

General practice: Frequently Asked Questions

Welcome to Care Opinion! This document will explain how the Care Opinion website works for general practice.

Care Opinion would like you to nominate 1-2 Staff to register for our **FREE Subscription**. This will enable your practice to receive alerts, respond to and learn from public feedback.

Care Opinion is the UK's leading independent non-profit feedback platform for health and social care services.

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.

Care Opinion is about honest and meaningful conversations between people and health and social care services. We believe that your story can help make services better.

Why is it important to include GPs?

- Most people who use Care Opinion expect to be able to leave feedback about their general practices as part of their journey of care
- Through our Advanced Moderation, practices have the option of reviewing any comments about their practice before publication.

Why are you emailing me asking me to “approve a comment”?

Part of our work to make online feedback safe for patients and staff is giving small services the option to see any comments submitted to Care Opinion *before* publication.

When we receive a comment about a GP practice, we will moderate it and approve it.

Once the comment is ready for publication, we can send it to you to look at first then you can make it public or you can request a review of the posting before it is public. The time allowed to make a publish/review decision is 72 hours.

Reasons to ask for a review:

- The posting might be part of a formal complaint or other legal proceedings
- The posting might identify a member of staff
- The posting might increase the vulnerability of a patient. You will need to explain why this is the case
- The posting might not be about your service
- You have a serious concern about the content of the posting



Senior Moderators will consider your review against our Care Opinion Moderation Policy and will inform you within 48/72 hours of our decision.

So what are the benefits of using Care Opinion?

- We have a simple to use platform that makes it easy for patients to leave feedback and get replies from you at the practice. This helps you to learn from patient stories and show changes on the site
- Patients can talk about a whole episode of care and we can alert all the relevant providers. This means you see the quality of secondary care received by your patients, and see how those providers are acting on that feedback
- Stories on Care Opinion are easily sharable between NHS staff and the public. You can even have a widget to display your latest stories
- You can have access to downloadable print materials to give to patients and display in your practice
- Choose 2 people within the practice to receive alerts and respond to comments

In addition to this, when responding to feedback on Care Opinion

- You can demonstrate when you are making changes with our change logo, this shows members of the public, NHS Staff and organisations that you are responding to public feedback
- You can respond more than once to each comment
- The author of the comment can say whether your response is helpful or not, giving you immediate feedback on your responses

Can I speak to someone at Care Opinion?

Of course. The team are based in Sheffield. You can call us on 0114 281 6256 or email us on team@careopinion.org.uk

