

# Welcome Hospices & Palliative Care peer support group



11<sup>th</sup> September 2025

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

## Before we start



Today's workshop **won't** be recorded



Please **keep mics muted** unless you're speaking - feel free to unmute to ask a question



**Slides will be shared** on the Hospice & palliative care padlet

## Brief introductions

- **Who are you?**
- **Where do you work?**
- **What's your role (with Care Opinion)?**

# Our vision...



## Today

Workshop delivered by us, a great opportunity for open discussions about using CO.

Introductions to your peers in other organisations.



## December (next date)

No workshop, meeting space will become an ongoing “peer support” space instead.

½ updates from us at CO, ½ over to you for discussions/joint projects/troubleshooting etc



## Quarterly sessions

Our goal is to support an ongoing safe space for you to share practice with colleagues, opportunities for joint working/projects, discuss any points/topics you'd like to. You can make suggestions for future sessions via the padlet.





## Why are we here?

- Opportunity to meet your colleagues in different Hospices & Palliative Care Settings
- Discuss and learn from each other's practice
- Share and explore new ideas and thoughts in a safe space
- Provide support to each other
- Discuss options for joint projects and working



# Group collective agreements

For ongoing peer support group



This is a **safe space** – minutes will not be taken but actions will be noted and shared with the group. There will be no recording.



There may be times where we want to connect you with another group member, **we'll always seek permission** before sharing your contact details.



The peer support group **works best when everyone's involved**. Care Opinion will lead half of the sessions, and the other half will focus on **open discussion and sharing ideas from your own practice**. We'll invite you to suggest topics and questions in advance, so the sessions reflect what matters most to you.



# Asking for feedback in hospice & palliative care settings

Is there any difference?

# Asking for feedback

Acute settings vs palliative & hospice care

Aspect	Acute services	Palliative & Hospice Care
<b>Timing</b>	At discharge or soon after care	When appropriate, often after care ends. Mention early on as an option.
<b>Who?</b>	Mainly the patient	Often family or carers
<b>How?</b>	Texts, leaflets, emails, verbal prompt from staff	Personal conversation, softer approach, volunteers
<b>Challenges</b>	Time pressure, high turnover, brief interactions	Emotional context, timing sensitivity, respecting grief
<b>Best Practice</b>	Direct ask with simple next steps, leaflet/card/QR code	Gentle offer, no pressure, follow-up when ready





# Getting the most of your CO subscription

Considerations for CO leads

# Organisational Commitment to CO Feedback

*Using Care Opinion to support learning, not blame*

- ◆ **Listening & Responding**

- A clear promise to take patient feedback seriously and act on it

- ◆ **Clear Messaging - Learning, Not Blame**

- Why Care Opinion?
- Stories used to reflect and improve - not to punish.

- ◆ **Leadership Support**

- Senior teams help keep Care Opinion visible and active across the organisation

- ◆ **Supporting Staff**

- Ongoing training and support
- Celebrating staff and teams when something goes well
- Showing changes & improvements made - involving staff in the process



# Feedback is a journey...

- Consider your current “touch points” with patients & families/carers
- Plant the seed early, mention CO throughout your time with the person & their support network

## Discussion point

What are your current communication ‘touch points’ with patients and/or families?





# Growing your subscription

Investing in feedback

**Your subscription is a tool**, its success depends on how actively and creatively you use it.

While basic promotion methods like posters or flyers can help, **real engagement comes from going beyond the basics**. The more effort you invest in actively promoting and sharing your commitment to listening to your patients and their support network, both online and offline, the **more feedback, visibility, and value** you'll gain in return.

## Development of the “Care Opinion Justice Champions”:

- Each team was asked to provide a designated care opinion champion.
- The care opinion champions are tasked with promoting the use of care opinion within their teams and attend the relevant training to then share with colleagues.
- The champions group meets on a quarterly basis and shares experience and knowledge and discussions about team responses.



