



Autumn Online Conference 2025



Star Responder Awards!

What makes a Star Responder?

- Address each point made by Author, one at a time.



- Show genuine **empathy** towards the author's situation/experience



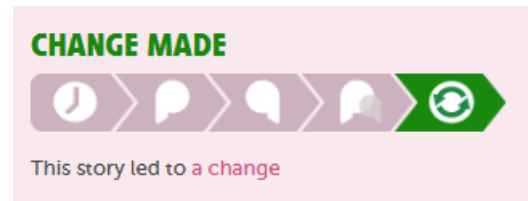
- Think of the response as an **open and honest conversation** rather than a task to be completed



- Include **images and links** to show people what they're talking about. E.g. we've improved the signage – here's a picture!



- Follow-up previous response, updating the author on **actions now taken**



- Comment on how the person's feedback may **help other patients/service-users**



- **Being creative**



The Winners
are...



Gaynor Bird

Lead Midwife, Maternity, NHS Greater Glasgow & Clyde

" Negative maternity experience "

 **Story summary**

What was good?

staff

What could be improved?

clear plan

communication

information

noise

staffing

temperature

timescales

How did you feel?

exhausted

forgotten

stressed

tired

About: Maternity care / Maternity care (Ward 48)

It is extremely difficult to get sleep on ward 48, the heat alone makes it very uncomfortable. It is very noisy and isn't helped with patients not being mindful of others. Engaging in phonecall etc during the night. New rules have come into play with visiting concluded at 10pm however one night during my stay a birthing partner was allowed to stay which resulted in increased noise throughout the night. I understand that there will be exceptions in place however this should be so in a private room.

- Excerpt from Story

Negative Maternity Experience

Response from Gaynor Bird, Lead Midwife M
NHSGGC 2 months ago

We have made a
change



Dear Patientx789,

Thank you for taking
Ward 48. I want to b

You've de
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truly
support we



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We understand how distressing it can be to feel that choices around your birth plan are limited, especially when decisions are made under pressure. Your concerns about the lack of sleep, the discomfort of the ward environment, and the inconsistent application of visiting policies are valid and deeply concerning. We also acknowledge the emotional toll of waiting for labour ward transfer without clear updates, especially when you were advised not to go beyond 41 weeks and were on a red pathway.

I'm truly sorry that your experience did not reflect the standard of care and support we aim to provide.

We understand how distressing it can be...

We also acknowledge the emotional toll...

Your experience highlights areas where we must do better, and your voice will help us to do so.

We are reviewing your feedback carefully,

The communication and clarity around indu
The impact of shared ward environments on
The consistency of visiting policy enforcement, e
visiting pathway within Materni
es and reassurance during the
areas where we must do better, and your voice will

our story. We are committed to learning from
that others receive the compassionate,
they deserve.

Gaynor

1 person thinks this response is helpful

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

Negative Maternity Experience

“

The insights and experiences shared by women and their families are instrumental in guiding the development of our Maternity services at NHS Greater Glasgow and Clyde. Care Opinion offers a valuable platform for these voices to be heard. As a midwife, my commitment is to advocate for women, and receiving feedback, whether it is positive or constructive, is crucial in understanding and addressing their needs. This feedback is not only shared with the entire team to acknowledge their dedication but also serves as a catalyst for self-reflection and continuous improvement.

”

Nicolas Blandini

Head of Glaucoma Services (Eastern Services), Royal Devon University Healthcare NHS Foundation Trust

 **Story summary**

What was good?

caring

doctors

efficient

explanation

follow up

information

kindness

letters

nurse practitioner

patience

reassuring

seen quickly

skilled

thorough

timely care

treatment

How did you feel?

confident

reassured

thanks

well cared for

" Care after post eye-surgery complications "



About: Royal Devon & Exeter Hospital (Wonford) / Accident and emergency Royal Devon & Exeter Hospital (Wonford) / Ophthalmology

I cannot thank all these skilled specialists enough, as well as the A&E staff who helped me when I felt ill, the staff I encountered at the Emergency Eye Clinic and those who performed the various tests at the Glaucoma Clinic. I could not have wished for better care, everyone was so kind and reassuring. I am a caring retired nurse myself and feel I was treated by everyone just as I would have treated my own patients. Thank you so much!

