





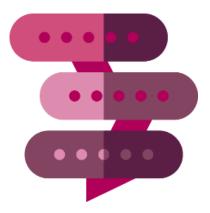


Before we start...

- Camera & Mic
- Recording
- Slides
- Post session email

Today we will have a look at:

- ✓ Who we are
- ✓ The process of a story and response
- ✓ Accessing the Care Opinion website
- ✓ Searching
- ✓ Where to find help





Share your experiences of UK health and care services, *good* or *bad*. We pass your stories to the right people to make a difference.

Home

Tell your story

About us

Search for stories about...

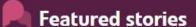
Q

eg Leeds General Infirmary, heart surgery, dementia, S3 8EN









View latest stories

"Team visits were **very helpful**, much appreciated,"

STORY HAS A RESPONSE



About: South West & Southampton Division / Frailty Support Team - Lymington

Care Opinion in 2 minutes



Who are we?



Care Opinion is a non-profit social enterprise, based in Sheffield and Stirling.

We have been sharing people's experiences of health and care services online since 2005, and we have built a national and international reputation for our innovative and value-led approach to online feedback.

At Care Opinion we make it **safe** and **simple** to share your story online and see other people's stories too. You can see how stories are **leading to change.**

How is Care Opinion funded? | Care Opinion

Meet the Care Opinion team | Care Opinion

Mission, Vision & Values

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

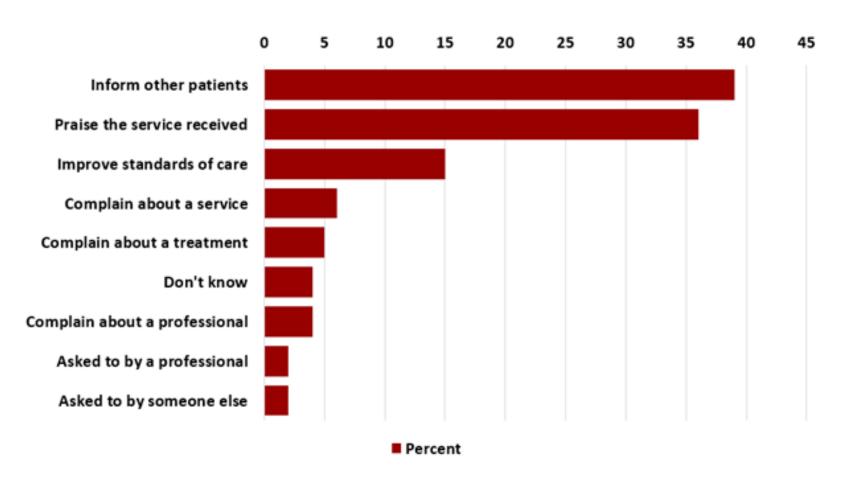
Our mission, in a nutshell, is to provide an online platform so that people can share **honest** feedback **easily** and **without fear**

Our values

How will we pursue our mission?

Innovation Transparency Inclusivity Positivity Humanity

Why do people post feedback online?



Source: van Velthoven et al. 2018

"People need to know how valuable this care is"

"To give people a chance to read what I went through and maybe give them some hope."

"To highlight the problem without making a formal complaint and to thank the staff for excellent care"

"It was a difficult time for me to go through, and Care Opinion allowed me to control the speed and words rather than be rushed through Q&As or tick box scenario where things don't quite fit."

Ways to share a story with Care Opinion

- Online <u>careopinion.org.uk</u> or careopinion.ie
- Freephone 0800 122 3135 (UK only)
- Freepost leaflets
- From an invitation link
- With support from Volunteers
- Using picture tiles