**Care  
Opinion**

# Get creative...

## Adding the personal touch to increase stories received | Care Opinion



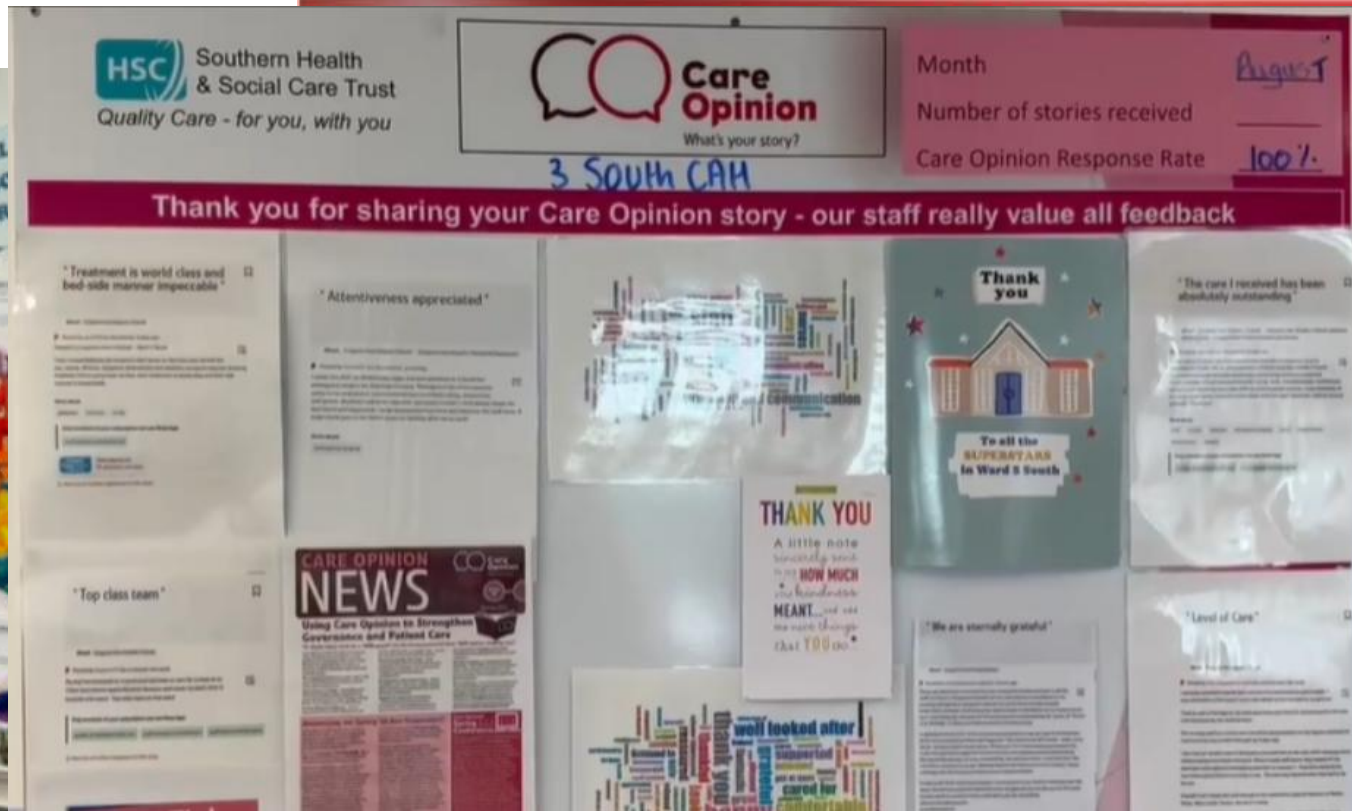
“We have lots of community and learning disability services. Patients can stay on the case load for months, or years. So, **sending a formal ‘corporate’ feedback leaflet didn’t feel right and was too impersonal.** Again, we worked with the teams to create bespoke greetings cards. They are given out at different times during the episode of care. This could be after assessments, diagnosis, or within different seasons.

We also have end of life services. These needed careful consideration over what type of feedback method could be used, during such a sensitive time. The clinical teams asked for a condolence card. These **are sent a couple of weeks after the death,** with care opinion information on back.”



# Show you are listening

How do you use the feedback you receive?





