

The background is a dark purple color with a repeating pattern of speech bubbles. Most of the bubbles are outlined in a medium purple color. One bubble, located in the lower right quadrant, is outlined in white and contains the text "How to Respond Well".

**How to
Respond
Well**



Before we start...

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

In this session, you will learn...

- How to respond to stories on Care Opinion
- What makes a good response
- What authors might want in a response
- How to show you're planning or have made a change to your service, as a result of feedback

Feedback online?

“It was a bit
through a
me to co
and word
through
where th

“The fact I did not have to give my name made it a lot easier to provide feedback. I find it hard to do it in person.

I would like it to make changes.”

Comp

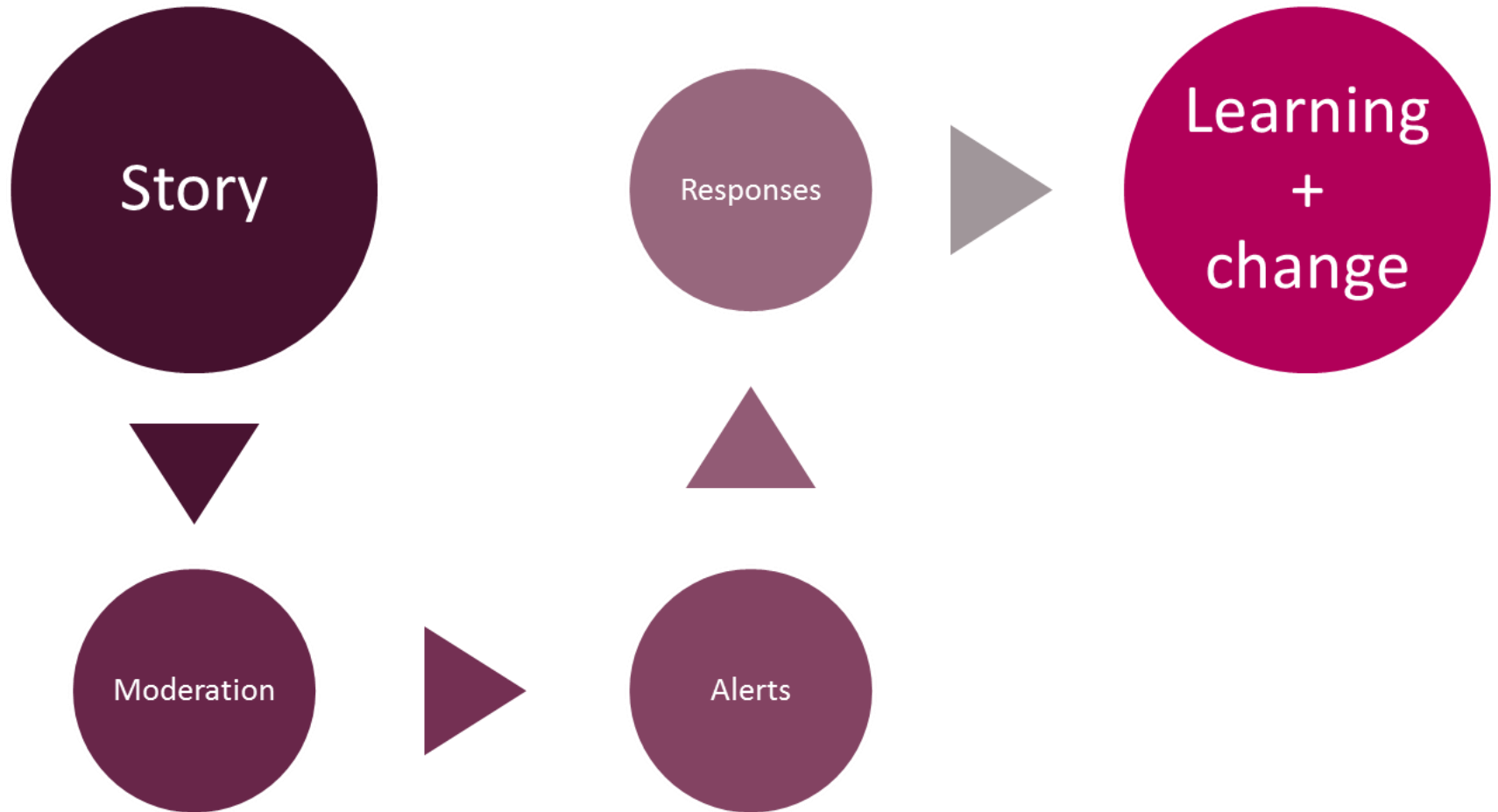
Asked to by a profes

Asked to by someone

Percent

Source: van Velthoven et al, 2018

Stories – it's about the conversation



Good practice in responding

About you

- Your name, role and responsibilities
- Your picture
- Why you in particular are responding