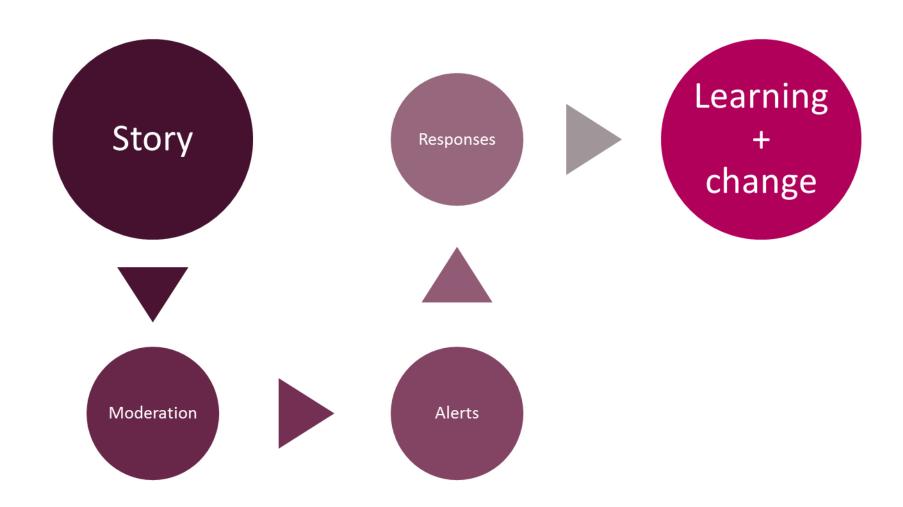
All stories are subject to moderation and are uploaded to the website.

All story authors are kept anonymous.





The story-telling flow – it's about the conversation



" I felt so looked after "



CHANGE MADE



This story led to a change

About: Sidwell Street Clinic / Exeter Sexual Health

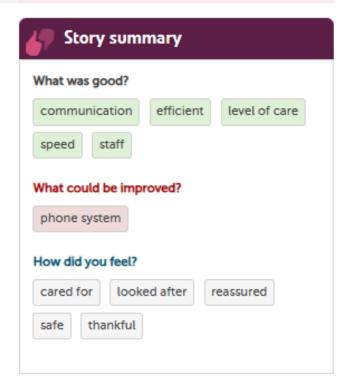
Posted by robinpr53 (as a service user), 5 months ago

I was concerned and needed a check up - the phone line was frustrating, as it said to call the same number I was already calling, and wouldn't let me book an appointment over the phone or connect me with a member of staff. However, when I went in, staff on reception said they were changing systems, which is understandable.

That said, the level of speed, care and efficiency I received from all of the staff could not have been better once I was there. I felt so looked after, and competently cared for. Besides swiftly receiving the tests I wanted, I was told about extra levels of care available - and was quickly then given them. I felt absolutely honoured and blessed to live in a country where I could access care of that quality for free - it was genuinely amazing. I woke up this morning feeling quite anxious, and have gone to bed feeling fully reassured, and extra safe.

I am not exaggerating in any way here at all. The staff at the Exeter clinic, and the care i received could not have been better, hence why I am taking the time to write this review - very well deserved.

My sincere thanks to the Exeter clinic - you are a model for all to follow, epitomising professionalism. Please know that your hard work really is valued by people, well it certainly was by myself today.





 We are preparing to make a change

Response is public





Hi robinpr53,

Thank you so much for taking the time to provide this feedback about your experience at the clinic. We are aware there are issues with the telephone lines, often due to the high volume of calls experienced in the Exeter clinic. We are trying to change how the phone system is managed as we do appreciate it is frustrating and annoying not being able to get through. I apologise for the difficulties you had on this occasion.

Despite the above, I am really grateful that once you got through the door, you had a very positive experience in clinic, and were well looked after by the team. Indeed, we are very lucky to be able to offer a high degree of care, including preventative measures to keep people healthy and safe in future - some examples include offering vaccines, PrEP, free condoms and on-going contraception, where indicated. We always aim to provide this is a friendly, informative and non-judgemental way,

Sometimes working in the NHS is challenging, but seeing feedback like yours is a perfect reminder why we do what we do, and why we love helping our patients. So thank you for making my day - I will be passing this on to the team too!

Best wishes,

April Brooks



Response from April Brooks, Lead Nurse - Sexual Health, Devon Sexual Health, Royal Devon University Healthcare NHS Foundation Trust 3 months ago

We have made a change

Response is public





HI robinpr53,

I just wanted to let you know that since you left feedback 2 months ago, we have made changes to our phone system in Exeter and also launched an online booking system: https://www.devonsexualhealth.nhs.uk/our-clinics/myphr/

We have noticed that there is now less pressure on our phone lines, which means for people who do not want to book online, or for patients who wish to talk to a member of our reception team, it is easier to get through. The online booking system has been very popular, and if you need our service again in the future, I'd recommend seeing if it works for you?

