

CARE OPINION NEWS



Care
Opinion

What's your story?

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New Kiosk Mode

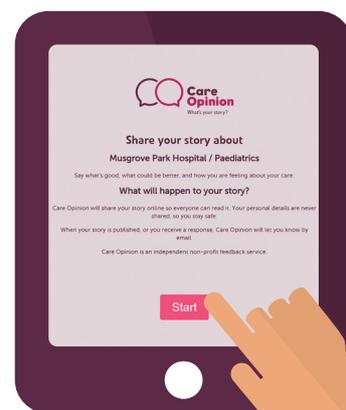
At Musgrove Park Hospital in Taunton, staff wanted to make Care Opinion easily available to patients and parents on the children's ward by having an iPad on the wall – so anyone could share feedback at any time.

To make this work, we've added a new "kiosk mode" to Care Opinion. Any service we list on Care Opinion can be presented in kiosk mode: this offers people the chance to tell their story using a shorter, simpler form.

This is just the job if you want to collect stories from lots of people, about a single service, using a single device. For example, you might have an iPad stuck to the wall, like the children's ward, or you might have a volunteer with a tablet device, chatting to patients or carers (and collecting stories) in your service setting.

Using kiosk mode is very easy: first, find the Care Opinion page for the service you want to collect stories about. For example, [here's the page](#) for paediatrics at Musgrove Park.

Then follow the "kiosk mode" link below the ratings panel to find the kiosk page for that service. [Here's kiosk mode](#) for the same service. And now you are ready to go!



To learn more about kiosk mode, [visit our blog](#). Let us know how you get on, and feel free to share any ideas you have on how we could make this even better.

Join the team at one of our autumn events!

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In October we are offering [two free workshops](#) for staff who need to get up to speed with understanding online feedback. It would be great to meet you in Leeds on the 3rd or in London on the 17th October

Online feedback is now a mainstream way for people to share their experience and learn from others. Over 40% of UK adults have read online feedback about healthcare in the past year. And yet, despite increasing research evidence on the value of online feedback for both patients and staff, many healthcare organisations still aren't making the most of this very accessible and open approach to hearing from people.

As you can see from this newsletter, Care Opinion continually innovates and develops the site to bring value to all our subscribers. At each event you'll have an opportunity to hear from subscribers successfully implementing online feedback in their organisations, as well as the chance to meet the Care Opinion team, ask questions, and hear what's coming next.

Hayley Peters, Chief Nurse at Taunton and Somerset NHS Foundation Trust shares why she

values Care Opinion and why they are a [listening](#) organisation.

"Care Opinion has the power to truly transform how we listen to patients...it can act as a significant lever in affirming the values and behaviours that we expect from our teams. We must empower and trust our frontline teams to respond and in doing that they engage fully and own the feedback.

Having that platform of overwhelmingly positive feedback allows our team to embrace the arena of negative feedback, which is rare, and they connect with it fully and learn what they can do to improve. For me that's authentic.

Doing it publicly demonstrates our transparency and commitment to listening to and learning from feedback."

These events are filling up quickly, so advance registration is essential. To register your place, please email sarah.ashurst@careopinion.org.uk If unable to come to one of the events why not [contact us](#) for a discussion or Webinar to explore the options available for your team or wider organisation.

How City & Hackney GPs are embracing online feedback

City and Hackney GP Confederation is a social enterprise set up in 2014. All 42 GP practices covering over 307,000 patients are members. Its aim is to make a positive difference to the quality of primary care and to provide a voice for primary care in the development and redesign of services. Caroline Millar is a lay Board member with a special interest in improving patient and carer involvement in primary care.

"About a year and a half ago we decided to pilot Care Opinion in general practices across City and Hackney, in East London. Buried in the small print of the various contracts our GP Confederation has with the CCG are requirements to gather and report on 'patient feedback' data. This generally took the form of a percentage 'satisfaction' rate. We did not really know what this meant, and we got the impression that they didn't either."