# Show you are listening

More ideas...



NHS Forth Valley

@nhsforthvalley.bsky.social

It's #FeedbackFriday!

This week's comes via [@careopinion.org.uk](https://www.careopinion.org.uk) for our Endoscopy team. Well done to everyone involved #teamNHSFV ❤️

[www.careopinion.org.uk/1386539](https://www.careopinion.org.uk/1386539)



[RDASH CO lau](#)



## Care Opinion Newsletter June 2025

To date **45%** of stories have been told by people who identify themselves as the patient.

Up to and including **30th June 2025** we have had **900** stories shared on Care Opinion, which have been viewed **100,826** times, **WOW!**

In **June** we had an incredible **63** stories which is the most we've had shared in any month to date on Care Opinion, they were viewed **1,766** times.

Care Opinion is a platform where you can safely and easily share your experience about Perth and Kinross Health and Social Care Partnership services. Whether you're a patient, a service user, a carer or friend of someone who uses these services, your story matters. By sharing your experiences, you can help drive learning and positive change. Visit Care Opinion to share your story; [www.careopinion.org.uk](https://www.careopinion.org.uk)



# Back to basics

Take a look at  
your website -  
do you have  
CO widgets?

Improve your response  
quality

Show how you are  
using feedback

Review the  
materials you  
use - get  
creative!

Leadership  
support

Staff  
training

Involve your  
comms/fundraising  
teams

## DON'T FORGET

True value lies in the quality of the  
feedback, and how you use it as an  
organisation.

Not just the quantity!





# Active promotion



## How staff make the biggest difference:

- People are more likely to give feedback if **asked in person**
- A **quick, friendly chat** is often more effective than posters or leaflets
- Staff can explain **why feedback matters** and how it helps
- It's easy to ask: "Would you be willing to **share your experience with us** on Care Opinion?"
- Volunteers can help start conversations or **guide people** through it
- Try asking at **quiet moments** - after a treatment, at discharge, or during follow-up



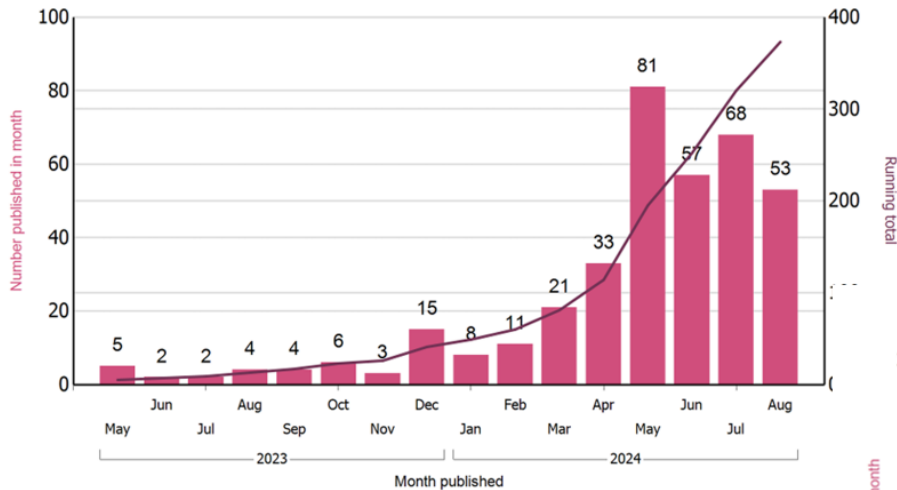
**Tip:** Could you find a creative way to recognise staff/teams mentioned in stories?



