

# CARE OPINION NEWS



Care  
Opinion

What's your story?

ISSUE  
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## Thinking globally about feedback

We were excited to be invited to the Institute of Healthcare Improvement (IHI) quality forum in Glasgow recently – an enormous and inspiring event attended by over 3,000 people from around the world. It was a terrific opportunity to share Care Opinion's innovative approach with healthcare change agents from every corner of the globe.

We blogged recently about the [growing international interest in Care Opinion](#). We're not aware of a patient feedback initiative in any other country which is as open, transparent and relational as Care Opinion.

Currently, Care Opinion is continuing to develop

and grow in the UK, Ireland and Australia. The platform is constantly updated (as fast as we can manage!) to reflect the learning coming both from our own experience and wider research on feedback and change. Based on what we know, we think it's perfectly possible that our online platform and ethos could work well in many other healthcare systems.

We're talking with people in a half dozen countries at the moment about the possibilities. But don't hold your breath: one thing we do know is that making progress with online patient feedback in any health system takes a skilled and knowledgeable team with real determination and persistence.



From left to right: Jason Leitch – National Clinical Director for Scotland, Gina Alexander – Director CO, James Munro – CEO, Derek Feeley – Chief Executive IHI

## New: Listening access for providers and commissioners

Would you like to receive email alerts to both Care Opinion and NHS.UK stories?

Over 340,000 stories on Care Opinion (combination of our stories and NHS.UK) represents an opportunity to hear from and respond to your patients, who want to feedback about their healthcare in increasing numbers. Recent research shows the extent to which the public are looking to tell their healthcare stories online. Take a look at how well your Trust and those in your area are responding: <https://www.careopinion.org.uk/responding>

Care Opinion continues to develop its award-winning website to make sure everyone visiting the site gets maximum value. For a very small fee you can access features that will help you access stories and listen to the people you most need to hear from. We have a new offer for those who want everything in one place, saving time without the cost of a full subscription.

- **5 logins:** So you can increase the number of staff listening to and being alerted to postings

- **NHS.UK email alerts:** Care Opinion will send email alerts to your registered staff for all NHS.UK postings as well as Care Opinion's own. This will enable you to manage all online feedback through one site, saving you time and ensuring that you don't miss an alert to a story!
- **Support:** Care Opinion will deliver a webinar at the start of your contract.
- **Weekly Digests:** Care Opinion will set up all staff with weekly digests, with just the postings each member of staff needs to see.

Of course, this will not bring you the full range of features and benefits of a full subscription, but you can upgrade at any time. To discuss this, and other fully supported subscription services, please contact [miriam.rivas-aguilar@careopinion.org.uk](mailto:miriam.rivas-aguilar@careopinion.org.uk) for more details.

## What does posting mean to me?

One site user tells their experience of using Care Opinion:

I have found that local services managers, practitioners, and others do take notice of my posts. I can comment on anything I want to, when I like. I can ask my questions, make my suggestions, and receive specific information back through replies to my posts.

My voice is not "incorporated" as it would be in an Involvement Team. What do I mean by incorporated? In my local trust, the Involvement Teams only look at issues they have on their calendar – so if I joined them and wanted to look at something I think is important, unless it's on the list I can't.

Posting on Care Opinion has helped me to develop my voice. I want to do something to make a difference. I want to be part of the solution, not simply part of the problem. Care Opinion is the perfect platform for me. I am developing my style, through a mix of cheeky, funny posts and serious posts. I'm getting a feel for speaking out in this safe space.

Read A Catherine Wheel's full blog on [Care Opinion](#)

[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**



# Faster moderation for responses

Our hard working moderators are an essential element in making the Care Opinion platform safe, relevant and constructive for everyone who uses it - patients and staff alike.

All the stories on Care Opinion are carefully read by a moderator before they are published, both to keep people safe and to make sure the story is directed to the right organisations. Care Opinion has a high quality moderation system and a detailed policy which is constantly evolving with experience.

Responses are moderated too, and from the end of April, we'll be introducing a "fast-track" system to help speed up response publication.

Our moderators will continue to read responses from story authors and less experienced staff responders. As staff responders gain experience

and their responses are published, our platform will allow their responses to be published immediately, so long as they are responding to a low-criticality story. Responses to more critical stories, or where a change is being planned or made, will always be read by a moderator.

This innovative risk-based system means that many responses can be safely published without delay, even out of hours. And as a bonus, our moderation team will be able to focus more attention on less experienced responders, and on responding to more critical feedback.

We hope this change will work well for everyone, and we'll be monitoring as we go along. If you have any questions or comments on this change, do let us know.

## Notts Healthcare kicked off '10 years of Care Opinion' celebrations

This month we are celebrating Nottinghamshire Healthcare NHS Foundation Trust's 10 year partnership with Care Opinion. The celebrations got off to a surprising start when Jane Danforth, Involvement and Experience Officer, and Julie Grant, Head of Communications, attended our Sheffield workshop. We unveiled the huge celebration cake to mark the occasion!

Julie Grant told us:

*"Care Opinion has been crucial to the way the Trust listens and responds to patient feedback. We have 873 listening in the Trust and over 500 responding, the most in the country. From small steps ten years ago we have worked with Care Opinion to make this tool an integral part of the way we do things"*

Here's to the next 10 years!



From left to right: Julie Grant – Head of Communications, Jane Danforth – Involvement & Experience Officer



LONDON  
17TH  
OCT

## Thinking big about online feedback

We're excited to announce that our next 2019 workshop will be London in October

Are you intrigued by the possibilities of public online feedback in health and care services?

Would you like to understand how online feedback can help improve care, build trust and boost morale?

Why don't you reserve a place at the London Event on 17th October?

This is your opportunity to hear from people working with online feedback in practice. Our events will be a chance to meet the Care Opinion team and hear from staff in services where online feedback has become a key part of quality improvement, staff learning, culture change and organisational transparency.

Attendance is free, but advance registration is essential as we have limited capacity.

To find out more, or reserve your place, please email [sarah.ashurst@careopinion.org.uk](mailto:sarah.ashurst@careopinion.org.uk)

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PLACE TODAY



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