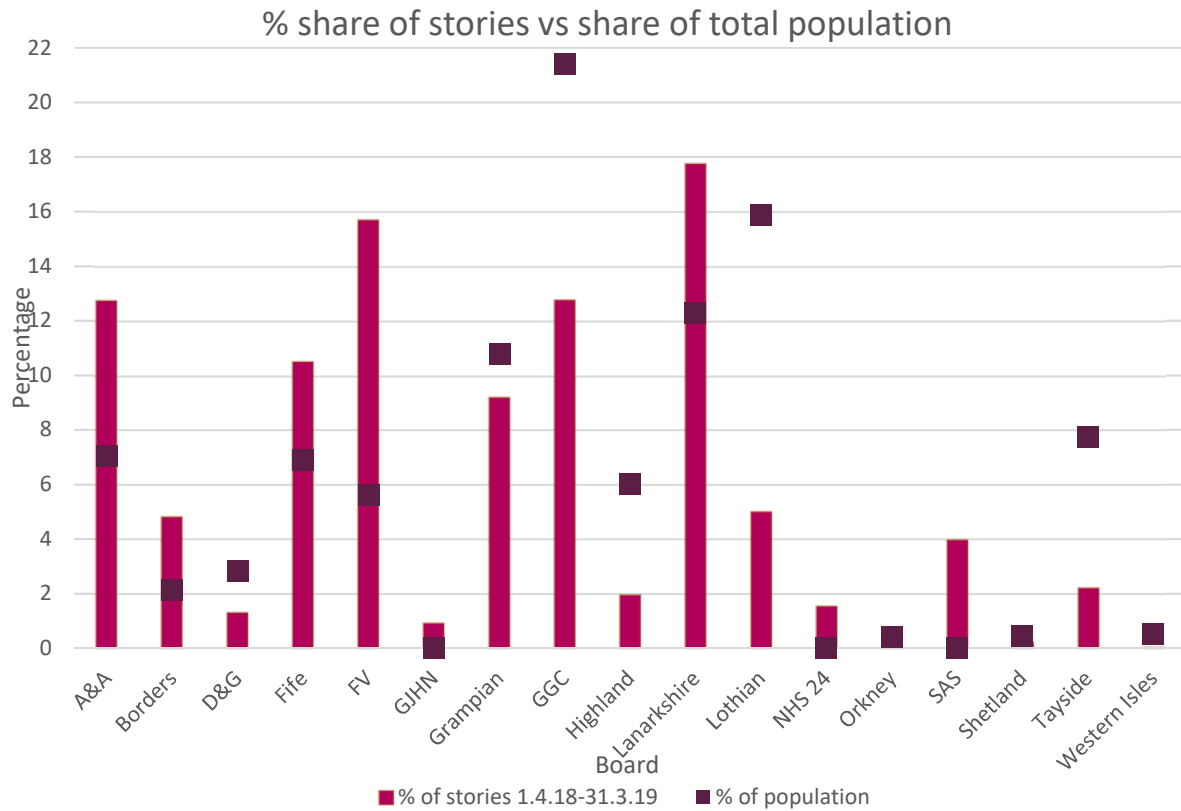
Introduction

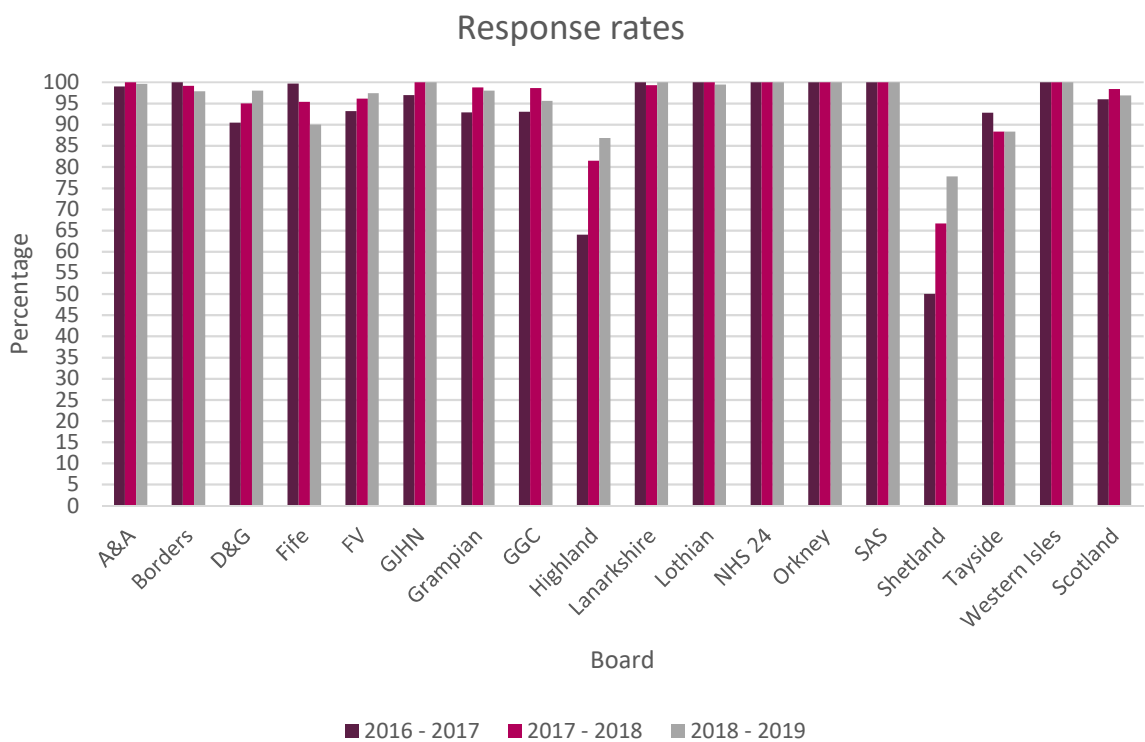
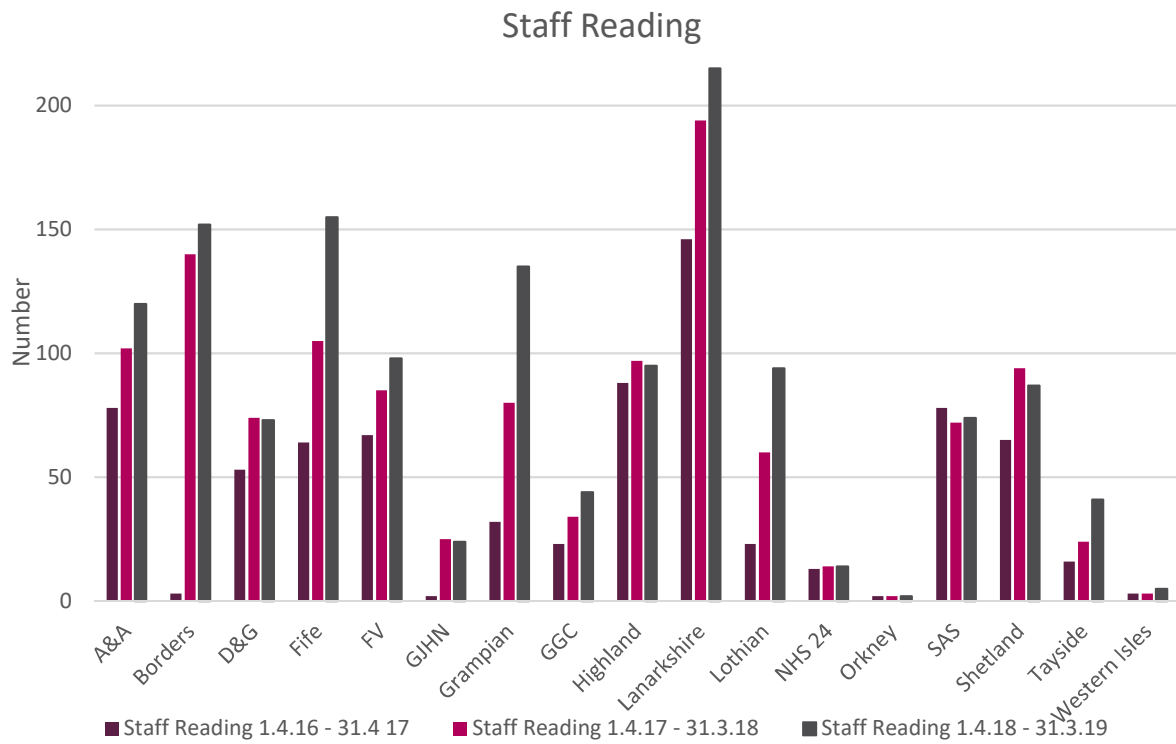
We are now in our sixth year of bringing you an annual review of activity of how Care Opinion is being used across Scotland. The [interactive presentation](#) includes some of the data shown below. Where appropriate and for comparative purposes, 2016/2017 and 2017/2018 data has been included as well as data for the period under review, 1 April 2018 – 31 March 2019.