# Does active promotion make a difference?



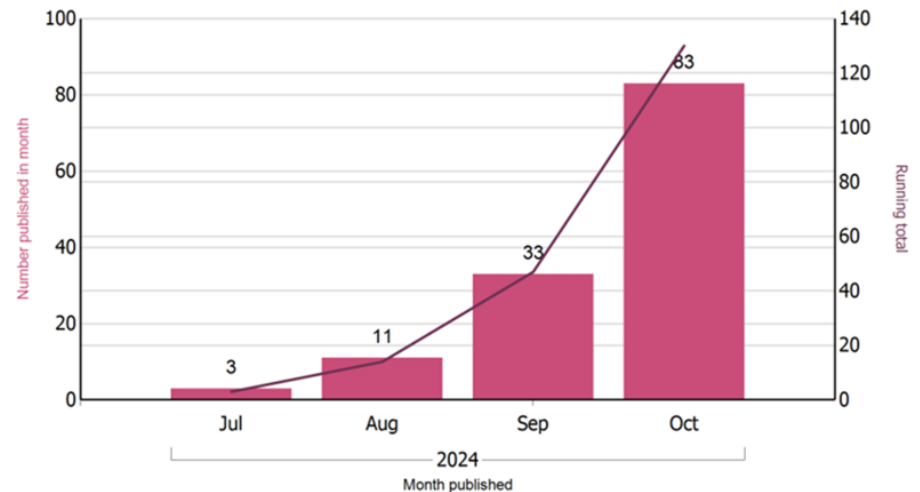
When these stories were told



South Lanarkshire HSCP

Rotherham, Doncaster and South Humber NHS Foundation Trust

When these stories were told



# Framing the ask

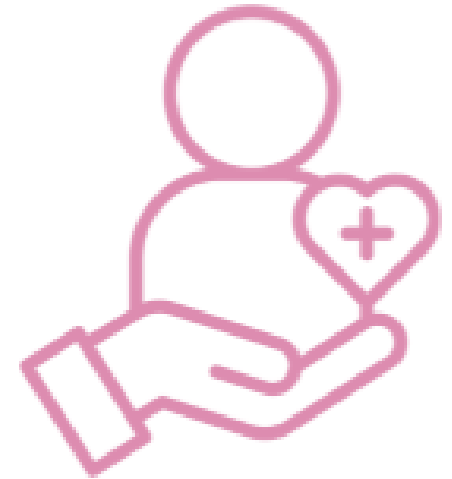
Helpful tips for staff

# Framing “the ask”

## Helpful ideas for staff

### During or after care (to patient or family, when appropriate):

- “If you ever feel up to it, we’d really value hearing about your experience - only if and when you’re ready.”
- “Some families choose to share their thoughts on the care we provide - there’s no pressure, but it can help us keep improving.”
- “We use a website called Care Opinion, where people can safely share what went well or what we could do better. I can give you some details if you're interested.”
- “Some people find it helpful to reflect on their care - we’re always open to feedback, but only if you’re comfortable. You don’t have to decide right now.”



# Framing “the ask”

Helpful ideas for staff

## Speaking with family or carers (during care or after discharge):

- “Families sometimes choose to share their experience with us anonymously on Care Opinion - it can help us support others better.”
- “There’s never any pressure, but if you ever wanted to share your story about your time with us, we’d really value it.”
- “If there’s anything you’d like us to know, good or bad, we’re here to listen. You can also write about it anonymously on Care Opinion.”
- “We’ve had families tell us it felt good to reflect and share - we’re always grateful to hear what matters to you.”



# Framing “the ask”

Helpful ideas for staff

## After a patient has passed (with great care):

- “We’re very sorry for your loss. If at any point in the future you’d like to share your experience, we can offer a simple way to do that.”
- “Some families find it meaningful to tell us what went well, or what could have been better - it’s completely optional and can be done in your own time.”
- “We work with a website called Care Opinion, where people can share stories anonymously. I can give you the details if that feels helpful, our staff respond to every story.”
- “Only if and when it feels right - but if you ever want to reflect on your family’s care experience, we would be honoured to listen.”



# Helpful tips & updates....

## Some site features you might find useful:

- Know How pages [Subscriber know-how | Care Opinion](#)
- Landing page with search [Support - Using Care Opinion | Care Opinion](#)
- **Autumn Conference:** 23<sup>rd</sup> Oct 9am-1pm: [Register HERE](#)



# Next meeting:

## December 9<sup>th</sup> 2025 2.30 PM



[info@careopinion.org.uk](mailto:info@careopinion.org.uk)



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





# Thank you!



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