



**Introduction to Care Opinion
Information for Commissioners**

What is Care Opinion?

- **Care Opinion is the leading health and social care feedback site for the UK** which allows people who receive care to post about their experiences online (stories).
- **Care Opinion has over 600,000 stories on the site**, over 14,000 staff listening and 95% of responses to these stories have been rated as helpful.
- **Stories are public, transparent, and drive change.** Stories are publicly viewable, and services are informed when a story is published which relates to them, they are then invited to respond directly and publicly to the author on the site.
- **Stories are moderated** by the dedicated moderation team at Care Opinion before they are published on the site anonymously.
- **The website allows for the gathering and displaying of a large amount of data provided by stories** in reports which can then give services and commissioners insight into trends in services and service users.
- **Care Opinion is designed to be as accessible as possible**, with BSL options, visual storytelling methods, and support for volunteers and staff who are helping service users tell their story.

Value of Care Opinion

- All postings are moderated by the Care Opinion moderation team, to ensure anonymity and safety for authors and staff.
- Includes all NHS.UK postings (England only).
- Care Opinion can cover all health and social care providers including care homes, domiciliary care etc.
- Data can be filtered by provider, geographical area, themes, treatment functions, etc.
- The public can post about multiple providers in one posting.
- Feedback and responses are public, transparent and encourage learning and change.
- Positive stories can be shared via social media.



Searching on Care Opinion... ...the start of everything

Use Care Opinion search options to:

- Find stories about your service.
- Save searches.
- Create alerts/weekly digests.
- Create and schedule reports.
- Run visualisations.



What does a story look like?

"Fantastic service"



STORY HAS A RESPONSE



This story has had a response

About: Urgent Community Response Mid Hants

Posted by *omegamg75* (as a service user), 5 days ago

The urgent Care Team, Mid Hampshire is a fantastic service. Everyone of the nurses that came to my home were really lovely. They talked to me and listened to everything I said. They were quite concerned about my cellulitis. They listened to me talk about my other conditions too. They showed concern and were all so lovely. Claire, Jamie, Sasha and the fourth nurse were brilliant. I'm going to miss them.



Story summary

What was good?

communication concern great team
listened lovely staff nurses

How did you feel?

cared for grateful listened to

More about:

cellulitis urgent community response

Patient Experience Library

View reports on:
[cellulitis, communication](#)

Activity

3 staff members have read this story

Who has Care Opinion told about this story?

Alert me to further responses to this story

" Well managed Covid testing but needs signposts "

About: Northern Health & Social Care Trust / Covid-19 Testing Centre

Posted by *Weelukey* (as a service user), 3 months ago

Went to test centre in broughshane, ballymena. Very good experience, well managed and very friendly staff. Slight confusion when entering as no signposts to let you know what direction to drive but other than that it was a positive experience.

More about:

covid vaccine

felt positive

swabs

CHANGE MADE



This story led to a change



Story summary

What was good?

friendly

What could be improved?

clear directions

How did you feel?

good



What does a response look like?

Responses

Response from Collette Fitzgerald, Nurse Manager, Childrens Services, NHSCT 3 months ago

Response is **public**


Thank you for taking the time to tell us your experience. We have just moved to these new premises last week and not all signs are in place currently. We are working on improving the signage and welcome your feedback.



Regards Collette

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

Response from Collette Fitzgerald, Nurse Manager, Childrens Services, NHSCT 3 weeks ago

 We have made a change

Response is **public**

New signposts are now in place.



1 person thinks this response is helpful

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

Activity

8 staff members have read this story

Who has Care Opinion told about this story?

Show your support

Have **you** experienced something like **Weelukey** did, here or elsewhere?

If so, show your support below.

I've experienced this

Or maybe **your experience** was different?