- Excerpt from Story

Care after post eye-surgery complications

Response from Nicolas Blandini (Head of Glaucoma Services), Ophthalmology, University Healthcare

Dear Coastwalker,

my name is Nicolas, and I am

Thank you so much for your thoughtful feedback. We are very pleased to hear that you felt so well supported during your follow-up care with the Glaucoma Unit following your emergency surgery.

We're truly sorry to learn how unwell you became after your cataract surgery, but we are glad you received the urgent care you needed and that your recovery was supported so effectively. It is especially reassuring to know that when you were seen in the Glaucoma Clinic, you felt listened to, reassured, and treated with care and compassion by our team.

Your kind comments about Nurse Practitioners Stefano and Marco are deeply appreciated. We will pass on your feedback, it means a great deal to our staff to know their care makes a difference. It's always our aim to provide the best possible care, and it's heartening to hear that the support you received helped ease a stressful situation.

We're truly sorry to learn how unwell you became after your cataract surgery.

It's heartening to hear that the guidance, reassurance, and explanations you received helped ease a stressful situation...

We are honoured that you felt the care you received reflected the standards you yourself upheld throughout your career.

We wish you continued good health and comfort in the months and years ahead.

On behalf of the entire Glaucoma team, thank you for your generous message. We wish you continued good health and comfort in the months and years ahead.

Best regards
Nicolas Blandini
Head of Glaucoma Services RDUH eastern

1 person thinks this response is helpful

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

Care after post eye-surgery complications

“

I'm honoured to be recognised as a Care Opinion Star Responder. I believe constructive feedback is vital to improving hospital services, and I'm grateful to all those who share their experiences to help us achieve that.

”

Victoria McCrory

Assistant Clinical Services Manager,
Medicine and Emergency Medicine, Northern Health
and Social Care Trust

 **Story summary**

What was good?

friendly

nurses

What could be improved?

communication

more staff

system

wait time

" Wait times and lack of communication "

About: Causeway Hospital / Accident & Emergency

I believe things have to change, it isn't fair to the staff or the patients. We sit and get more frustrated as nothing is happening or we don't get told anything. There need to be more doctors on at night and have a better system. To ensure patient have shorter waiting times.

- Excerpt from Story

Wait times and lack of communication

Res... Assistant Clinical Services Manager, NHSCT 3 months ago

I am sorry...waiting times are something we as a department are currently trying to improve.

I will ensure this learning is shared with the nursing teams.

Assistant Clinical Services Manager, NHSCT 3 months ago

Thank you for your positive feedback in regard to the nursing staff, however it is disappointing that you had to ask for analgesia and felt that your daughter was not checked on regularly enough. I will ensure this learning is shared with the nursing teams.

Feedback received on 11 November 2023

All feedback, both positive and that which raises concerns is appreciated as it helps inform and drive service improvement.

I will ensure your feedback re Dr cover is shared with the ED team at our next governance meeting.

Thank you for taking the time to leave this feedback. All feedback, both positive and that which raises concerns is appreciated as it helps inform and drive service improvement.

I hope daughter makes a strong recovery.

Yours Sincerely

Victoria McCrory

ACSM CAU ED

Wait times and lack of communication

“

I always try to respond to patients and families in an open, honest manner. For me it's important to recognize and 'own' many of the issues highlighted, but equally important to use the platform to educate patients and families re the challenges we face, and also how their feedback (Positive and less positive) helps to drive service improvement and build staff morale.

”

Congratulations!

Victoria McCrory



Nicolas Blandini



Gaynor Bird





Want to nominate a star responder in your organisation?

Find out more:

[Star Responder](#)