

#poyh

Patient Opinion's 2010 Yorkshire and Humber event

Regional networking event held on 25
February 2010

Trending Words

-, patient, @patientopinion, #nhs,
opinion, service, up, helen, jason,
po, patients, hull, rt, users, event

Event Participants





Wild hat-making madness in POHQ as we prepare for tomorrow's Yorkshire event #poyh #dontpanic

24-Feb-10 17:53 | patientopinion



The programme is planned, the venue is set and the cookies are baked for tomorrow's Yorkshire & Humber @patientopinion event! #poyh

24-Feb-10 18:00 | SarahAshurst08



Will need a few coffees before lively enough for #poyh today.

25-Feb-10 07:49 | patientopinion



@patientopinion Good luck with #poyh! Break a leg.

25-Feb-10 07:51 | rgarnier



Stuck in traffic on the way to #poyh. Remembering why I don't usually drive. Is all of Sheffield gridlocked?

25-Feb-10 09:07 | kateebbutt



Playing Madonna Bingo at #poyh today: every speaker has to hide a Madonna song title in their talk...

25-Feb-10 09:25 | patientopinion



... I've been given Don't Cry For Me Argentina. Could be tricky. :P #poyh

25-Feb-10 09:26 | patientopinion



Cakes are being gobbled up quite fast at #poyh

25-Feb-10 09:51 | patientopinion



<http://twitpic.com/15872v> - Another cake filled @patientopinion event begins here at #poyh

25-Feb-10 09:59 | kateebbutt



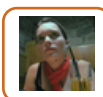
James kicks off the day here at #poyh. Hoping to find out how different organisations are making use of @patientopinion

25-Feb-10 10:11 | kateebbutt



<http://twitpic.com/15899u> - First part of #poyh kicks off with James shoehorning his first Madonna bingo title in - we won't cry for u(Argen

25-Feb-10 10:19 | kateebbutt



#poyh James talking about latest developments. LD, addiction and #carehomes. And how @patientopinion is sharing with other sites #syndication

25-Feb-10 10:23 | kateebbutt



<http://twitpic.com/158a25> - #poyh James shows off the widget
<http://www.patientopinion.org.uk/info.aspx?pageID=api>

25-Feb-10 10:26 | kateebbutt



Helen Wyatt from NHS Rotherham is up next at #poyh. (Glad I've done my Madonna song).

25-Feb-10 10:33 | patientopinion



Helen says clinicians can be quite scared of Patient Opinion #poyh

25-Feb-10 10:37 | patientopinion



Good Twitter narration of Patient Opinion event in Yorkshire and Humberside over at #poyh

25-Feb-10 10:43 | RayDuff



Helen: Patient Opinion stories go to the trust board each month. #nhs #feedback #poyh

25-Feb-10 10:43 | patientopinion



Helen: feedback is about relationships not contracts #poyh

25-Feb-10 10:45 | patientopinion



<http://twitpic.com/158c9j> - #poyh Helen addresses fears about critical feedback - very little, but does require work!

25-Feb-10 10:46 | kateebbutt



Helen: It's about having the patient experiences available when #nhs people want to hear them. #poyh

25-Feb-10 10:49 | patientopinion



Helen: patients don't want to hear about internal #nhs organisational politics #poyh

25-Feb-10 10:51 | patientopinion



Helen: small changes are very important to #nhs users. #poyh

25-Feb-10 10:52 | patientopinion



<http://twitpic.com/158d5b> - #poyh Helen identifies what's changed at NHS Rotherham since working with @patientopinion

25-Feb-10 10:54 | kateebbutt



#poyh helen wonders, when it comes to sharing a story with @patientopinion - is there an app for that? #greatidea

25-Feb-10 10:54 | kateebbutt



#poyh Helen is asked if it was slowing at first. Answer: slow at first, but either we used it, or there's no point paying for it!