Download story and responses

 Share

 Tweet

 Email



How a subscription is structured & key features

- Each commissioner has access to all Care Opinion postings, scoped to their own areas of responsibility.
- Staff can be set up with the right stories for their particular role.
- 2 standard reports can be set up for subscription members.
- Staff can access training to generate reports, visualisations, digests and alerts.
- Staff can access training to help staff/volunteers to generate postings.
- Staff can access Invitation Links and API's.
- Stories can be filtered by service area, themes etc.

Reports & Visualisations

As part of a Care Opinion subscription, you can access reports and visualisations to support your monitoring and regulatory responsibilities.

Reports and visualisations:

- Can be saved for later use.
- Downloaded in different formats.
- Be tailored to specific services.
- Be set on a schedule (weekly, monthly, etc).




Available reports

 **Board report** >
board report


 **Raw tag data** >
A table of tag counts for export and further analysis


 **Responses and story progress** >
A summary of responses and changes following the stories in your search


 **Services with ratings** >
Summary of the rating scores for a set of services


 **Services with response quality** >
Indicators of quality of responding for a set of services

 **Services with story activity** >
Summary of story counts, responsiveness and criticality for a set of services

 **Stories in summary** >
A summary of the stories in your search, counting stories by time, place, person, service and criticality

 **Story and response listing** >
A list of the stories in your search, grouped by the service they are about

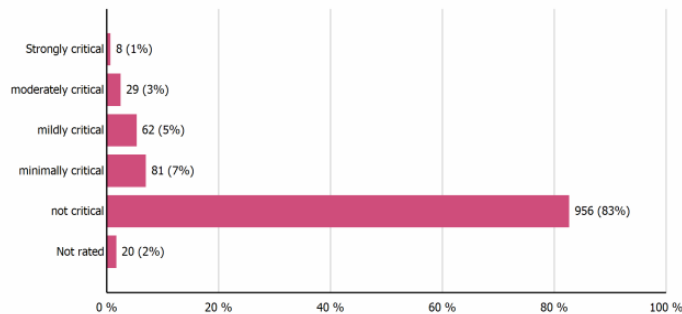
 **Story authors in summary** >
Summary of information provided by authors, such as role, age, gender, ethnicity and disability

 **Story listing in a table** >
Simple table of stories suitable for export to Excel. This report is too wide to be easily used in Word or PDF formats.

Range of themes, tags & other metrics



How moderators have rated the criticality of these stories



Most common tags added by authors to these stories

What's good?

staff	266
service	118
activities	112
support	104
Care	87
group	50
friendly	43
course	36
helpful	30
advice	28
information	28
session	28

What could be improved?

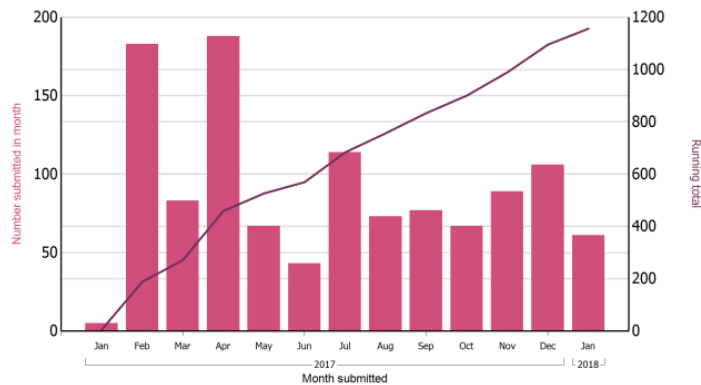
communication	18
more staff	15
more activities	9
waiting time	9
activities	8
food	7
More sessions	7
Staffing	7
Care	5
funding	5
support	5

Feelings

thank you	100
happy	56
confidence	29
fantastic	29
confident	27
grateful	24
supported	24
amazing	22
brilliant	17
relaxed	17