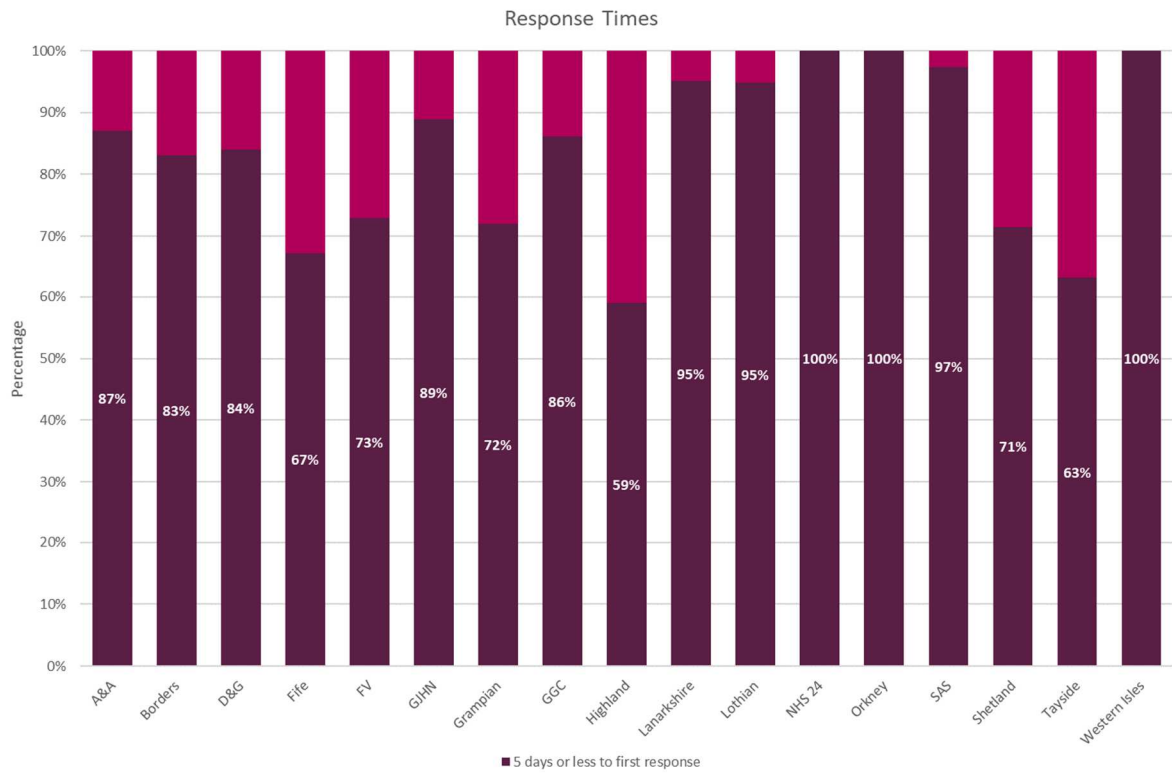
All data is reproducible by Boards, at location and specialty level using the reports and visualisations feature on Care Opinion. Support and training on this feature is available [online](#) or by contacting the Care Opinion team at info@careopinion.org.uk.