Speed

- Within 7 days at most
- If slower, apologise and explain why

Content

- Personal and specific
- Thank author for feedback
- Apology and offer of help as needed
- Offer of follow up if wanted

Signposting

- Other relevant services, with contact details, times and a named person
- Offer more than one way to contact a service

Sign-off

- Polite and personal
- Would you be satisfied receiving this response?

Blog post : Link to [‘What makes a good response’](#)

Top Responding Tips!



You can respond **as many times** as you wish



Never ask an author to disclose their **personal information** on the website.



A **transparent, honest and safe** conversation on Care Opinion demonstrates that your service listens to feedback, resolves problems and works towards positive change.

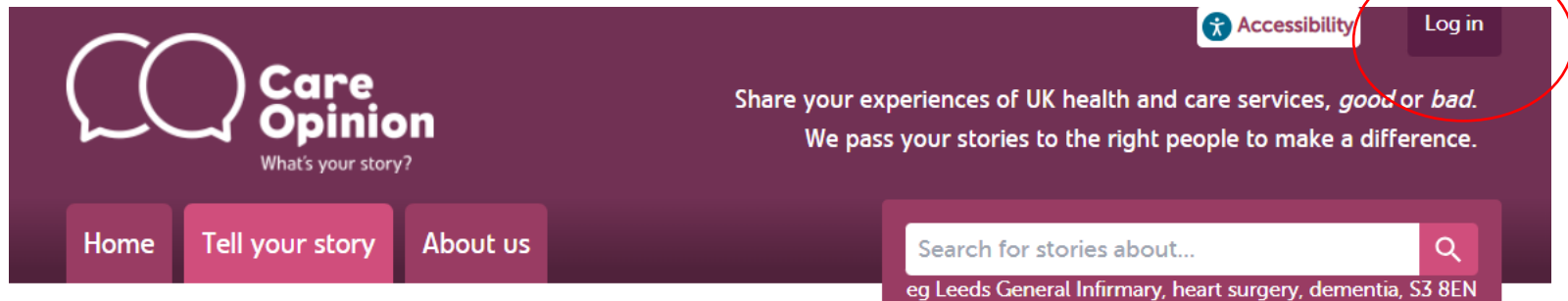
Why is it so important to update profile details?

- As a responder, when submitting a response you will be asked to 'sign off' your response, using your response signature. This information is pulled directly from your profile details, and so it is so important that this is as detailed as possible
- Having your name, job title, department and organization, along with your profile picture, helps authors to feel like they are speaking to another person, humanizing the whole process
- Updating this information is super easy and quick- here's how to do it!



How to update your profile details!

Step 1: Log in!



Step 2: Navigate to your profile!



Step 3: Click on the pencil to add/update info

Job title

Engagement and Support Officer



How to update your profile details!




Member details


Role

Administrator 

Job title

Engagement and Support Officer 


Department

Subscriber Support 

Organisation

Care Opinion 

Phone number

(No phone number) 

What I do

(No job description) 

★ Top Tip: Updating this 'what I do' section is super handy for explaining in layman's terms what it is that you do, helping to give people a better understanding if your job title is particularly complex ★



How to update your profile picture!



Click on the pencil icon, to upload a profile picture



Update profile picture

Close

Choose File

No file chosen



Cancel



Upload

Then select 'choose file', select your file & upload!

Here you can see why this all matters!



Response from Charlotte Borthwick, Engagement and Support Officer,
Subscriber Support, Care Opinion 12 months ago



Response is **public**



- ✓ Full name
- ✓ Job title
- ✓ Department
- ✓ Organisation
- ✓ Profile picture

Response from Care Opinion CIC

Dear Bear

- ✓ Organisation

Thank you so much for sharing your positive experience using Care Opinion....

