

The background is a solid dark purple color. It is covered with a repeating pattern of speech bubbles. Most of these bubbles are outlined in a bright magenta color. One bubble, located in the lower right quadrant, is outlined in white and contains the text.

**Invitation
links - The
basics**



Before we start...

- **Recording**
- **Camera & Mic**
- **Live Captions**
- **PowerPoint Live**
- **Post session email**

Inviting online feedback with an invitation link

New Feature- you can now add up to **12** services to **one** invitation link

The simplest way to invite people to share their experiences on Care Opinion is just to provide a link to the site.

Another way is to make an "**invitation link**" and provide that instead. They look like this <https://www.careopinion.org.uk/49/aah-ed>


What does an invitation link do?

An invitation link allows you to:

- customise various aspects of our story-telling workflow
- easily access widget codes, kiosk links or QR codes to share with people using services
- keep track of which stories came via which invitation links, and run reports and visualisations easily

What does an invitation link look like and why/how would I use different options?

Invitation Workflow Type	Description	What does it look like? (Example)	When/how you might use this...
Tell Your Story Link	A link to ask for feedback using the tell your story workflow	https://www.careopinion.org.uk/49/aah-ed	Share this link with patients on materials, in emails and on social media etc.
Tell Your Story (Hyperlinked)	A link to ask for feedback using the tell your story workflow, with wording to encourage engagement.	We'd love to hear your feedback	Share this link with patients in emails, online documents and on social media etc.
Kiosk Link	A link for one service only, which re-sets after each person has told their story.	https://www.careopinion.org.uk/49/aah-ed/kiosk	On a computer, tablet or sending out to patients by text. Good for reception areas.

Invitation Workflow Type	Description	What does it look like? (Example)	When/how you might use this...
Widget Code	This embeds the story telling process on a website. Example: nhsborders.scot.nhs.uk/feedback-and-complaints/care-opinion/	<pre><iframe src="https://www.careopinion.org.uk/49/aah-ed/widget" width="400" height="600" allowTransparency="true" frameborder="0"></iframe></pre>	Asking for feedback on your website.
QR Code	This can be scanned by patients and will take them through the story telling process. QR Codes can be created to share the Tell Your Story Process and Kiosk Mode .		On print materials, email signatures, bottom pf Patient letters



Tell us your experience of our service

Mental Health for Older Adults

East & South

Your story matters and could help bring about positive change to meet the needs of our patients and their families.

Scan here to share your story:

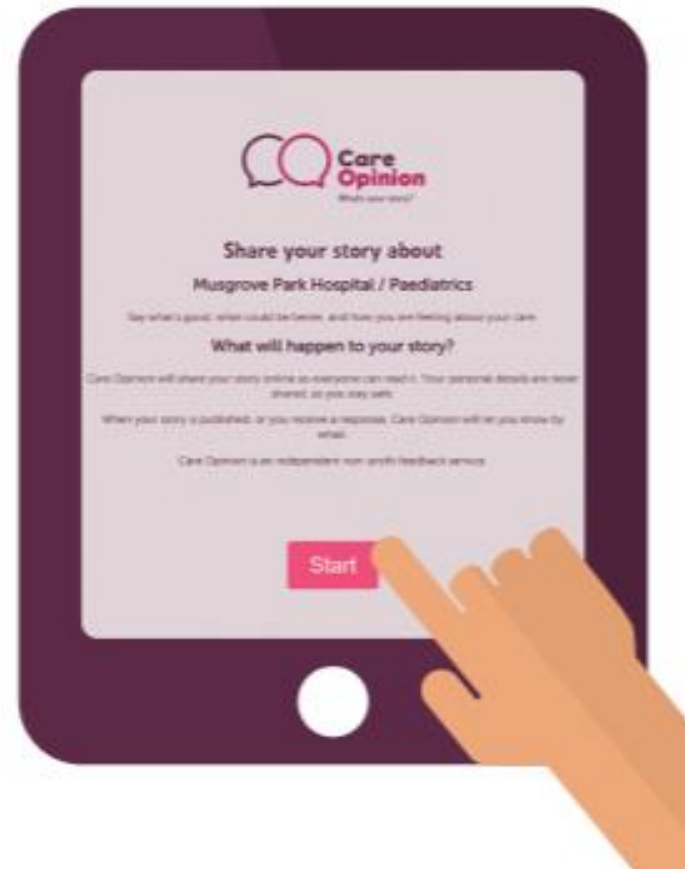
SCAN ME



visit:

<https://www.careopinion.org.uk/799/mhoa-east>

or freephone: 0800 122 3135



The “tell your story” workflow is our full process on the website

- You can use pictures
- Give what was good/could be improved tags
- Provide optional demographic information, FFT and ratings.
- Tag story to multiple providers
- Formatted to work on mobile devices

The screenshot displays a five-step navigation bar at the top: 'Your story' (active), 'About you', 'Services', 'Tags', and 'Sign off'. Below this, the 'Your story' section contains a text input field for 'What is your story about?'. A status message indicates the story is being added by Sarah. Below that is a larger text area for 'What happened? How did you feel?'. A purple banner with a play icon and the text 'Use one or more pictures to tell your story' is positioned above a picture gallery showing three icons. A word count '0 words (of 1000 allowed)' is at the bottom right of the text area. The bottom section has a date selector for 'When did your story happen?' set to 'Today'. At the very bottom are 'Back' and 'Next' buttons.

What is your story about? ⓘ

This story is being added by Sarah (Not you?)

What happened? How did you feel? ⓘ

▶ Use one or more pictures to tell your story

0 words (of 1000 allowed)

When did your story happen? ⓘ

Today

◀ Back

Next ▶

The “kiosk workflow” turns mobiles and tablets into a handheld kiosk

- Linked to one service
- Author cannot add what was good and what could be improved tags
- No option to add demographic information and ratings
- Author is not logged in. Safe to pass to another user.
- Tablet can be locked to this page
- Still needs to be on the internet
- FFT rating can be added in



The screenshot shows the Care Opinion mobile app interface. At the top, there is a logo with two overlapping speech bubbles and the text "Care Opinion" and "What's your story?". Below the logo, the text "Share your story about" is followed by "Craigavon Area Hospital / Emergency Department". A prompt asks the user to "Say what's good, what could be better, and how you are feeling about your care." and "What will happen to your story?". A disclaimer states: "Care Opinion will share your story online so everyone can read it. Your personal details are never shared, so you stay safe." Another line of text says: "When your story is published, or you receive a response, Care Opinion will let you know by email." At the bottom, it says "Care Opinion is an independent non-profit feedback service." and there is a purple button with a white right arrow and the word "Start".

How can I use an invitation link?

Invitation links can be added to most correspondence that you have with patients and/or service users.

Here are some ideas:

- Emails
- Texts – appointment reminders etc
- Letters
- On staff email footers
- As a QR code on posters & leaflets
- Social Media
- On a tablet or Ipad



What are the pros of using an invitation link ?

With an invitation link you can customise the “tell your story” workflow, or direct people to the "kiosk workflow".

Your invitation link can:

- make sure a specific health/care service is pre-selected
- add specific tags to new stories
- Can be linked to up to 12 services
- after a story is told, invite the author to visit your own survey or consultation too
- For English services you can add the FFT question to the kiosk work flow
- Track stories relating to a specific topic by using subscriber tagging
- Feedback focus