Stories shared by board

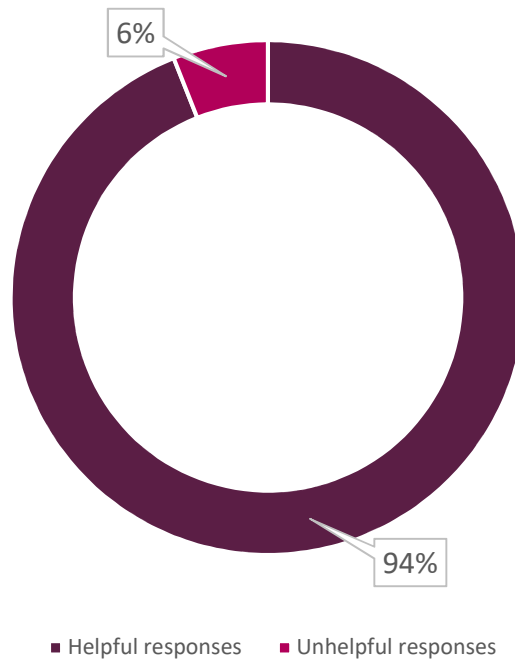




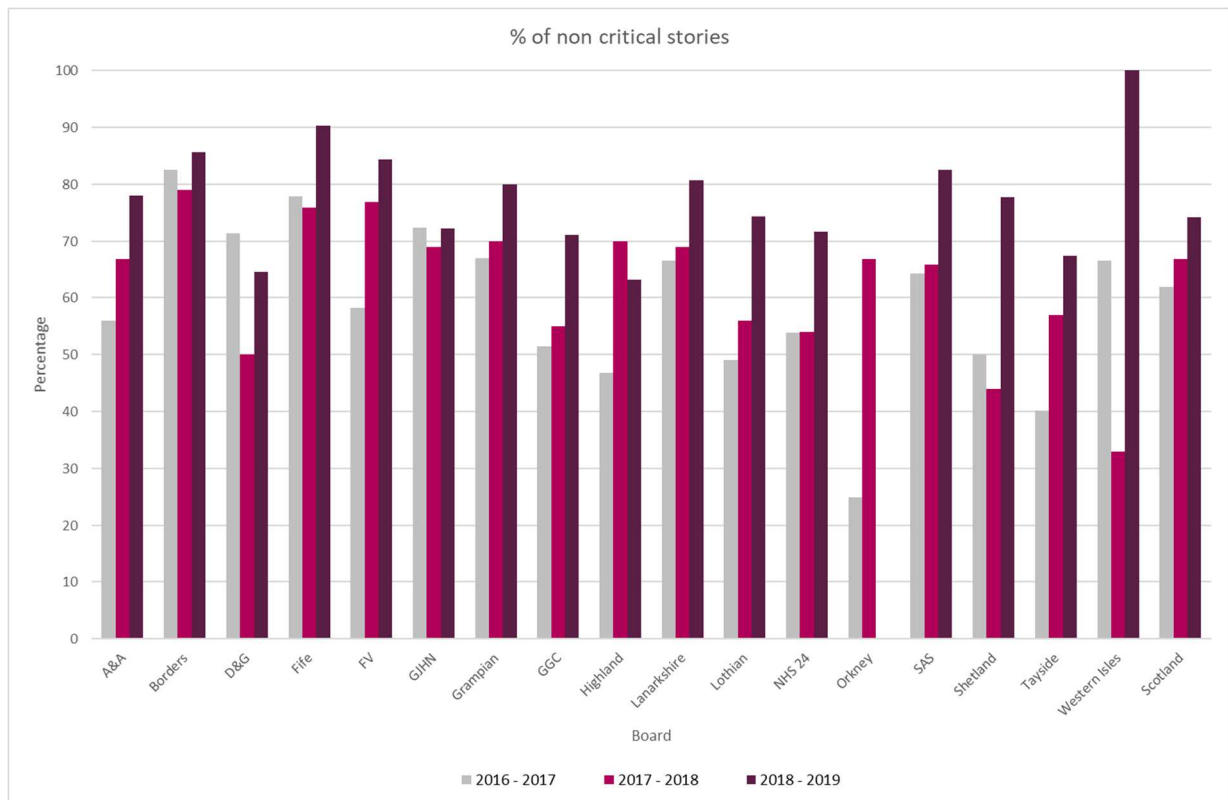
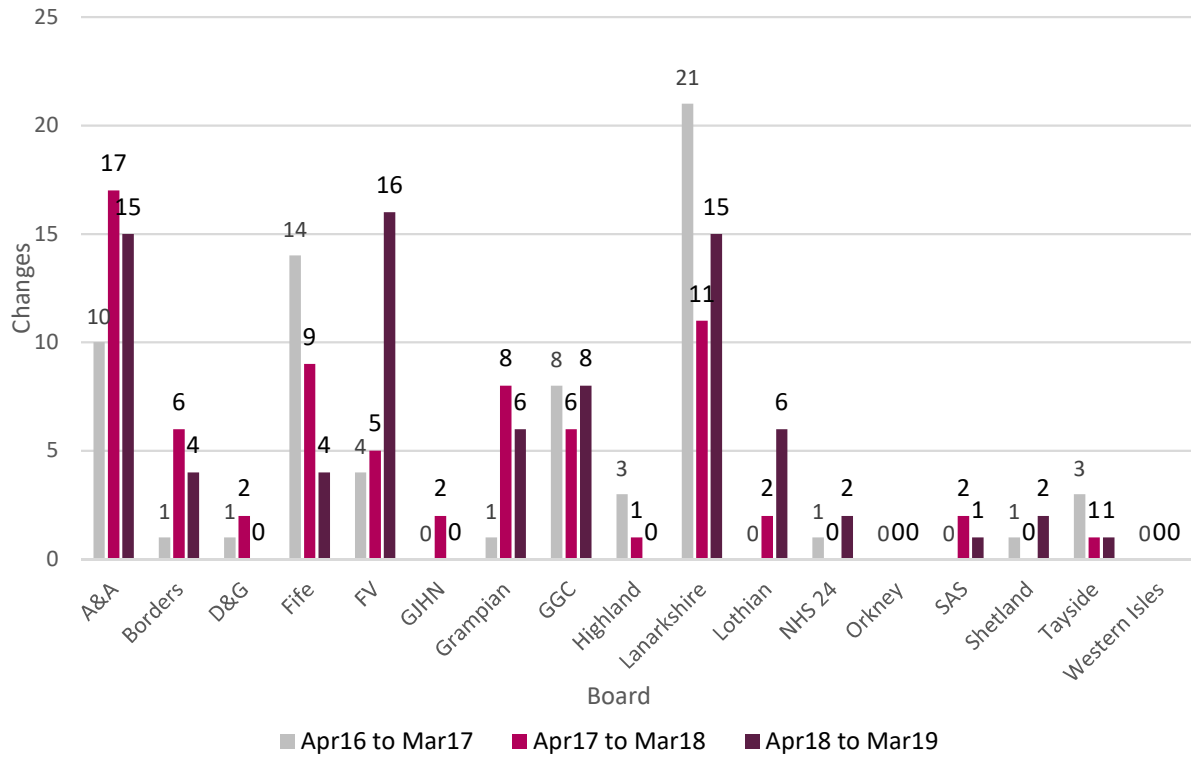