Write your reply

Preview

This response is from

Me

Another member

How would you like to sign your response?

Name, job title, organisation

Job title, organisation

Organisation

Write your response

[guidance on responding](#) | [responses people found helpful](#)

B

I



Type something

Are you planning a change in response? [More about changes](#)

Not at the moment

We're planning a change

We've made a change

Demonstrating you've made a change!



We are preparing to make a change



We have made a change

Are you planning a change in response? [More about changes](#)

Not at the moment

We're planning a change

We've made a change



When the editing period ends, your response will be read by a moderator before publication.

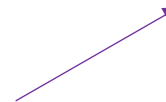
Your consent

I consent to my response being published on Care Opinion and shared online to help learning and change.



Consent and submit response

30 minutes
editing time
once
submitted



Demonstrating a change!

- Must **affect the service and patients/service-users directly**.
- Can be **big or small**.
- Can be **planned for the future or made immediately** – update with a new response once the change has progressed or been made!
- Can be **updating staff training** or maybe seeking funding to make the change.
- Can be made on **positive and critical stories** e.g. good practice can be replicated or enhanced in other parts of a service/organisation.

CHANGE PLANNED





CHANGE MADE






Example of a change

“We have relayed this to the team, who have since **updated the map** and will now ensure it is provided to patients in colour.”

Response from Andrea Bendowski, Clinical Nurse Manager, Planned Care, NHS Fife 6 days ago

We have made a change

Response is **public**



Dear HK57,

Thank you for sharing your concerns with access to the NTC.

As a result of your feedback, we reviewed the maps provided to patients for directions. We agree that they were confusing and difficult to navigate. The map should have clearly indicated that there is no internal access to the NTC from the main hospital and that it can only be accessed from outside.

We have relayed this to the team, who have since updated the map and will now ensure it is provided to patients in colour. We appreciate you bringing this to our attention, as we hope this improvement will make navigation easier for patients in the future.

Thank you

Andrea Bendowski

1 person thinks this response is helpfulWas this response helpful? **Yes** | No

5 elements of good responses:



- Empathy and understanding
- Apologising
- Explaining what normally happens or why things happen
- Saying what you will do with the feedback
- Saying what you will do to make an improvement

What does a great Response look like on Care Opinion?

Responses

Profile picture

Personal touch

Saying what you will do with the feedback

Sign off



Response from Louise Lawrie, Service Manager - Motherwell Locality, North Lanarkshire Health & Social Care Partnership 8 months ago



Hi Amy927,



Thank you for taking time to share your experience and feedback regarding our wonderful Team Leader Eileen. Recieving this news about your son is bound to be overwhelming and a daunting experience indeed. However, it is so amazing to hear that Eileen could support you and make this experience less lonely for both you and your son. We are so lucky to have Eileen as part of the service, bringing all of her skills and experience from over the years. She contributes hugely to supporting children and families like yourself and also supporting the wider team in delivering this high quality care. We agree - she is an absolute credit to the team/locality/organisation.

I will ensure Eileen gets your lovely feedback and her value is celebrated. I wish you and your son all the very best on the journey ahead. Thank you again.

Many thanks.

Louise Lawrie

Service Manager

Motherwell Locality

[Has went over and above for me and my son | Care Opinion](#)

Pay attention to the 'How did you feel?' tags

" Support through being sectioned 3 times "



STORY HAS A RESPONSE



This story has had a response

About: Community Services (AMH) / CMHT North

Posted by [zoe66554](#) (as a service user), last week

Diagnosed as having bipolar the mental health team and hospitals have been amazing throughout from having psychotic episodes, been manic hallucinations auditory and visual. I was very ill indeed not only did they look after me during this time they have helped me rebuild my life after through the mht.