25-Feb-10 11:04 | kateebbutt



Denise from Hull City Healthcare Partnership (social enterprise) is up now. #poyh

25-Feb-10 11:05 | patientopinion



#poyh denise from hull city partnership is on next. From Helen who's been with us 4 years, to CHCP who have only had a month so far!

25-Feb-10 11:07 | kateebbutt



Kim: when starting with Patient Opinion, keep it small and simple. #poyh

25-Feb-10 11:09 | patientopinion



CHP Provides health services in Hull RT @patientopinion: Denise from Hull City Healthcare Partnership (social enterprise) is up now. #poyh

25-Feb-10 11:11 | RayDuff



#poyh some great detailed advice from chcp on their roll out. They gave detailed promo packs to each service lead. #pointsforeffort

25-Feb-10 11:11 | kateebbutt



#poyh Denise - they would like a national #marketing campaign. (PO - so would we!)

25-Feb-10 11:24 | kateebbutt



Hull CHCP need to develop their own local web presence and profile. Bring commendable ethics online #poyh

25-Feb-10 11:29 | RayDuff



@patientopinion cake and hat making bonanza by the sounds of #poyh today- some great thoughts coming through- I must see you all soon! x

25-Feb-10 11:48 | laurenivory



<http://twitpic.com/158kch> - Amy kicks off the FUN part of the day #poyh

25-Feb-10 11:53 | kateebbutt



Newspaper at making at #poyh is in full swing. (The point will become apparent later)

25-Feb-10 11:58 | patientopinion



Jason up now at #poyh. Explaining how he used Patient Opinion in addiction services.

25-Feb-10 12:02 | patientopinion



<http://twitpic.com/158lqx> - #poyh the hat making begins!

25-Feb-10 12:04 | kateebbutt



<http://twitpic.com/158lrj> - #poyh everyone gets down to the important business of the day. Newspaper folding!

25-Feb-10 12:04 | kateebbutt



Jason: "I'm a scrubbed up service user". #poyh

25-Feb-10 12:05 | patientopinion



<http://twitpic.com/158m0l> - #poyh the hats are complete!

25-Feb-10 12:06 | kateebbutt



<http://twitpic.com/158m1b> - Hull city partnership show off their hats! #poyh

25-Feb-10 12:06 | kateebbutt



<http://twitpic.com/158m5i> - #poyh one of the more grandiose hats. Ascot anyone?

25-Feb-10 12:07 | kateebbutt



#poyh Jason up now, talking passionately about his experiences using @patientopinion to transform addiction services

25-Feb-10 12:08 | kateebbutt



<http://twitpic.com/158mf1> - #poyh who said conferences have to be dull?

25-Feb-10 12:09 | kateebbutt



Jason: poor communication in clinic reinforced the sense of alienation the users already felt. #poyh

25-Feb-10 12:09 | patientopinion



#poyh Jason - staff thought this would be a stick to beat them with. But actually loved the appreciation they got from it & value of learning

25-Feb-10 12:16 | kateebbutt



Jason: having a local champion made a big difference to getting PO going in the addiction service. #poyh

25-Feb-10 12:17 | patientopinion



#poyh Jason - eventually made sure postings were directed to be seen by only the exactly right staff member

25-Feb-10 12:18 | kateebbutt



#poyh Jason - to really impact on services, the best way of hearing patient experiences is to hear it in their own words

25-Feb-10 12:23 | kateebbutt



#poyh Q: can you achieve this many postings without a service user rep pushing it? Jason - first need to get momentum, then it'll keep going

25-Feb-10 12:27 | kateebbutt



@patientopinion @jkerrstevens perhaps the notion of patients as "users" is a telling factor. Are they not *people*? #poyh

25-Feb-10 12:27 | trib



@trib aah that's a vexed question! But you're right - this is all about people (even doctors!) #poyh

25-Feb-10 12:29 | patientopinion



Jane and Tim from Notts #mentalhealth #nhs up now at #poyh.

