Patient-centred quality improvement in palliative and end of life care: learning from online feedback using Care Opinion

**APPLICATION FORM**

**22 MAY 2017**

Before completing this form, you will find it helpful to read the information for applicants, and explore [www.careopinion.org.uk](http://www.careopinion.org.uk). It will make this task much easier!

We encourage you to complete this form in ways which express your commitment, creativity and enthusiasm for hearing and acting on patient/family experiences, and for your involvement in this project. Feel free also to add contributions from your team.

Please complete each box on the form. Boxes will expand as you enter your text.

# You and your team

|  |  |
| --- | --- |
| Name of lead applicant (you) |  |
| Your job title |  |
| Your contact details  (email, phone, social media) |  |
| Your organisation (name, address, web site) |  |
| Name and brief description of the participating team |  |

# Your interest in joining the programme

|  |  |
| --- | --- |
| Question | Your response (**up to** 300 words per section) |
| Why are you/your team interested in joining this programme? |  |
| What do you want to achieve as a result of participation? |  |
| What challenges do you see for you/your team in this programme?  How will you meet these challenges? |  |

# Our expectations of you and your team

Below we outline our expectation of you and your team as participants in this programme. Please explain how you/your team will meet each expectation.

| Expectation | Explanation | Describe how you will meet this expectation (up to 300 words per section) |
| --- | --- | --- |
| Leadership | The lead applicant must be a senior clinician in your organisation. Your team must include at least two senior team members enthusiastic about the potential of online patient/carer feedback |  |
| Organisational support | Your participation in this programme must be supported at director level in your organisation.  **Please give the name and email of the relevant director.** |  |
| Team involvement | You must be able to involve up to 20 members of your team in some relevant activity, so that everyone feels part of the programme |  |
| Induction | Two members of your team must be able to attend the induction workshop on 13 September in Scotland |  |
| Awareness | Some members of your team must be willing and able to invite feedback from patients or their families in any way which is appropriate to your service and its users |  |
| Responsiveness | Some members of your team must be willing and able to respond online to the stories which people post about your service, including highlighting any changes which have been made as a result of a story |  |
| Learning | Your team must be willing to regularly review its feedback together, in any setting which encourages discussion and reflection |  |
| Reflection | You must be willing to reflect on your own organisation, project activity and impacts to contribute to a deeper understanding of its success or failure. |  |
| Community | Some members of your team must be able and willing to share experience and offer peer-support to others on the programme through the community of practice, an email list or monthly online meeting, hosted by us or you. Our expert reference group will also offer support in this way. |  |
| Sharing | At least one senior member of your team must be willing to share your progress and challenges on this programme online, in public, at least monthly. Channels for sharing could include Facebook, Twitter, blogging, online video diary, or any other way which enables people not on the programme to follow your progress and learn from your experiences. |  |
| Persistence | You must be willing to persist with the programme until at least the mid-point review workshop, even if you encounter challenges |  |
| Review | Two members of your team must be able to attend the mid-point and end of programme review workshops |  |
| Evaluation | You must be willing to support the evaluation of the programme through participating in group discussion, online surveys or brief interviews. |  |

# Before you press “send”, please check

|  |  |
| --- | --- |
|  | Checkmark |
| You have support at director level |  |
| Your team can commit to this project for 2 years |  |
| Two members of your team can attend induction in Scotland on 13 September |  |
| Your contact details are correct! |  |

## Please return the completed form by email to [gina.alexander@careopinion.org.uk](mailto:gina.alexander@careopinion.org.uk)