I have learnt how to look after myself and manage my illness I have a detailed care plan in place to recognise symptoms and know who to ring immediately so I can stay well and be home with my children where I belong thank you so much everyone involved with my care I'm sure they will remember me as I will them ❤️

Story summary

What was good?

care planning

new skills

staff

support

How did you feel?

supported

Responses

**Say what you've
done with the
feedback**


Empathy

**Explaining what
normally happens**

Apologising



Response from Anne McCourt, Operational Lead,
Speech and Language Therapy, Children and Young
People's Directorate, Southern Health and Social
Care Trust 9 months ago

 We are preparing
to make a change



Thank you alphamy88 for sharing your story on Care
Opinion and thank you for your patience in awaiting our
response. We have been investigating our options for staff
uniforms in response to your story.



I fully understand how your daughter could become upset in a
medical environment following on from the painful experience of her elbow
injury.

We strive to provide a welcoming, relaxed environment for children attending
Speech and Language Therapy and I am sorry that our uniform policy has had
a negative impact on your daughter's experience. I agree that medical uniforms
can be off putting for many young children.

Say how you'll make an improvement



Response from Anne McCourt, Operational Lead, Speech and Language Therapy, Children and Young People's Directorate, Southern Health and Social Care Trust 3 months ago

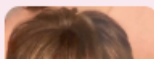


We are preparing to make a change



Response is public

I have raised the issue a



Update posted by **alphamy88** (a parent/guardian) 3 months ago



Response is public

Waow that would be amazing, something non clinical looking and fun looking to the eye of a child. I know both my kids (ASD) freak out in any kind of clinical setting. A uniform that looks like clothes would certainly help.



language therapy appo
implemented.

Once I am in a position to clarify,I will update with a further response
Thank you for your patience.

1 person thinks this respon

alphamy88 thinks this response is helpful
1 other person thinks so too

Was this response helpful? **Yes** | **No**

**Saying
what
you will
do
with the
feedback**



Responses



Response from Paul Bagot, Operational Lead, Inclusion 2 years ago

Dear COAHTR



I wanted to thank you ever so much for letting us know how you found, not only therapy but your journey into and through the service at Inclusion Thurrock.

It means a lot to us hearing that clients have gained knowledge and understanding in therapy and then applied it in their lives to reap the benefits.

I especially enjoyed your mentioning how everyone else around you also notices changes too...!!

That's so important isn't it? Its part of that motivational cycle which gives you even more encouragement to continue doing the work.


I have shared your story with the whole team at Inclusion Thurrock and can say from all of us, thank you and we wish you all the very best in your future.

Paul

Was this response helpful? **Yes** | **No**

Click [here](#) to read full story

Try to avoid standard/copy & paste responses

 Response from [redacted] NHS
Trust 7 years ago

Thank you for your comment. We are very sorry to hear that you have concerns and would like to speak to you; In order for us to look into this and investigate we need some further details. Can you please contact our PALs team who will be able to help you? You can contact them by phoning [redacted]
[redacted] Thank you.

Was this response helpful? **Yes** | **No**

Update posted [redacted]

I have observed that the practice of this NHS Trust is to generate a standard response, which can and does come across as being very disingenuous, therefore suggesting that patients and/or carers concerns are not being taken seriously.

Responding to critical feedback

Remember, it's entirely normal to feel...



Angry



Upset



Frustrated

But your goal is to **improve the relationship**, not to prove who is right.

Show the author that you have listened to them.

And show that you genuinely care about the experience they've had.

