



**Keeping Track  
of Stories  
with Alerts &  
Digests**



Before we start...

- **Recording**
- **Camera & Mic**
- **Live Captions**
- **PowerPoint Live**
- **Post session email**

The background features a repeating pattern of speech bubbles. Most are dark red outlines on a dark purple background. One speech bubble in the lower right quadrant is white with a white outline and contains text.

**Keeping Track  
of Stories  
with Alerts &  
Digests**

# Aims of today's webinar

- Understand what alerts are and how they work
- Understand how to set up and alter your own alerts
- Understand what a digest is and why it might be helpful
- Understand how to set up your own digest
- Feel confident keeping track of stories relevant to you

# What is an alert and why do people have them?

An “alert” is short for “email alert” and it’s the main mechanism through which Care Opinion let’s people know when a story has been published.

The email alert is an automatic email that the Care Opinion website sends you to let you know that a story has been published, that is (for one reason or another) relevant to you.

Anyone with a Care Opinion membership can receive email alerts e.g. nurses, students, researchers, patient experience leads, department managers, receptionists etc.

## Member roles on CO:

- Member
- Responder
- Administrator



- ✓ Any member role can create their own alerts
- ✓ Any member role can adjust their 'Alerts' by using **Smart alerts**
- ✓ **'Administrators'** can create alerts for 'Members/Responders'

# Some examples of different roles, responsibilities and their alerts

**Job Role:** Patient Experience Coordinator – Ambulance Trust

Responsible for responding to stories shared about their ambulance trust's emergency ambulance service.

**Alert:** All stories published about the trust's emergency ambulance service. (They have a “Responder” role on Care Opinion).

**Job Role:** Directorate Service Manager

The directorate receives lots of stories that other staff members respond to e.g ward managers, so they only wish to be informed of critical stories.

**Alert:** All stories published about the 3 services within their directorate that have a criticality score of 3 or above. (They have a “Administrator” role on Care Opinion).

**Job Role:** Trust communications Officer

No responsibility for responding to or reporting on stories but wish to see new feedback to share in weekly staff trust wide email bulletins/ monthly newsletters and on social media to highlight positive stories and boost staff morale.

**Alerts:** Set alerts for all stories published (within their trust) that have a positive (what was good?) tag of “staff” or “compassionate care” or a phrase tag of “grateful” (They have a “Member” role on Care Opinion).



**Searching on Care  
Opinion = the start  
of everything**





**Live Site...**

Share your experiences of UK health and care services, *good* or *bad*.  
We pass your stories to the right people to make a difference.

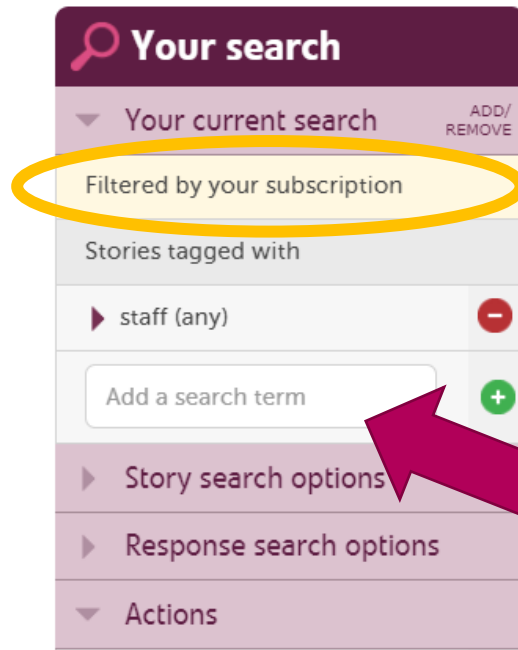
▶ **Search**



Search for stories about...

eg Leeds General Infirmary, heart surgery, dementia, S3 8EN

- When LOGGED in – just press ‘Enter’ in the blank search box
- Check the ‘Your search’ box says:



