

# CARE OPINION NEWS



**Care  
Opinion**

What's your story?

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Winter 2019

## Integrated feedback for an integrating world

There has been a lot of discussion recently around the [new plan for the NHS in England](#). The plan states:

"The NHS and our partners will be moving to create Integrated Care Systems everywhere by April 2021, building on the progress already made."

And, while the plan in general sees little role for citizens being actively involved in shaping and improving their public services, it proposes an "integration index" which "will measure from patient's, carer's and the public's point of view, the extent to which the local health service and its partners are genuinely providing joined up, personalised and anticipatory care."

And if you want to know whether some set of services is, or is not, "integrated", you'll absolutely need to hear from those using them.

But equally, there is a substantial risk that the "integration index" idea could easily also become

a step back. Like the widely disliked "NHS Friends and Family Test", it creates the risk of premature quantification: that measuring something (anything!) creates a spurious objectivity, places focus on the score alone, encourages gaming to pass the test, and distracts us entirely from the point.

Care Opinion is the only feedback system which enables person-centred feedback, based on experiences spanning multiple providers (including social care and primary care). The platform is flexible, powerful and mature, and perfectly suited as a feedback tool for the emerging care landscape of the next few years.

The move towards "integration" in England will be difficult and subject to all kinds of resistances. In that context, focusing on the real experiences of patients and the practical issues they raise is a powerful way to help people work together with the shared purpose of improving what we have now.



## QI with fully integrated Care Opinion

In the last couple of months, Care Opinion has been delighted to welcome new partners from a diverse range of organisations. These have included a large NHS Acute Trust, a small advocacy service, and a UK wide charity providing substance misuse and mental health services. In another project, we have been commissioned to work with a set of providers by a world leader in the field of public engagement.

This versatility means that whether commissioner or provider, we have a model of public engagement that fits with your needs. Our expert subscriber support team can shape how you implement and roll out online feedback to fit with your particular needs.

Public stories on our site traverse primary and

secondary care, health and social care, NHS, third sector and private providers. People's stories follow their journeys as they access services, not just feedback about one experience.

But don't take our word for it, have a look around stories [on this link](#) about more than one service.

The proficient web development team at Care Opinion has continued to listen our customers and expand the site tools so that all our users can easily access the data they need. Most recently this is apparent in the range of multi-purpose reports available.

If you would like to know more, please contact Tim Hunt, Integration Development Manager on: [tim.hunt@careopinion.org.uk](mailto:tim.hunt@careopinion.org.uk)

## Meet the Team

Name: Tracy Molloy

Role at Care Opinion:

**Engagement & Support Officer.**

I am new into post and am currently training to support subscribers and help them to get the best possible benefit from their Care

Opinion subscription. I previously have worked within substance mis-use and Mental Health organisations.

**What are the values that drive me:**

I'm honest and open-minded and believe everyone should be treated fairly and equally. I am passionate about giving people a voice and helping people share their experiences with others.

**What do I like to do when I'm not working?**

I am a busy mum and love nothing better than cooking a meal for the whole family and entertaining friends. I practice Yoga and have recently started running again. My happy place is walking my dog Reggie.



[www.careopinion.org.uk](http://www.careopinion.org.uk)

the UK's leading independent feedback platform.

Or call us during working hours (local rate):

**0114 281 6256**

# New reports, new options and new insights

Reporting on feedback may not be the most exciting part of Care Opinion's service, but we know how important and useful it can be to get a clear overview of what's going on in your subscription.

So we've updated a few things online to make reporting easier, more flexible and more informative too.

## Available story-based reports

Old hands at reporting will know that you start by defining the set of stories you want to report on, using the search page. Then you select "save my search as..." and choose the Report tab.

 **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

We have smartened up the list of reports so you see them all at once, in a list like this:

To generate, save or schedule a report you select it. This will display report options and allow you to choose a report format (Word, Excel or PDF) too.

## Three new reports

We have added three new reports, giving you a new perspective on your feedback! The screenshot (above) shows the three new reports, which are:

- Services with ratings
- Services with response quality
- Services with story activity

The new reports are all based around a list of services. You can specify the service (or services) you want to start from in your initial search, and as usual you can add other search filters too.

## Learn more

The best way to learn more about the new reports is to try them out. You'll soon discover whether they are giving you the information and insights you need.

As always, feel free to send us feedback on how we can improve our reporting further. And if you need any help or advice with reporting, why not come along to one of our regular [online training sessions](#)?

# "How to..." online sessions

## What online sessions are available?

Ever wondered if you are making the most of your subscription? Looking for tips on how to generate stories, respond with impact or use the clever reporting tools at your disposal?

We run a series of really short "how to..." sessions designed to help. You'll find session descriptions below which we run for staff from subscribing organisations.

Have a read of each session description, and check the available dates for one that suits you. You can book on as many as you think will help you make the most of your subscription.

## How to book your session:

Decide which session you'd like to attend.

Then simply click "register here" on the date that suits you best, Which will take you to our WebEx page for that session, fill out the short form and then "register now". Then, we'll accept your registration and WebEx will send you a link to add the meeting to your calendar and a password to join the webinar. If you have any problems just give us a call!



## Contact us...

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**SHEFFIELD  
19TH  
MARCH**

## Care Opinion Sheffield Event - The Quadrant

Our first event of 2019 will focus on integrated feedback and how Care Opinion fits into the emerging Integrated Care System landscape of health and social care services.

**Tuesday 19 March, 10am – 3:30pm**

Our speakers will include:

- **Professor Mark Gamsu**, professor at Leeds Beckett University and lay board member, NHS Sheffield CCG
- **Julie Grant**, Head of Communications, Nottinghamshire Healthcare NHS FT
- **Jane Danforth**, Involvement & Experience Officer, Nottinghamshire Healthcare NHS FT
- **Danny Hames**, Head of Inclusion at Inclusion UK and Chair of the NHS Substance Misuse Provider Alliance

Our event will emphasise informality, sharing experience of what is working and learning from one another.

We expect the workshop to be of interest to anyone working in:

- Service leadership, whether you are clinical or non-clinical
- Patient experience
- User involvement or public engagement
- Quality improvement or organisational development

Lunch will be provided.

The workshop is free but places are strictly limited, and registration is essential. If you would like to attend, please contact:

[sarah.ashurst@careopinion.org.uk](mailto:sarah.ashurst@careopinion.org.uk)