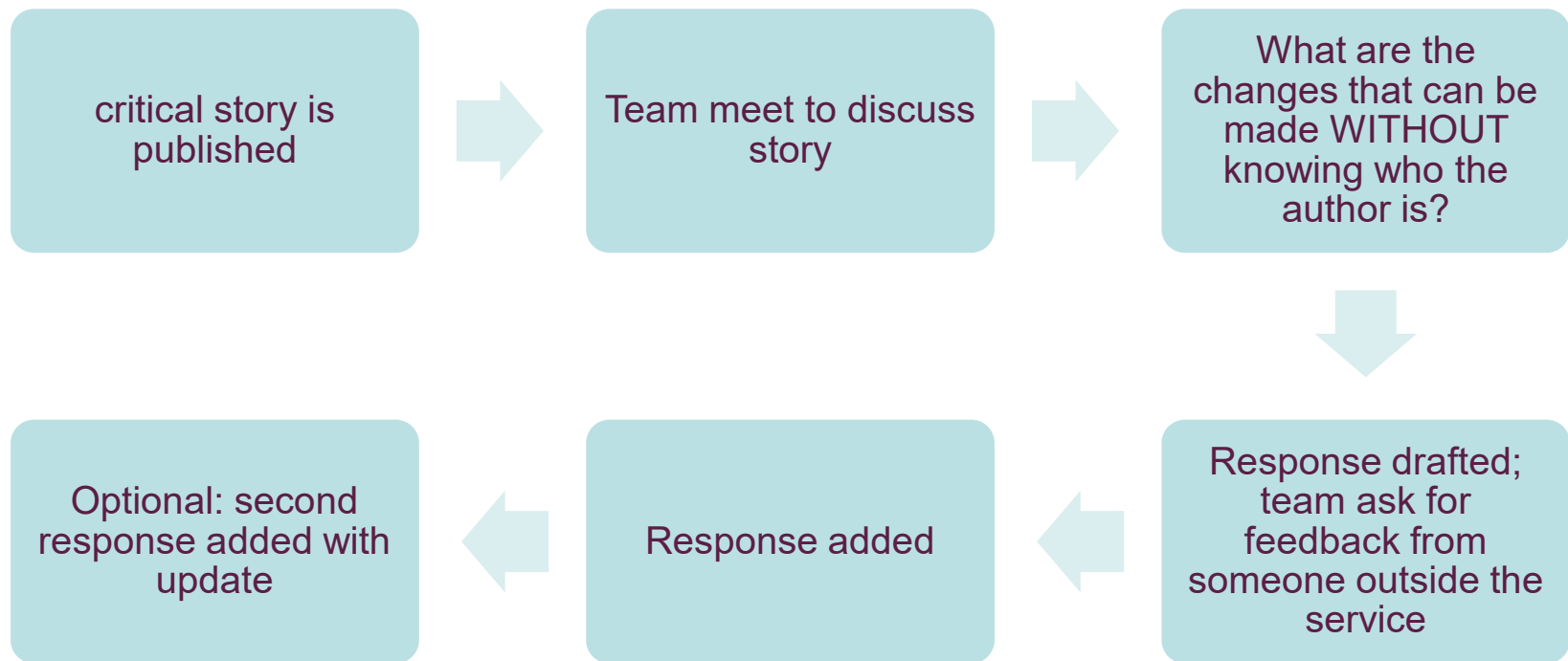
“You can’t go back and make a new start, but you can start right now and make a brand new ending.” James R Sherman

Preparing yourself to respond...



- Take a deep breath
- Take your professional hat off
- Imagine it's you, what response would you expect?
- Try to understand and connect with the motivation
- Control any inclination to defensiveness
- Walk away, reflect, get someone else's viewpoint
- Examine your own motivation –to learn, to improve, to protect, to defend

Responding to a critical story workflow



Responding to Critical feedback



Response from Louise Lawrie, Service Manager - Motherwell Locality, North Lanarkshire Health & Social Care Partnership 8 months ago



Response is **public**



"I want to say, I can appreciate how difficult and worrying this must have been for you to try and navigate between services to get the right treatment and care for your mum"

reassurance that

not to give

further detail we will look at the issues highlighted to ensure we put improvements/learning in place. If you would like to provide further detail

"Your experience has highlighted issues around the referral process, the communication process and the response during an Out of Hours period. We would really like to look into this further as your journey has not followed what we would normally expect. Further detail would allow us to ensure learning outcomes and improvements for our District Nursing team and our wider Multi-disciplinary team"

No

what we would normally expect. Further detail would allow us to ensure learning outcomes and improvements for our District Nursing team and our wider Multi-disciplinary team.

Keeping the conversation



When something hasn't gone well, it can be tempting to want to take the conversation offline to investigate further.

Ask yourself: **Do you really need more detail?** Can you respond to the information you already have?

I appreciate the offer although Care Opinion is about anonymous feedback and I believe that I have given enough information in my original story.

I understand the need to want to engage with me but using this way of giving feedback gave me the opportunity to be open in a safe way. I just want my feedback to ensure that this behaviour of the staff at the main reception is improved and that staff won't ignore service users or be distracted by their phones while we are waiting.

Practical Tip!