**If you want your search to start from all stories on Care Opinion:**

- Log out *or*
- Switch to Public View

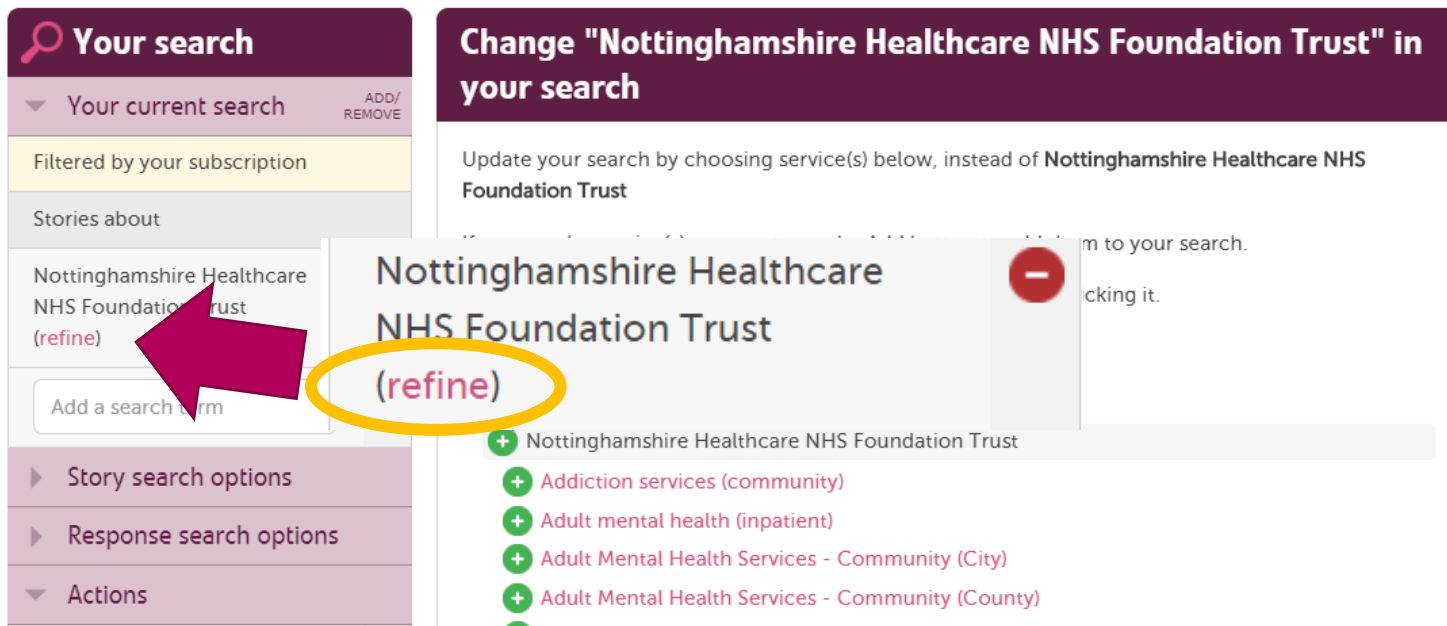
Add a search term from any tag i.e. **staff** or **nursing**

# Search services within a service

1. Find the right organisation or location



2. Refine your search further if you need to



- +
- + Mental Health Services for Older People – Inpatient
- + Nottingham Recovery College
- Offender healthcare
- + Open Mind
- + Perinatal – Community
- + Perinatal - Inpatients
- + Physical Healthcare Psychology
- + Speech and Language Therapy (Adults)
- + Speech and Language Therapy Service (Adult Intellectual Disabilities)
- + Step 4 Psychotherapy Service
- + Street Triage
- + The Nottingham Centre for Transgender Health
- + Trauma Services
- + Working Age Dementia Service

- Offender healthcare

▶ Update my search    ▶ Cancel



# Add in a date range & filter

▼ Story search options

Progress of story

All stories ▼ by anyone ▼ +

- All stories
- Unheard stories
- Stories without response
- Heard stories, without response**
- Stories with response
- Stories with response, but no change planned or made
- Stories with change planned or made
- Stories with change made
- Withdrawn stories
- Rejected stories

Addiction services ▼ +



**Your search**

▼ Your current search ADD/REMOVE

Filtered by your subscription

Stories about

Offender healthcare (refine) -

Add a search term +

▼ Story search options

All stories ▼ by anyone ▼ +

Submitted on or after +

Submitted on or before +

Criticality equal to ▼ 0 | ▼ +

Addiction services ▼ +

the patient ▼ +

Read by me ▼ +

Published on or after +

Published on or before +

non picture stories ▼ +

via Care Opinion ▼ +

▼ Story search options

All stories ▼ by anyone ▼ +

Submitted on or after +

Dec ▼ 2019 ▼

Mo	Tu	We	Th	Fr	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Read by me ▼ +