25-Feb-10 12:30 | patientopinion



@patientopinion in experience/service design world where I work, we are moving away from the term "user" as it has problems. *People* #poyh

25-Feb-10 12:31 | trib



@patientopinion I think this is as relevant to you as me - <http://www.iamnotauser.com/> #poyh

25-Feb-10 12:31 | trib



Jane: "Patient Opinion has been an incredibly positive experience" #mentalhealth #poyh

25-Feb-10 12:31 | patientopinion



<http://twitpic.com/158pjb> - Jane from Nott hc trust (mental health) is the next speaker at #poyh

25-Feb-10 12:32 | kateebbutt



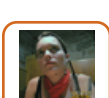
@jkerrstevens agreed- always a bit too much on the service's terms #nhs #poyh

25-Feb-10 12:33 | patientopinion



@trib thank you - something for us to absorb and debate. #poyh

25-Feb-10 12:34 | patientopinion



#poyh jane - dialogue with patients vital. This is public, so you need to get it right!

25-Feb-10 12:34 | kateebbutt



#poyh tim from Nott HC now talking about service user perspective on telling his story on PO - very personal powerful stuff!

25-Feb-10 12:40 | kateebbutt



#poyh tim wants to show others his story, to encourage them to tell their story too. If he can do, so can they!

25-Feb-10 12:41 | kateebbutt



Michael Parkinson Yorkie and National Dignity Champ gives fascinating moving account of patients and carers: <http://bit.ly/b9Gha5> #poyh

25-Feb-10 12:46 | RayDuff



Everyone at #poyh is looking rather full (of cake) now. Lots of interesting conversations happening :) #nhs #feedback

25-Feb-10 13:21 | patientopinion



#poyh a session on re

25-Feb-10 13:33 | kateebbutt



#poyh next a session on the skills involved in responding to patients online. "it's not like writing a letter"

25-Feb-10 13:36 | kateebbutt



<http://twitpic.com/158zlf> - #poyh seminar 1 - involving LINKs and user groups. How more people can make more change.

25-Feb-10 13:41 | kateebbutt



#poyh great thoughts about using appointment cards, referral letters and discharge packs to let patients they can share their story on PO

25-Feb-10 14:12 | kateebbutt



<http://twitpic.com/15996v> - #poyh James explains that things work better when they are gifts. We are story donation experts!

25-Feb-10 14:41 | kateebbutt



People getting into groups for Patient Opinion responding workshop. Amazing day so far. Great energy. #poyh

25-Feb-10 14:42 | patientopinion



Jason says: "Since we had Patient Opinion at Guernsey House we've had no complaints." Extraordinary if so. #nhs #feedback #poyh

25-Feb-10 14:58 | patientopinion



Lively debate at #poyh about Patient Opinion - should "complaints" on the site be investigated? #nhs #complaints

25-Feb-10 15:01 | patientopinion



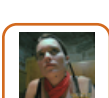
<http://twitpic.com/159dee> - #poyh amy gets everyone thinking with their patient hat on!

25-Feb-10 15:06 | kateebbutt



RT @kateebbutt: <http://twitpic.com/159dee> - #poyh the hats are deployed :) (thinking with "your patient hat on")

25-Feb-10 15:11 | patientopinion



#poyh everyone thinking differently now they have their patient hats on. But is that just the glue from the stickers seeping in!?

25-Feb-10 15:13 | kateebbutt



What a great set of #nhs folk at today's #poyh event in Sheffield. They restore your faith in the NHS. #wornout

25-Feb-10 19:50 | patientopinion



RT @patientopinion: What a great set of #nhs folk at today's #poyh event in Sheffield. They restore your faith in the NHS. #wornout

25-Feb-10 20:24 | SarahAshurst08



good morning everyone. lots of #poyh event follow up and hopefully a lovely chat with sign translate @signhealth later today

26-Feb-10 09:44 | SarahAshurst08