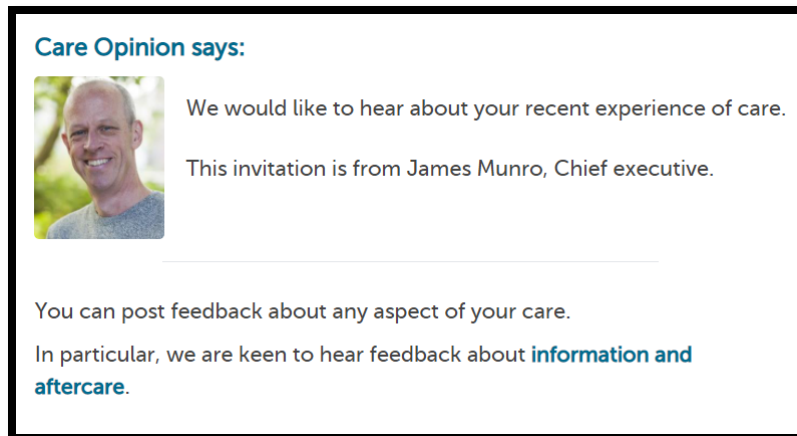
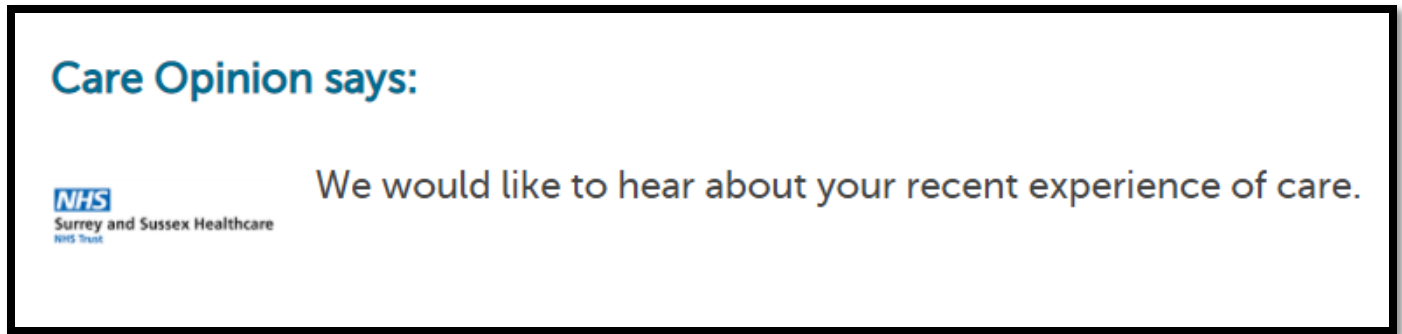
What are the cons of using an invitation link?

- You need to share a specific link with people, be that via email, a message on paper or a QR code
- Stories that are ***not*** submitted via this link are not tracked, ie if the patient chooses to call or fill in a leaflet
- It may be more complicated than you need if you just want feedback for a single department/location and don't want to track the link.

Customising your invitation link

Invitation links can be customised in a number of ways:

- Add a personalised message from your service or yourself personally



Customising your invitation link

Invitation links can be customised in a number of ways:

- Add pre-selected tags to stories

these tags will be added to stories told with this link:

communication (public)

customer service (shared)

maternity (shared)

- Link an external survey

☒ **Would you be willing to give a little more feedback?**

This invitation comes from Care Opinion:

"Thank you for sharing your story about maternity care at East Surrey Hospital. If you have a moment, could you help us by completing our short maternity survey? This will take less than 5 minutes."

[🔗 Accept invitation and open page in a new tab](#)

(You can still return to this page afterwards.)