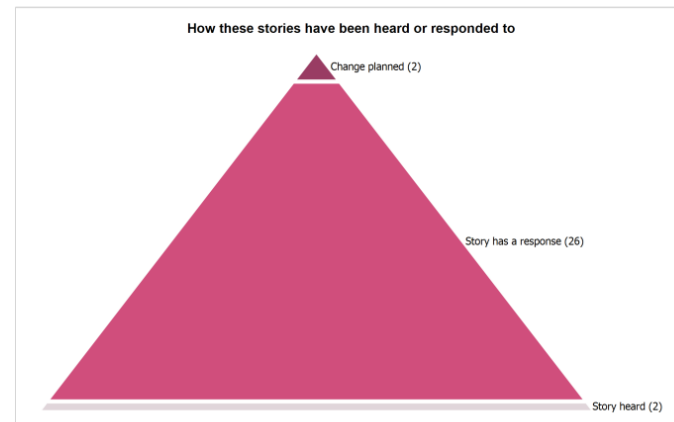


When these stories were told



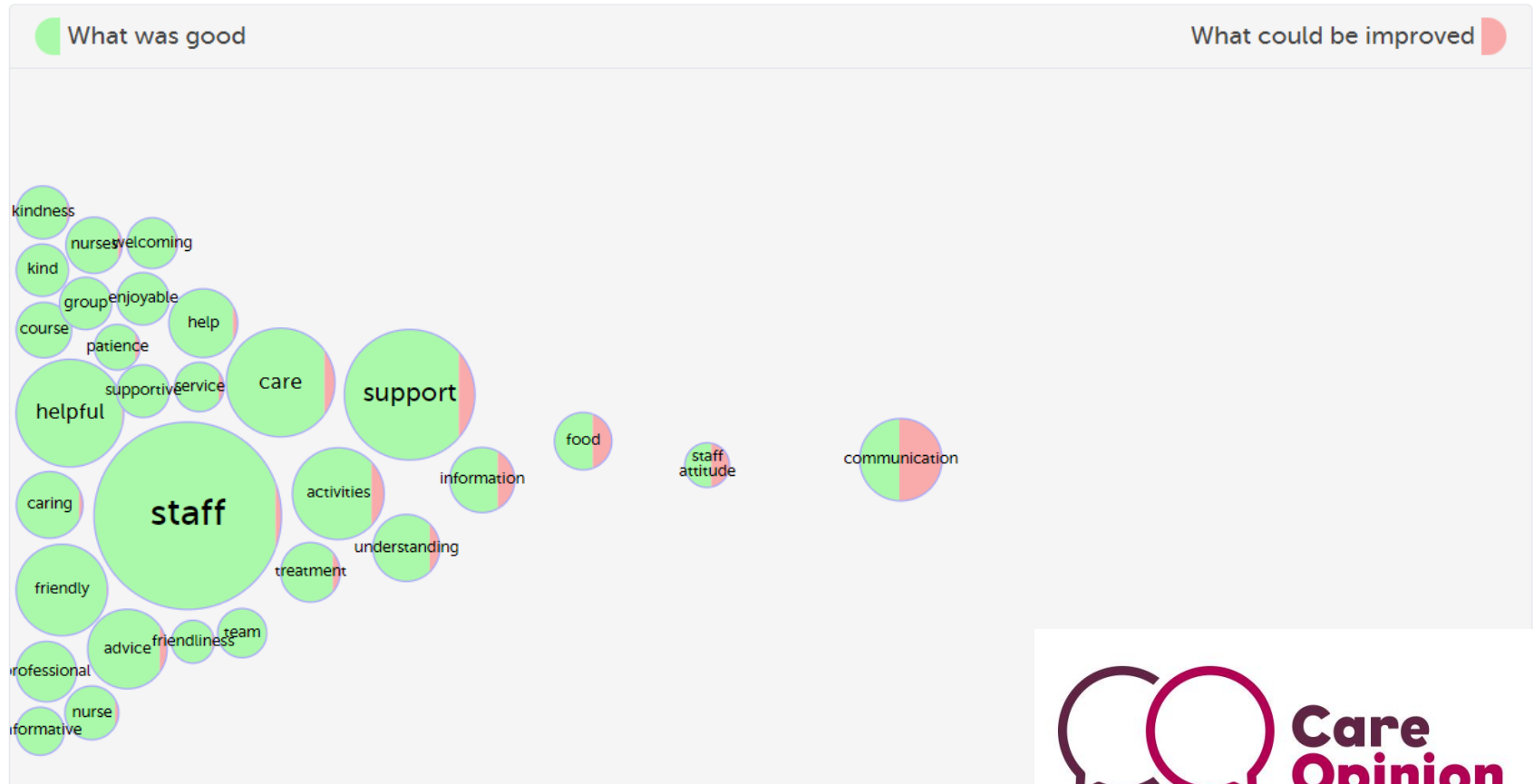
This report summarises **30** stories and **32** responses