## Save your Alert:-

**Your search**

ADD/  
REMOVE

Your current search

Filtered by your subscription

Stories about

Craigavon Area Hospital / Blossom Ward (Paediatrics) −  
(refine)

Add a search term +

▶ Story search options

▶ Response search options

▼ Create in your subscription

- Save search
- Create alert
- Create report
- Create visualisation
- Create digest

**Save my search**

Alert Report Search Visualisation Digest Tagging

**Alert**

Your current search:  
all stories about Craigavon Area Hospital / Blossom Ward (Paediatrics)

Create an alert to be notified about new stories matching your search

Use our suggested alert name or enter your own (this will not change the alert item)

Alert: all stories about Craigavon Area Hospital / Blossom Ward (Paediatrics) Save for me

As an administrator, you can also save this alert for someone in your subscription

Who is this alert for? Save for member

Find all your saved alerts on your [saved things](#) page.

[Help with alerts](#)


[Back to search results](#)

**Start to type the name of the staff member – It will auto populate**







Check your saved alert in your **'Saved things'**

# Smart Alerting 'Triggers'





## Triggers

 Pause this alert

### Active triggers

-  when a story is published
-  when a response is published
-  when a story is imported from NHS Choices (England only)
-  when a response is imported from NHS Choices (England only)
-  when a story has no response by  after
-  when a change is planned but not yet made by  after

### Available triggers

-  when a response is marked helpful by
-  when a response is marked unhelpful by
-  when a story remains unread by  after
-  when a story has no change planned or made by  after

# Digests

A digest, is a weekly email summary “digest” of stories sent to your inbox on a chosen day, summarising story numbers from the previous week.

Digests can be helpful for people who need a succinct summary of stories, or those who don't need an alert as soon as a story is published.

You can have both a digest and alerts. (and monthly reports!)

Whether you're setting up digests, alerts or reports, you can set up as many as you need, there's no limit. The options are all there to be adjusted to meet your needs, and ensure you're receiving the information you need, when you need it.



## **Digests might be especially helpful for:**

- Service managers who don't regularly respond to stories but would find a regular overview helpful.
- Staff involved in campaigns who would like to keep up to date on numbers e.g. number of stories being submitted via an invitation link/QR code.
- Staff who would like to see how many stories are being responded to on a regular basis (i.e. more regularly than monthly reports).

## Your search

▼ Your current search

ADD/  
REMOVE

Filtered by your subscription

Stories about

Western Health & Social Care Trust [\(refine\)](#)



Add a search term




▶ Story search options


▶ Response search options


▼ Create in your subscription


 Save search


 Create alert

 Create report

 Create visualisation

 Create digest

 Add tags

 Moderation

▼ Actions

## Change "Western Health & Social Care Trust" in your search

Update your search by choosing service(s) below, instead of **Western Health**. If you see the service(s) you want, use the Add button to add them to your search. You can move to a service, and see the services it contains, by clicking it.

[Help with service selection](#)

+ [Health and Social Care Northern Ireland](#)

+ [Western Health & Social Care Trust](#)

+ [Adult Mental Health and Learning Disabilities](#)

+ [Adult Services](#)

+ [Altnagelvin Area Hospital](#)

+ [Brae Clinic \(Waterside\)](#)

+ [Butterfly Lodge](#)

+ [Children's Services](#)

+ [Community Midwifery Services](#)

+ [Community Nutrition and Dietetics Service](#)

+ [Covid -19 Vaccination centres](#)

+ [Diabetes footcare pathway](#)

+ [Diabetes Prevention Programme](#)

+ [Grangewood](#)

+ [Lakeview Hospital](#)

+ [North West Centre for Neurological Rehabilitation](#)

+ [Older People's Services](#)

+ [Omagh Primary Care Complex](#)

+ [Physical Disability Services](#)

+ [Physical Health Psychology Service Community](#)

+ [Physical/Sensory Day Centres](#)

+ [Post Covid Syndrome Service](#)

+ [Roe Valley](#)

+ [South West Acute Hospital](#)

+ [Tissue Viability Service](#)

## Your search

▼ Your current search ADD/  
REMOVE

Filtered by your subscription

Stories about

Western Health & Social Care Trust (refine) −

+

▶ Story search options

▶ Response search options

▼ Create in your subscription

- Save search
- Create alert
- Create report
- Create visualisation
- Create digest

## Save my search

Alert Report Search Visualisation **Digest** Tagging Moderation

### ✉ Digest

Your current search:  
all stories about Western Health & Social Care Trust

Create a digest of the stories in your search

Choose a day to receive the digest

**Monday** ▼

Use our suggested digest name or enter your own (this will not change the digest itself):

📁 Save for me

As an administrator, you can also save this digest for someone in your subscription

📁 Save for member

Find your saved digests on your [saved things](#) page.

