

CARE OPINION NEWS



**Care
Opinion**

What's your story?

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Our clinical teams programme is underway!

We designed Care Opinion to make it easy for clinical teams to receive and respond to feedback about the care they provide. We are excited to have started work with 13 end of life care teams, in an innovative 2-year programme to learn how to support teams to use online feedback for learning and quality improvement. The programme is a partnership with Hospice UK, and supported by the Scottish Government.

In September we held an induction day for all the teams, who represent a diversity of hospice, hospital and community care services in different parts of the UK.

All the teams will be encouraging direct and honest feedback from patients and families, responding openly to them, and acting on the feedback to make things better for future patients. This will all be online, in public, on Care Opinion. They will also be sharing their learning as they go. We recognise the courage and commitment that takes.

We will be sharing the progress of the programme openly as we go along on our blog, and through Twitter using the [#coTeams](#) hashtag. If you are interested in this work, feel free to [contact us directly](#).

NEW SERVICE!

Primary Care feedback through Care Opinion

Our vision is for people to be able to share any experience of health and care and for these to lead to learning and change. With this in mind, we are excited to be developing our work with GP feedback in England. By bringing across feedback from NHS Choices, and making it possible for authors on Care Opinion to leave feedback about their own GP practice, we are bringing together all this online feedback into one place.

As a CCG with a Care Opinion subscription you will have access to this wealth of new stories on the site. You can search for practices in your area, see the stories, and see how practices are responding to that feedback. Here is an [example from Leeds](#). All this can be brought together through alerts, Care Opinion reports and [visualisations](#).

We are thrilled to be able to provide this new service, as it will add extra value to our work with CCGs, and increase the visibility of feedback all along each patient journey.

If you would like to find out more about subscriptions for your CCG, please contact Miriam Rivas-Aguilar (COO) on: miriam.rivas-aguilar@careopinion.org.uk or by telephone on 0114 281 6256.

What are patients saying?



Fantastic staff at Heartlands Hospital



Grateful for supportive and kind staff at York Hospital



Incredible services at Hairmyres Hospital and Wishaw General

www.careopinion.org.uk
the UK's leading independent feedback platform.

Or call us during working hours (local rate):

0114 281 6256

Working together with Healthwatch

At Care Opinion we place great value on our work with Healthwatch organisations across the country. We have seen social media exploding with Healthwatches talking about the "It starts with you" campaign recently. At Care Opinion, we get excited to see more and more people sharing their story about their Health and Social Care experience. Since 2005, we have been a place where people can share feedback safely and transparently. Stories posted on Care Opinion directly support service and quality improvements—changes everyone can see due to the public nature of online feedback.

Healthwatches working with Care Opinion are sharing their collected stories and facilitating patients and service users to tell their story and receive a response from the service. Having public feedback creates changes in relationships, learning, culture, and trust, which is great for everyone! Sharing stories on social media engages people from all different communities, adding to the great work [Healthwatches are currently doing](#). Online feedback doesn't have to be expensive. A Healthwatch subscription to Care Opinion costs just £495 per annum plus vat.

A story is told on Care Opinion

Staff are sent the story

Authors can reply to staff

Staff can respond

Using data for learning and improvement

On the 5th of September 2017, we were invited to speak at Intelligence into Action, an event hosted by National Services Scotland for health and social care organisations across Scotland to learn about the latest in using data for learning and improvement.

We were delighted with the positive response from the audience to our slightly unorthodox message of fitting the learning to the feedback rather than setting restrictions on the kinds of feedback your improvement process can handle. One thing that really resonated was the unique ability of staff to respond to feedback personally and informally.

As usual, we enjoyed showing off our ability to

visualise the content of our stories, rather than examine how stories are reflecting a certain set of KPIs. After all, sometimes it doesn't make sense to turn experiences into data in order to understand them; a single story can make a huge difference if we take the time to listen.

The whole theme of the talk was why it is important to consider what you are missing out on if you don't find a place for people to tell you their experiences in their own words, rather than trying to shape the data you collect to fit your system. Rather than focusing too heavily on what you want to know, you need to consider what you are missing out on when a space is not left for people to surprise you.

New Subscriber Help Videos!

At Care Opinion we want to help our subscribers to get the most out of their feedback by taking full advantage of our advanced features. That's why we created a 'How-To' page of helpful videos!

Whether you are a subscription manager trying to keep your subscription members up-to-date, or a member of staff wanting to create your own beautiful visualisations; this is the page for you.

Take a look at it here: www.careopinion.org.uk/info/subscriber-help-videos



Contact us...

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