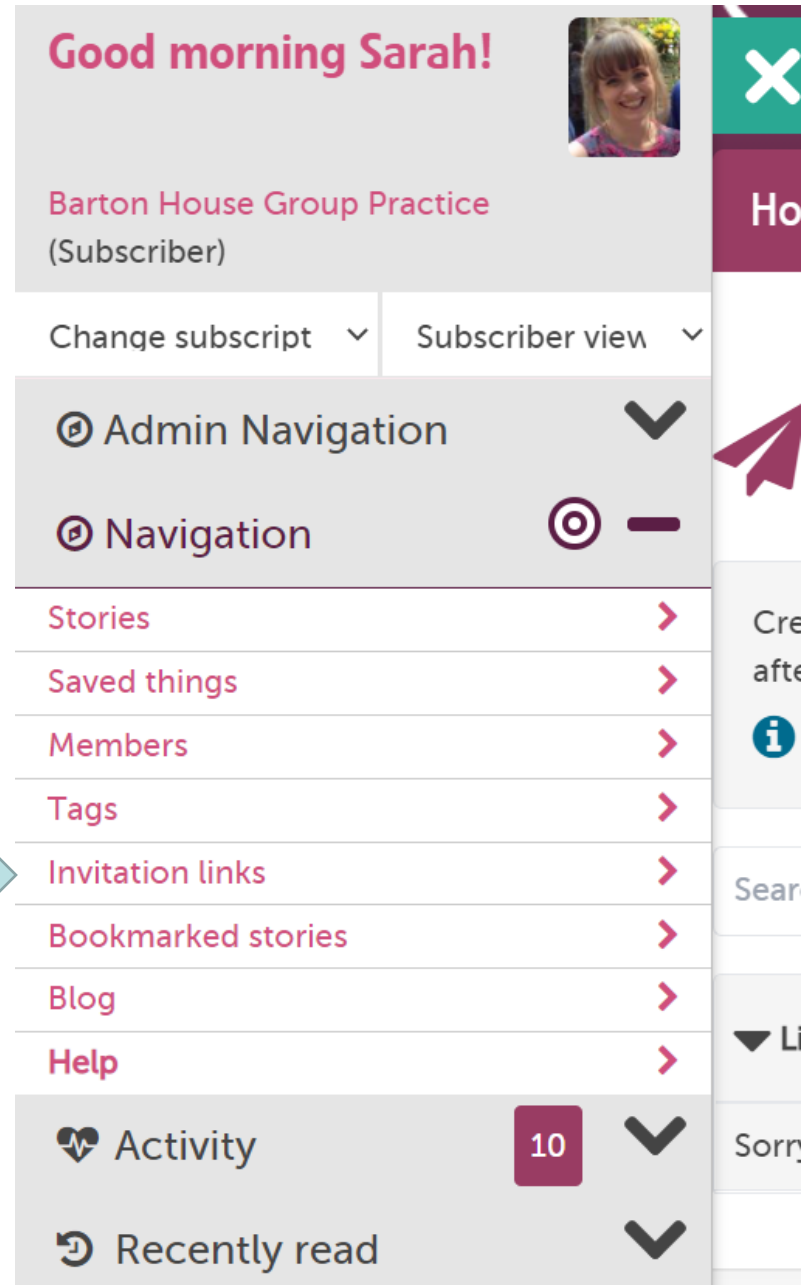
How to create an invitation Link

Example: I am a GP practice manager, and I want to get feedback on our nursing services. I plan to text patients after their appointment and/or ask them to scan a QR code on the way out.

1: I need to be logged in and go to “invitation links” in the drawer



Did You know? You need to have an Admin/Responder role to create Invitation Links.



This takes me to the invite link page for my subscription. I can see if any of my colleagues have created links previously (no links in this case)

2: I need to click “new invitation link”

Invitation links

Create an invitation link if you want to invite feedback about a specific service, automatically tag new stories, or offer your own online survey after a story is shared.

 [Learn more about invitation links](#)

Search by link name, tag or service code



 [New invitation link](#)

▼ Link name

▼ Description

▼ Date created

▼ Created by

Sorry, no invitation links to display

3: I give my link a name – this will show on the end of the URL.

Note: **It does not have any effect on where the stories are tagged to** – this is on the next slide. The name cannot be edited after it has been shared

4: I give the link a description so me and my colleagues know what it is to be used for.

New Invitation Link

Name

The name will be used to create the URL for the invitation. Changing this after creation will mean the old link will stop working, so choose wisely!

You can customise an invitation link after creation.

(between 3 and 60 characters, letters, numbers and dashes)

Description

The description will be shown to other members in your subscription to describe how it should be used.

This link is to ask for feedback on our nursing services (e.g asthma, Routine contraception, Cervical smear). We will test this link to patient and also put on a posting in Nursing room 1 and 2

(max 400 characters)

 Create





Overview

This link is to ask for feedback on our nursing services (e.g asthma, routine contraception, Cervical smear). We will text this link to patient and also put on a poster in Nursing room 1 and 2



This link doesn't have any additional actions. You can add actions to the link in the **edit** section below.



Using your link

You can use your link to invite feedback via our "tell your story" page, a kiosk page, or a widget on your own site.

For each of these, find the link you need, or download a QR code, below.


► Tell your story

► Kiosk

► Widget

5: **Important!** If you want the feedback to be linked to a service, In this case my GP practice, you need scroll done the page and add it in the “edit” section

6: click the **green plus** then save.

 **Edit**

▶ Name


▶ Description

▼ Service to receive feedback

If you want a specific service to be pre-selected in the "tell your story" workflow, add it here. (The story author can still choose other services their feedback is about.)