[Back to search results](#)

# This is what a digest looks like in your inbox

Delivered first thing in the morning, summarising all the stories over the past 7 days

Digest: all stories about Western Health & Social Care Trust (your weekly update from Care Opinion)



Care Opinion <team@careopinion.org.uk>

To ● Cally Bowman



↩ Reply

↩ Reply All

→ Forward



Tue 06/06/2023 06:38

[i](#) If there are problems with how this message is displayed, click here to view it in a web browser.



Hi Cally, this is your weekly Care Opinion digest!

If you want to forward this email, *be sure to click a link first*. This will prevent anyone else accidentally logging in as you.

**Activity in your Digest: all stories about Western Health & Social Care Trust in the past 7 days**

22

[Stories](#)

21

[Responses](#)

0

[Changes](#)

To date, the stories in your subscription have been read **125,318,261** times in total.

Not bad!

**Top stories:**

**Spoken to in a condescending manner**



Hi Cally, this is your weekly Care Opinion digest!

If you want to forward this email, *be sure to click a link first*. This will prevent anyone else accidentally logging in as you.

**Activity in your Digest: all stories about Western Health & Social Care Trust in the past 7 days**



To date, the stories in your subscription have been read **125,318,261** times in total. Not bad!

**Top stories:**

[Spoken to in a condescending manner](#)

by hawkwd33, 6 days ago

[Miscarriage and accessing the infertility assesement clinic](#)

by Waitingonarainbow, Last week

[The waiting room was like a overcrowded railway platform](#)

by festivityfk44, Last week

**Education Conference**

For example, when you click on “22” in the email digest, it will open the Care Opinion website to show all of the 22 stories like this

### Your search

▼ Your current search ADD/  
REMOVE

Filtered by your subscription

Filtered by the Care Opinion subscription

Stories about

Western Health & Social Care Trust (refine) −

published

on or after 30/05/2023 −

on or before 05/06/2023 −

+

▶ Story search options

▶ Response search options

▼ Create in your subscription

### Recommended pages within Care Opinion

**Western Health & Social Care Trust**  
Visit our page about Western Health & Social Care Trust to see the stories being told about this health and social care trust.

### 22 stories have been told

Latest stories | Latest responses | Latest changes

▼ Story	▼ Progress	▼ Activity
"Good practice from the Community Stroke Nurse"	<b>STORY READ</b> 	Read yesterday
<b>About:</b> Western Health & Social Care Trust / Community Stroke Services		
"Breast feeding support"	<b>STORY READ</b> 	Read yesterday
<b>About:</b> Children's Services / Health Visiting		
"Caring and informative"	<b>STORY READ</b>	Read less than

# Top tips

You might receive an email alert about a story that isn't relevant to you/your role/department. That's okay! This doesn't mean that you need to respond to the story, it might mean that your email alerts need altering, which you'll be able to do simply by logging in and going to your "saved things", then selecting "alerts". Or, you can ask your Care Opinion lead or the Care Opinion team for help with this.

You can also see who else received the same email alert, using the activity box on the right hand side of all stories.

Simply go to the activity box, and click on "Who has Care Opinion told about this story?" And we'll show you a list of all the staff members within your subscription/service that also received that email alert.



**Activity**

- 27** staff members have read this story
- 2** learners have read this story

[Who has Care Opinion told about this story?](#)

# Helpful Resources



**Subscriber Know How Page:**

<https://www.careopinion.org.uk/info/subscriber-know-how>



**Contact us:** [info@careopinion.org.uk](mailto:info@careopinion.org.uk)



# Upcoming “How To” training webinars

## **How to use Reports & Visualisations:**

Tuesday 19th September 2023 at 10am

[Register Here](#)


## **Invitation links & Subscriber Tagging:**

Monday 25th September 2023 at 2pm

[Register Here](#)

Sign up or watch recordings of all the Care Opinion How To Webinars on the Know How Page: [Training and support webinars | Care Opinion](#)

# Any Questions?

Please feel free to use the “raise your hand”  option, or pop any questions you have in the chat.



**Thank you for  
listening**