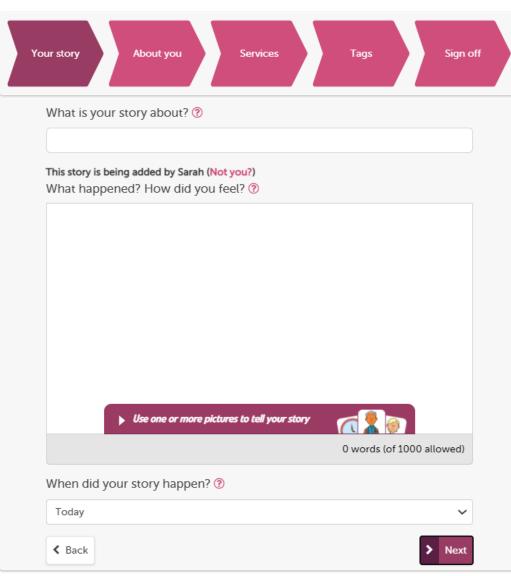
We are always keen to hear what patients think about their experience in clinic, and I wanted you to know that your feedback was taken on board and we have hopefully improved things.

Best wishes,

April

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

- You can use picture tiles
- 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



Inviting online feedback with an 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
- Add your own survey link at the end





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:



visit:

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

or freephone: 0800 122 3135



WHO CAN SEE FEEDBACK?



STAFF

-Immediate staff are alerted to the story, giving those with responder rights the opportunity to post a response -Staff from other departments & SMT may also see these stories



THE PUBLIC

-By visiting departments
and reading display
boards
-The public can also
come onto our website
and scroll through,
reading stories from their
areas, or elsewhere
-Social media is a great
way to heighten public
engagement



GOVERNING BODIES

-The Scottish/ UK
Government
-MSP's/ MP's
-Care Quality
Commissioner (CQC)
-Scottish Public
Services Ombudsman
(SPSO)



-Students researching
Care Opinion for use in
their academic studies
-Researchers
investigating
complaints & Feedback,
and the place in which
Care Opinion occupies
within this fiel;d



How do I find out who else has been alerted to this story?



You can also find out who else in your subscription has been sent an email alert

Not only can you see who's been notified, but if anyone has read or responded to the story too

Who has Care Opinion told about this story?

We have told 2 members in your subscription
Fictional NHS Organisation
John Demo-Responder
Patient Experience Coordinator

Kermit Example-Admin
Head of Communications

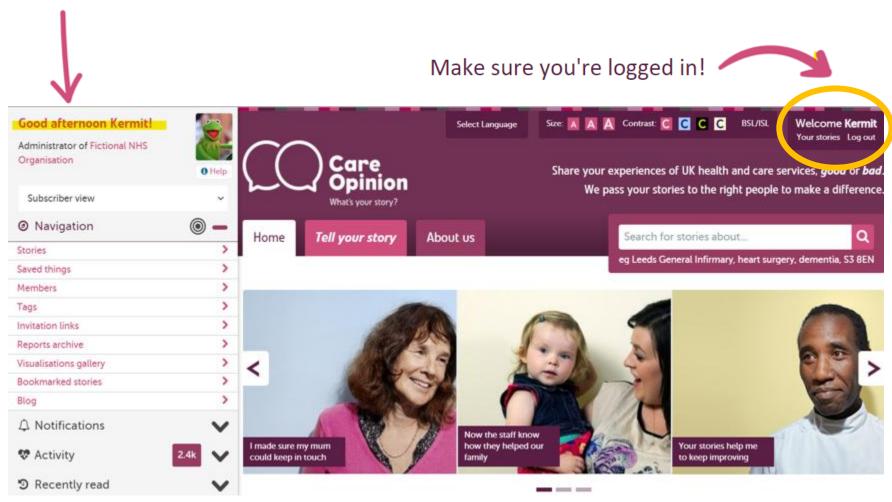
Nottinghamshire Healthcare 20 told 3 read responded

NHS Foundation Trust



Getting started...

