

Quick Start Guide to Helping Tell a Story on Care Opinion

For more detailed instructions and access to Tell Your Story Form please go to

Overview to Care Opinion

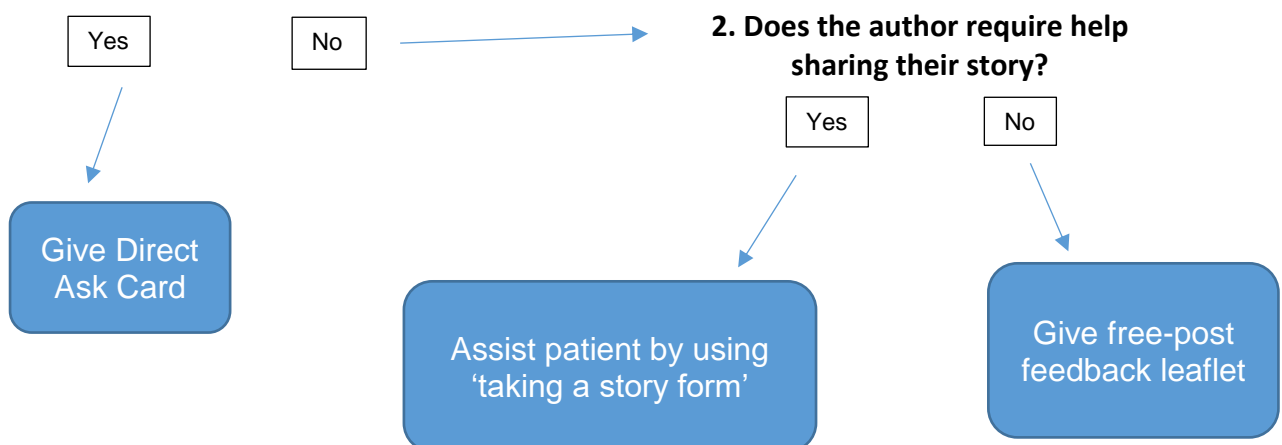
A few simple facts:

- An independent public website which allows everyone to share their story about their Health and/or Social care experience
- It is safe, simple and anonymous
- Feedback can be positive, negative or mixed
- All stories are carefully moderated
- When stories are published the service/provider/GP practice is invited to feedback
- Care Opinion encourages learning through open, transparent public stories

How can People Share their Story?

There are 3 few different ways that people can share their story on Care Opinion. You need to assess the level of support your patient requires:

1. Does author have access to internet?



1. Submitting story directly to the Care Opinion website:

This is the most common and easiest way that people share their story. People simply need to go to [careopinion.org.uk](https://www.careopinion.org.uk) then click "[Tell your story](#)" and follow the simple steps to do so.

2. Filling in a free-post Care Opinion feedback leaflet:

Most services that have a Care Opinion Subscription have access to a number of feedback leaflets. These leaflets are ideal for giving to patients/service users/carers who do not have internet access or do not feel confident sharing their story using the website.

3. Submitting a story on someone's behalf:

For anyone who is unable to share their story via the website or feedback leaflet, you can offer to fill out the 'taking a story form' then submit their story via the website on their behalf.

How to Support someone to share their story as a member of staff/volunteer

There are two ways to support someone to share their story on Care Opinion:

1. By sitting with the person at a computer or with an iPad & supporting them through the process to submit their story directly to the Care Opinion website.
2. If you do not have internet access, you can take notes using the "Taking a Story Form" whilst you are sat with the story teller, before then submitting the story to Care Opinion on their behalf. (When you do have internet access.)

NB: If submitting on behalf of someone, you need to change the 'Are you' drop down from 'service user' to 'staff member / volunteer'

Before you begin:

It's important to consider and prepare for the following three aspects before starting to collect feedback...

Environment: Pick somewhere that feels comfortable for the author and yourself. Ensure privacy.

Introduction: Introduce yourself and why you are collecting feedback.

Explanation: Explain that CO is a safe platform, stories are moderated and shared for learning. Services will be encouraged to respond to each posting.

Giving Consent on Care Opinion

Care Opinion can only publish stories and responses if the patient/Service User agrees.

Always ask for clear consent to publish and share feedback. Consent can be withdrawn at any time if the author changes their mind to their story being posted.