Stories rated by author



Changes made / planned



Summary of activity by health board and Scotland wide

Board	Stories (n)	Response rate (%)	Stories responded to within 5 days	Responses (n)	% of critical stories which have led to change	Critical stories (n)	Changes (n)	% non critical stories	Reads (n)	% of total reads	Story read ratio	Staff reading
A&A	498	99.6%	432	496	14%	109	15	78%	104,964	14.4%	211	120
Borders	188	97.9%	153	184	15%	27	4	86%	28,625	3.9%	152	152
D&G	51	98.0%	42	50	0%	18	0	65%	7,215	1.0%	141	73
Fife	411	90.0%	249	370	10%	40	4	90%	41,626	5.7%	101	155
FV	613	97.4%	435	597	17%	96	16	84%	63,723	8.8%	104	98
GJHN	36	100.0%	32	36	0%	10	0	72%	5,088	0.7%	141	24
Grampian	360	98.1%	254	353	8%	72	6	80%	215,678	29.7%	599	135
GGC	499	95.6%	411	477	6%	144	8	71%	78,374	10.8%	157	44
Highland	76	86.8%	39	66	0%	28	0	63%	9,481	1.3%	125	95
Lanarkshire	693	100.0%	659	693	11%	133	15	81%	101,789	14.0%	147	215
Lothian	195	99.5%	184	194	12%	50	6	74%	24,932	3.4%	128	94
NHS 24	60	100.0%	60	60	12%	17	2	72%	16,522	2.3%	275	14
Orkney	1	100.0%	1	1	0%	1	0	0%	617	0.1%	617	2
SAS	155	100.0%	151	155	4%	27	1	83%	33,310	4.6%	215	74
Shetland	9	77.8%	5	7	100%	2	2	78%	1,020	0.1%	113	87
Tayside	86	88.4%	48	76	4%	28	1	67%	12,257	1.7%	143	41
Western Isles	1	100.0%	1	1	0%	0	0	100%	54	0.0%	54	5
Scotland	3686	97.4%	2916	3590	10%	743	77	80%	726631	100.0%	197	1683

For further information contact:-

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