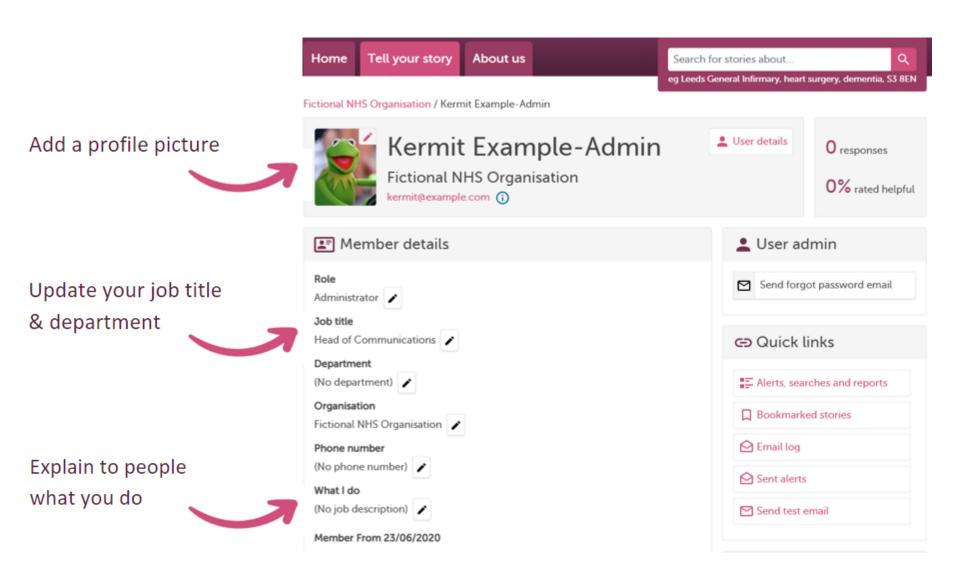
Start by updating your profile...





You will find almost everything you need here in your menu

Ways to personalise your profile



Searching for stories...

A Care Opinion search is the starting point to:

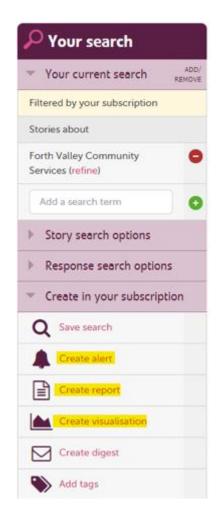
- Running reports
- Creating visualisations
- Setting up alerts





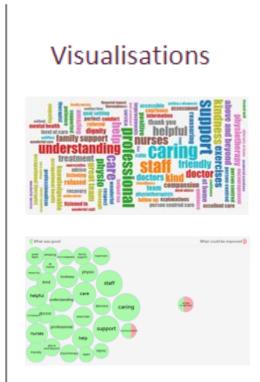
Start by typing your organisation in the box...

Using the menu on the left, you can create reports, eye-catching visualisations and alerts







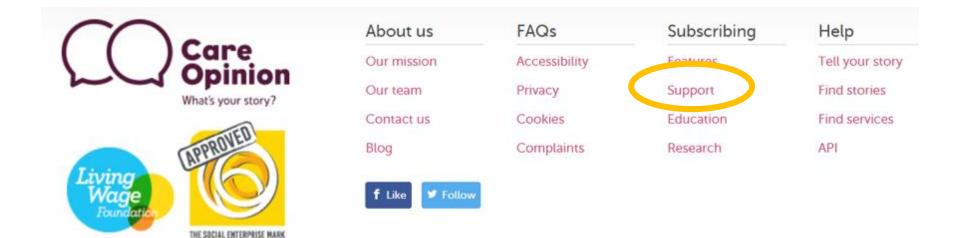




Simply click on each title to open up your options

How to find help?

- Help button
- Support page
- Contacting your lead within your organisation
- Contacting your Care Opinion support lead
- Emailing: info@careopinion.org.uk





Resources and Care Opinion training webinars/events

Invitation Links

You can watch a short 9 minute video on how to create Invitation Links here: https://vimeo.com/681943773

Other webinars

Sign up for and view webinar recordings on this page: <u>Training and support</u> <u>webinars | Care Opinion</u>



Know How Page

For all your support needs, you can find lots of information at this page: <u>Subscriber know-how | Care Opinion</u>

Events

Find out about our upcoming Care Opinion events here: <u>Care Opinion Events</u> | Care Opinion



Contact us: info@careopinion.org.uk

Blogs

Royal Devon University Healthcare NHS Foundation Trust

Our journey from single service to trust-wide subscription

Inclusion – Sexual Health Services

Celebrating 1st year f online feedback

Nottinghamshire Healthcare

Blog by MH service user

GP in Hackney – The Lawson Practice

Care Opinion within a GP setting

Southern Health & Social Care Trust

Care Opinion for in-patient mental health & learning disability service | Care Opinion



All blogs on Care Opinion | Care Opinion