The link **only** logs you into the site the 1st time



Sarah, we have published a story relevant to you

If you have responding rights, you can post a response below the story.

[Complimentary Therapy](#)

This is your **personal link**. It will log you in the first time you use it. After that it is safe to share with other people.

If the link above isn't working, please copy the address below and paste it into your browser:

<https://www.careopinion.org.uk/opinions/649337?t=2eqvpgec5z>

[Who else have we told about this story?](#)

Why did I get this email?

We've sent this email in line with alerts you have set on Care Opinion. You can change or pause emails you receive from us at any time.

Just log into [Care Opinion](#), and then [change your alerts](#).

Who else received an email alert?

Who has Care Opinion told about this story?

We have told 2 members in your subscription



Read



Responded



Helpful

Public Health Agency

1 told

Southern Health and Social
Care Trust

8 told


I've experienced this

And something different



" Wonderful Ward 3A "

About: The Ulster Hospital / Ward 3A

 Posted by **PatientWard3A** (as a service user), last week

WARD 3A RAP

Ward 3A's the best and that's no lie,
The doctors and nurses will look in the eye.
Ask what you want, don't be shy,
You will get an answer, whether you're a girl or a guy.
They will tell you what's happening, the whole way through,
Every procedure and what they're gonna do.
When you go home feeling better,
Don't forget to send a thank you letter.

Responses



Response from **Conor Campbell**, Senior Manager, Assurance and Improvement, South Eastern Health & Social Care Trust last week



Hi there PatientWard3A

Glad you're well and home today

We humbly accept your appreciation

But hope you won't need a repeat vacation!



We aim to please, we aim to serve

To provide the quality that you deserve

It's been our privilege to provide your care

When you need us, we'll always be there!

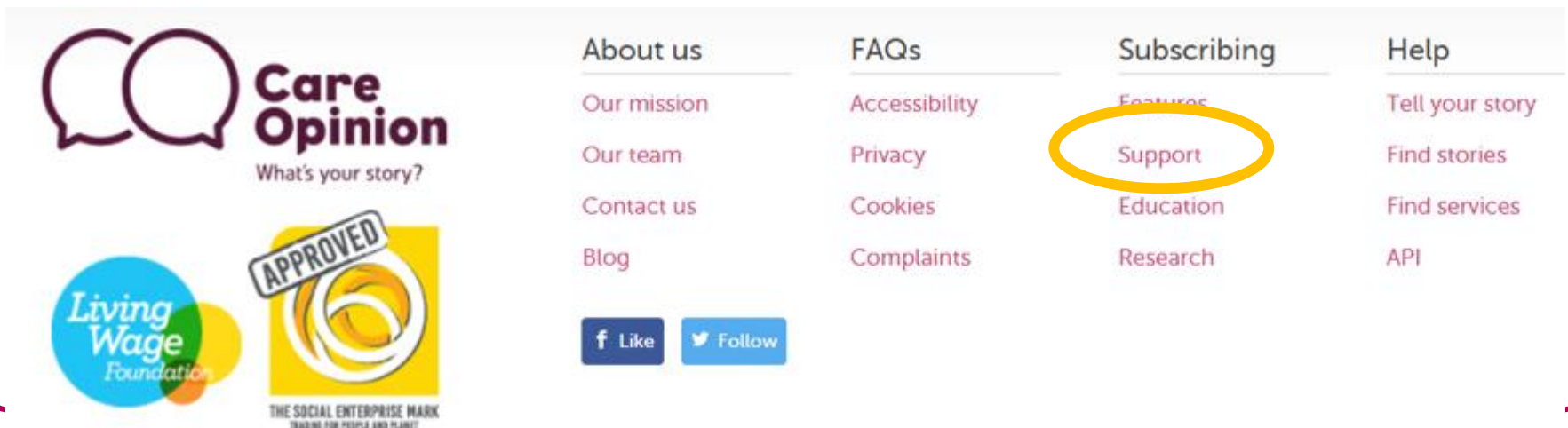
Stay safe and well, my friend!

Best wishes

Conor

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
- **Mastering the art of responding** workshop – Wed 3rd Dec at 11am - [Register here](#)





Questions/Comments?



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**Thank
you**