CARE OPINION ENGINEERS



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Becoming Care Opinion

If you are a regular reader of this newsletter, you might have noticed a small but significant change: Patient Opinion is now called Care Opinion.

We wanted to reduce the confusion of having two names, and at the same time make clear that our service is for everyone. Care Opinion is for social care services as well as health care services. We "integrate" health and social care so a story can be told once and shared with providers in both sectors. Care Opinion is used in a wide range of settings including mental health care, drug and alcohol services, learning disability services and even prison health care.

Although our name has changed, our commitment to our mission and values is stronger than ever.

Our core mission is to provide an online platform so that:

- people can share honest feedback easily and without fear
- stories are directed to wherever they can help make a difference, and
- everyone can see how and where services are listening and changing in response

We believe effective health and care services have at their heart the humanity of both those who rely on them and those who provide them.

Our <u>Values</u> of innovation and transparency mean we will always innovate in the public interest and make sure things are see and shared, this leads to service improvements for everyone. Our focus on inclusivity and positivity mean we continue to find ways everyone can share their story and we believe that people are most open to learning and change when they feel valued.

These values drive the way we support the organisations we work with and the way we serve the people who share their stories with us.

CO Hitting the Road!

We had a great response to our Sheffield event in February, and most recently with our event in Cardiff. It's been wonderful meeting so many new people and spreading our vision mission and values. And of course, taking cake wherever we go! If you would like to see the slides from the Cardiff event you can find them here.

We are excited to be hosting two CO education events, exploring using public online feedback about health and care services in professional education (Bristol 18th July, Sterling 14th September) For more information on our education events, have a look at our blog.

Additionally, we are holding a free half-day workshop for health/care staff interested in understanding the potential of public online feedback for issue resolution, quality improvement, learning and transparency in Newcastle (4th July) Find out how to register here. Later on in the year, there will be an event in central Scotland, showing how Care Opinion helps integration authorities meet their participation and engagement objectives, while improving services in an open and transparent way!

If you have any questions or would like to register for any event just contact the Subscriber Support Team!

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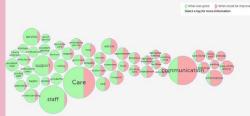
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Across the UK, there is a shift towards models of care that are better integrated to support people's needs. These models span primary and secondary care, health and social care.

Care Opinion is uniquely set up to generate feedback across different organisations and filter relevant feedback to multiple stakeholders for both learning and change.

Our subscribers benefit from a range of unique services and functionality such as alerts to NHS Choices stories, reports, visualisations and support from our expert team. We have subscription levels to suit all provider services in acute trusts, mental health, social care, commissioners, clinical teams and education. Reporting gives you the overview, along with

the ability to focus in on specific services, conditions or places, and makes it easy to involve colleagues in understanding and addressing the issues your patients and carers are raising. Our visualisations can also be filtered to conditions, procedures, specialties and services. Visualisations can be shared on social media, presented to board, or used to liven up patient experience reports!



To find out more or book a WebEx for you and teams, contact Miriam Rivas-Aguilar (COO) by email: miriam.rivas-aguilar@careopinion.org.uk or on 0114 281 6256.

www.careopinion.org.uk

the UK's leading independent feedback platform.

Or call us during working hours (local rate):

0114 281 6256







Making it possible for more and more people TalkingMats to share their story

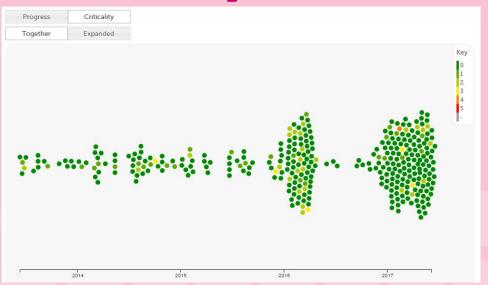
In April 2016, funded by Life Changes Trust (LCT) "People affected by dementia" programme, we started our work with Talking Mats to make Care Opinion even more accessible and inclusive. Our work to date has been focussed on the dementia community who we've involved in the development, design and testing of our new feature, where people can use pictures, as well as words, to

help them share their experience of health and social care. We really hope that enabling communication via pictures, which has been tried and tested by Talking Mats over many years, will encourage and support lots of people, not just those affected by dementia, to use Care Opinion.

A few stories have been shared already. Check these out for sneak preview of what's to come! It feels like we've been talking about this for an age. Design, development and testing is amazingly time consuming and although we make this stuff look easy: it isn't! However, we are nearly nearly there and are now looking for "early adopters"! Could that be your organisation? If so, we'd love to hear from you. Email us at:

info@careopinion.org.uk

Have you seen our new Story Swarm?



Our latest reporting tool comes in the form of an interactive visualisation! It's designed to help services review three key aspects of the feedback they have received over time; the volume of stories received, the criticality of those stories and the "progress" of each story. This allows services to easily spot:

- · any peaks or dips in feedback volume over time.
- trends in volume of positive or critical stories
- · How well your team are doing at reading, responding to and making changes over

Each story is represented by a dot on the story swarm, which you can hover over for more details, or click on the dot to read the story. This is just one in our range of visualisation and reporting tools. If you're interested in learning more and creating your own, you can join one of our "How To" webinar sessions.

These free 30 minute sessions cover a range of helpful tips and advice including:

- How to respond and demonstrate impact
- How to generate reports and visualisations
- · How to generate stories

To sign up simply follow this link that will tell you how.

website matters 2016 - 2017 careopinion.org.uk **★** +37% Visiting 39% New 61% Return Visitors +87% +243% Facebook traffic All reading & sharing stories



Contact us...

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