Read Carolines full blog on [Care Opinion](#)

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0114 281 6256

Feedback is a dainty dish to set before the Trust

By A Catherine Wheel

Feedback is a way to tell you how the services I have, help me, hinder me, fill me with despair, and make me sing along with Abba.

Anonymity makes feedback a less scary and risky thing to do. I can't help worrying about life's what ifs... what if they take my services away if I speak out? If they're horrible to me afterwards? If they see my anger as poor mental health, rather than being quite frankly fed up with your service?

Posting here takes feedback out of the helping relationship and stops it from being seen as biting the hand reaching out to us. Care Opinion is a step removed. We share with you, the providers, instead. No one takes it personally or feels misunderstood.

I want to help shape a world that works for all of us. And Care Opinion is a step on my way. I'm developing my voice with you (funny, cheeky, serious), and acquiring making-a-difference skills. Care Opinion is the kindest, most supportive space I've come across to have a

fledging go at speaking out on things that affect me and other people.

Please respond to feedback. I'll know you've listened. Done something. Made changes. I feel an equal person with you as you let my opinions stand with yours, and accept and respect my sharing. Your information and signposting, further my ideas, and open up ways to live my life.

What I like most about giving feedback is that we become part of one another. Touch each other's lives. What more is there, than to share and give to each other, to make birds sing?

Feedback is indeed a dainty dish to set before the Trust.

We are grateful to A Catherine Wheel, who has posted a number of stories on Care Opinion, for sharing with us her speech to the Leadership Council at Nottinghamshire Healthcare NHS FT in April 2019. You can read and listen to the whole speech on our [blog](#)



What online sessions are available?

We run a series of really short "how to..." webinar (online) sessions designed to help. You'll find session descriptions below should help you choose the ones for you (though we really recommend you participate in them all!).

The session available are:

How to generate stories –

Great if you are looking for some different ideas to encourage people to give feedback (Next dates: 18th Sept or 14th Nov)

How to respond and demonstrate impact –

Great if you are a new responder, or someone who's been responding for a while & looking for some inspiration! (Next dates: 3rd Oct or 26th Nov)



How to generate reports & visualisations –

Great for if you are responsible for showing how you drive quality improvement, & providing evidence of how you listen & change as a result of feedback (Next date: 15th Oct)

How to make the most of subscriber tagging –

A perfect webinar to teach you not only what Subscriber tagging is but how it can be used strategically to help with your subscription, responding & even quality improvement (Next dates: 3rd Sept or 30th Oct)

How to book your session:

To find out more information or to register for a session [click here](#)

Contact us...

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Staff Update

We've said farewell to two team members in recent weeks. Both Tina, our office administrator, and Luke, our talented developer, made an extraordinary contribution to Care Opinion.

We would like to welcome Louise & Victoria to the Care Opinion team and here is a bit about our new Admin Support Officer:

Hi I'm Louise, I support the team with a range of tasks & I enjoy the variety the role brings as no two days are the same.



Prior to joining the Care Opinion team, I have been busy raising my 21 month old daughter. And before that I worked in various roles supporting individuals with a Learning Disability and their carers.

I have a strong sense of justice and believe that people deserve to be treated with grace, respect and equality. I believe positive change comes about when people feel safe to speak out and know that they will be heard.

I am an avid Netballer and am also trying to develop my love for running...slowly but surely. I love spending time with my husband and daughter; as well as my close friends. My dream pet would be a pygmy goat.

Hi I'm Victoria, I joined Care Opinion in June, after spending the last few years working in various community roles as a project manager, trainer, community organiser and funding officer. Organising should be my middle name and so I should fit in nicely with the team and supporting the work they all do. Previous roles have been in administration, beauty therapy and running my own pub! In my free time I am part of two Community Interest Companies that organise events for local communities and I help with admin on several online cancer support platforms.



Interesting Fact: Terrified of heights but have done charity parachute jump and parasailing – never again!