How these stories have been heard or responded to



Tag bubble visualisation (themes)

Notts tag bubble / Visualisation



Kiosk mode & Invitation Links



Share your story about Musgrove Park Hospital / Paediatrics

Say what's good, what could be better, and how you are feeling about your care.

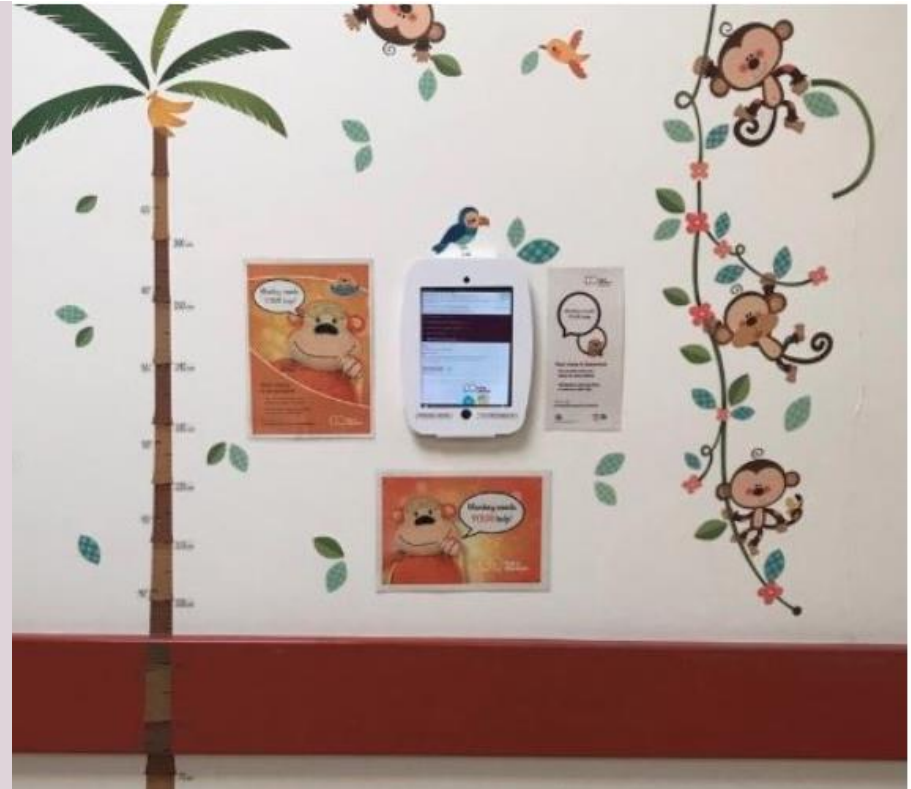
What will happen to your story?

Care Opinion will share your story online so everyone can read it. Your personal details are never shared, so you stay safe.

When your story is published, or you receive a response, Care Opinion will let you know by email.

Care Opinion is an independent non-profit feedback service.

Start



Training and support

Care Opinion can provide training and support around subscriptions and the platform in the following ways:

- Hosting how-to sessions.
- Support with implementation plans.
- Getting staff set up for just the right stories.
- Access to Care Opinion events.
- Participation in research.
- Supporting subscribers to blog on the Care Opinion site.





Care Opinion

What's your story?