

# Using online feedback to improve care

3<sup>rd</sup> October 2019

Co>Space North, Platform, Leeds

Twitter: [#careopinionLDS](https://twitter.com/careopinionLDS)

<b>10:00</b>	<b>Refreshments available</b>	
10:30 - 10:50	Welcome and introductions	<b>James Munro</b> , CEO, Care Opinion
10:50 – 11:10	People-powered digital for a better NHS	<b>Victoria Betton</b> , managing director, mHabitat
11:10 – 11:30	Understanding Care Opinion: mission, values and service	<b>James Munro</b>
<b>11:30 – 11:45</b>	<b>Refreshment break</b>	
11:45 – 12:05	Online feedback in an acute trust: what have we learned?	<b>Sharon Kidd</b> , patient experience & engagement manager, United Lincolnshire Hospitals NHS Trust
12:05 – 12:25	New Care Opinion features for accessibility, learning, QI and mobile working	<b>Tracy Molloy</b> , subscriber support officer, Care Opinion
12:25 – 12:45	Hearing and summarising people's experiences for commissioning	<b>Victoria Simmons</b> , head of engagement and experience, NHS Bradford District & Craven Clinical Commissioning Groups
<b>12:45 – 1:30</b>	<b>Lunch</b>	
1:30 – 1:50	Online feedback in the context of the changing landscape of care	<b>Tim Hunt</b> , integration lead, Care Opinion
1:50 – 2:10	How are health service staff responding on Care Opinion?	<b>Lauren Ramsey</b> , PhD student, University of Leeds
2:10 – 2:50	<b>Group discussion:</b> Responding well and learning from feedback	Please <b>bring a story with response(s)</b> from Care Opinion ready to discuss!
2:50 – 3:10	Next steps at Care Opinion: increasing the benefits of patient and carer feedback	<b>James Munro</b>
<b>3:10 – 3:15</b>	<b>Workshop close and next steps</b>	<b>Sarah Ashurst</b> , subscriber services manager, Care Opinion

