

General practice: Frequently Asked Questions

Welcome to Care Opinion! This document explains how the Care Opinion website works for general practices and gives you the basic information on why we might contact you.

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 their story can help make services better.

Until recently patients have not been able to leave feedback about General Practices on Care Opinion. Practices are small services and we wanted to make sure that leaving feedback on Care Opinion was done in a way that was beneficial to both the patient and the practice staff.

So, why now?

- Most people who use Care Opinion expect to be able to leave feedback about their general practices as part of their journey of care
- Our integration with NHS.UK has never been better. This means practices can choose their level of engagement with Care Opinion (more on this later!)
- Through our Advanced Moderation, practices have the option of reviewing any comments about their practice before publication (Care Opinion postings only).

Can you tell me about your NHS.UK integration?

Care Opinion and NHS.UK share stories and responses across each site. This means as a public user you can see all the feedback in one place and as a practice you can respond to all comments on one platform and this will be shared across both.

You can continue to respond to comments on NHS.UK, regardless of whether the story came from Care Opinion or NHS.UK. Or you can be set up to reply on Care Opinion and manage your responding their through our simple story management system, where you can easily see what has a response, what has been read and what is still needing to be looked at.

Once you are set up on Care Opinion you can respond to comments from Care Opinion AND NHS.UK on Care Opinion. Care Opinion imports all comments and your responses from NHS.UK and NHS.UK do the same with Care Opinion comments and responses. This means you and your patients only need to use one website to see all the feedback.



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. Unlike NHS.UK postings, where you can only see them after they are public.

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

Once the comment is approved we can send it to you to look at first then you can make it public or request to restrict it.

The time allowed to make a publish/restrict decision is 72 hours.

If a you don't respond within this period, we will restrict a posting rated as a 4 (Strongly Critical)¹ or more. If the criticality is less than this, we make a default publish decision.

When the comment is published you can either respond on Care Opinion or wait until it makes it's way to NHS.UK and respond there.

We will automatically ask you about each story we receive about your practice. If you register with us, you can change the level at which we ask for an approval or turn it off all together.

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.
- 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 on your practice website.
- Care Opinion asks the FFT question (optional for patients)
- You can have access 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
- Control which stories we ask for approval for using the “approval slider”.

In addition to this, when responding to comments on Care Opinion:

¹ all stories on Care Opinion are read by moderators before being approved. Moderators give each story a criticality score between 0 (no critical comments) and 5 (severely critical). This is not made public but allows organisations to see at a glance how serious a comment is and also set rules around automatic approval



- You can demonstrate when you are making changes with our change logo, this shows members of the public, CQC and commissioners how you are using feedback within the practice
- 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

What are the benefits of registering with Care Opinion:

- Choose 2 people to receive alerts and respond to comments
- Control which stories we ask for approval for

Can I speak to someone at Care Opinion?

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