If you want to use your invitation link in kiosk mode, adding a service is required.

Search for a service

 Barton House Group Practice (Stoke Newington)

(No child services)

No service will be pre-selected.

 Save

7: Still in the Edit section: I also add a subscriber tag of “nursing services” so I know the feedback is about this specially and I can also use this tag to link in feedback that has not come in via the invite link.

► Description

► Service to receive feedback

▼ Tags

If you want stories told with this link to have tags added automatically, add the tags here.

Your tags can be added either as public tags (everyone can see) or as shared tags (only your subscription members can see).

(up to 50 characters)

nursing services Shared ▼ ✕

 Save

► Your survey or consultation

✕ Delete invitation link

8: You can also add the Bear theme for children's services

▼ Theme

You can select a theme for authors using this invitation link. We will be adding more themes in the future.

Bear ▼



Useful for children's services or younger story tellers

> Save

ⓘ Unsaved changes



9: Finally, if I want to add a link to my own in-house survey at the end of the Tell your story workflow (not the kiosk workflow) I can add this here too, with a short patient facing description.

► Tags

▼ Your survey or consultation

If you want to ask an author for additional feedback after they tell their story, add your own invitation and link.

For example, you could add an invitation to complete an online survey or respond to an online consultation.

Invitation text

This invitation will be shown to an author after they submit their story

Can you tell us a bit more by filling in our quick patient survey on appointment bookings? It is 3 multiple choice questions and will take 2 minutes to complete. Thank you from Sarah at Barton House.

(up to 400 characters)

Survey link

If the author accepts your invitation, we will direct them to this link

<https://example.nhs.uk/bhappointment>

(max 400 characters)



Now you are ready to share your link

create your own material or use ours

<https://www.careopinion.org.uk/info/new-materials>

Using your link

You can use your link to invite people to share their story.

For each of these, find the link or QR code to use.

▼ Tell your story

Use this link or QR code to share your story.

<https://www.careopinion.org.uk/799/mhoa-east>

▼ Kiosk

Use this link to access the kiosk page.

A kiosk page where you can tell your story.

Stories told by patients and families.

<https://www.careopinion.org.uk/799/mhoa-east>

▼ Widget

Use the embed code to add the widget to your website.

If you need help, please contact us.

```
<iframe src="https://www.careopinion.org.uk/799/mhoa-east" allowTransparency="true"></iframe>
```



Tell us your experience of our service

Mental Health for Older Adults East & South

Your story matters and could help bring about positive change to meet the needs of our patients and their families.

Scan here to share your story:

SCAN ME



visit:

<https://www.careopinion.org.uk/799/mhoa-east>

or freephone: 0800 122 3135



Let us know what you think of our service. Tell us what was good or what could be better. Please tell us what was good or what could be better.

Tell us what was good or what could be better. Tell us what was good or what could be better. Tell us what was good or what could be better.

See stories submitted on this link here

Invitation links / nursing-services




 View stories

 Edit


Overview

This link is to ask for feedback on our nursing services (e.g asthma, routine contraception, Cervical smear). We will text this link to patient and also put on a poster in Nursing room 1 and 2

When this link is used:

- this service will be pre-selected for story authors:  Barton House Group Practice (Stoke Newington)
- these tags will be added to stories told with this link:

nursing services (shared)

- after an author tells their story we will offer this invitation for additional feedback:
 - *Can you tell us a bit more by filling in our quick patient survey on appointment bookings? It is 3 multiple choice questions and will take 2 minutes to complete. Thank you from Sarah at Barton House.*
- using your link:  <https://example.nhs.uk/bhappointment>

Some things to note

- Be careful deleting active links. You will lose the connection between the stories
- You can use all the CO reports and visualisations on stories submitted on the link
- Help pages
<https://www.careopinion.org.uk/info/invitation-links>

Resources and Care Opinion training

Invitation Links

You can watch a short video on how to create Invitation Links here:

<https://vimeo.com/1055598349>

Other webinars

Sign up for and view webinar recordings on this page: [Training and support webinars | Care Opinion](#)

Know How Page

For all your support needs, you can find lots of information at this page: [Subscriber know-how | Care Opinion](#)



Contact us: info@careopinion.org.uk

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**Thank
you**