Stories in summary

Frequently asked questions

How is story criticality rated?

Story criticality is rated by Patient Opinion at the time each story is moderated. It is a measure of how critical the most critical part of a story is, according to a criterion-based system. Criticality is rated in order to support Patient Opinion's filtered email alerting system for staff, and is not intended for publication.

What do the story counts mean?

To the right of an organisation/service you will see a count. This tells you the number of stories listed in the report about that organisation or service (including any services run by that organisation/service).

What does "most popular" mean?

The most popular stories are those which have been read most often per day, since publication. This measure does produce a small bias towards more recent stories, but at least it is simple to understand.

Why might unexpected services appear in my report?

The services listed in the report depend on the stories that are included, and that depends on how you have filtered the report. So, for example, if you have filtered only according to where authors live, you may find they have used services some distance away.

Sharing and reuse

Contributors to Patient Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

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About Patient Opinion

Patient Opinion is a not-for-profit social enterprise which enables patients and carers to share the story of their care, and perhaps help health services make changes.
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This report summarises **165** stories

To date, the stories in this report have been viewed on Patient Opinion **88,013** times in all

These are the three most popular stories, out of all the stories included in this report

Rude and nasty staff member

Posted by **Concernedme** as the patient 3 weeks ago

My care on Rowan 2 was variable. Most of the staff were lovely and supportive. However one staff member was very rude to both myself and my carer.
My carer was treated with contempt as he informed the staff member of one of my risks. They responded "We expect patients to take responsibility for their own safety."
I was later told by this member of staff that I was wasting their time and everyone else's, and that I wasn't even trying to get better...

Cuts to Social Inclusion and Well-Being Service

Posted by **fubar** as the patient 2 months ago

Once again Notts Healthcare Trust has shown total disregard for service users and demonstrated a complete lack of understanding or care for those of us with chronic mental health problems.
The Social Inclusion and Wellbeing Service, that provides essential support and activities for many service users is being decimated, with many front-line staff being made redundant. Despite the fact that many of us rely on (and, dare I say it, enjoy) the...
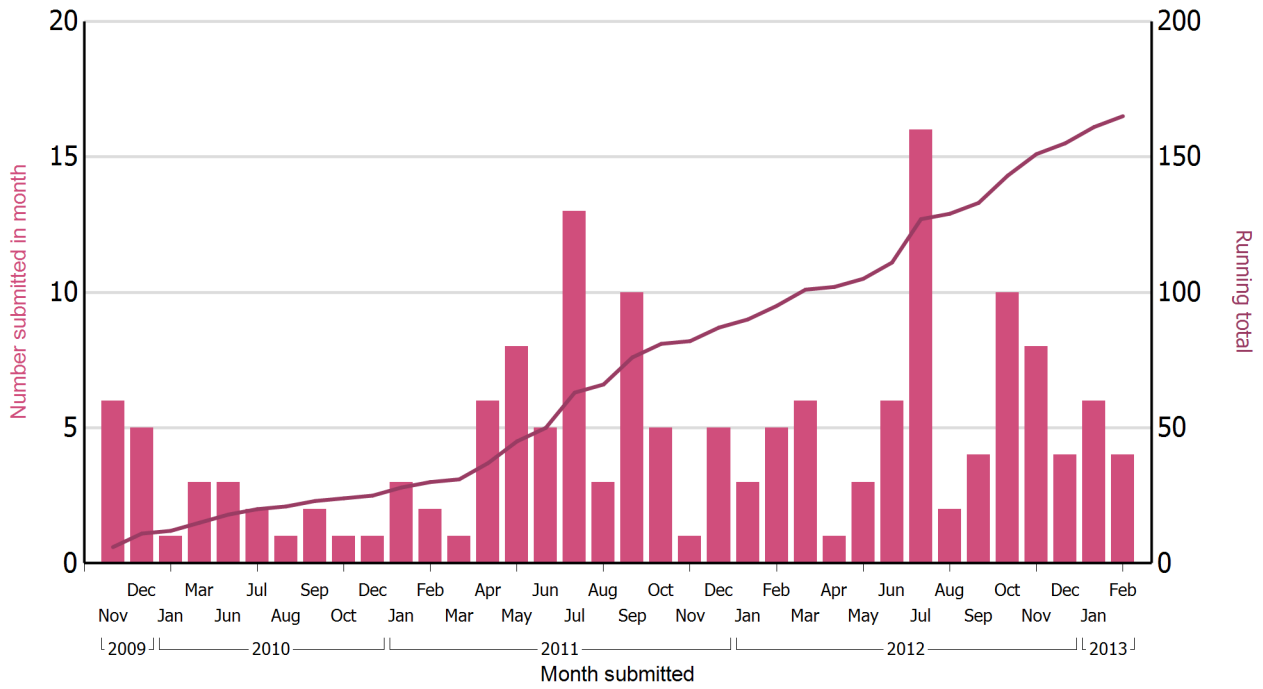
Care, dignity, kindness and respect

Posted by **MentallyUnwellIndividual** as the patient Last week

I was very effectively cared for on the 236 suite at Millbrook Mansfield. I was treated with great care and dignity by the nurse in charge whose name was Stuart. He took the time to explain everything to me as I was very unwell and had been brought in by the police force.
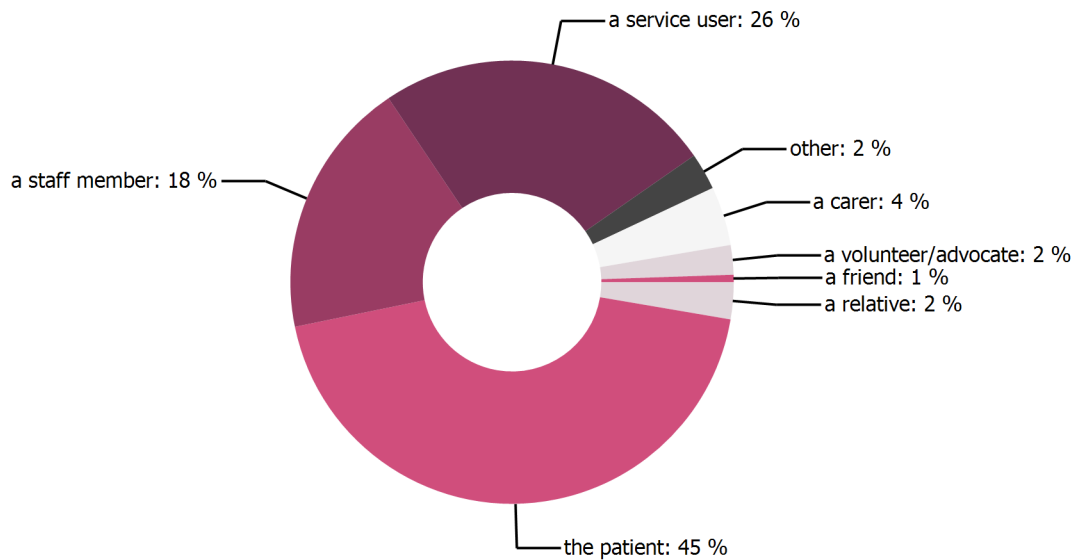He was able to allow me to become myself once more and treated me with care, dignity, kindness and respect.
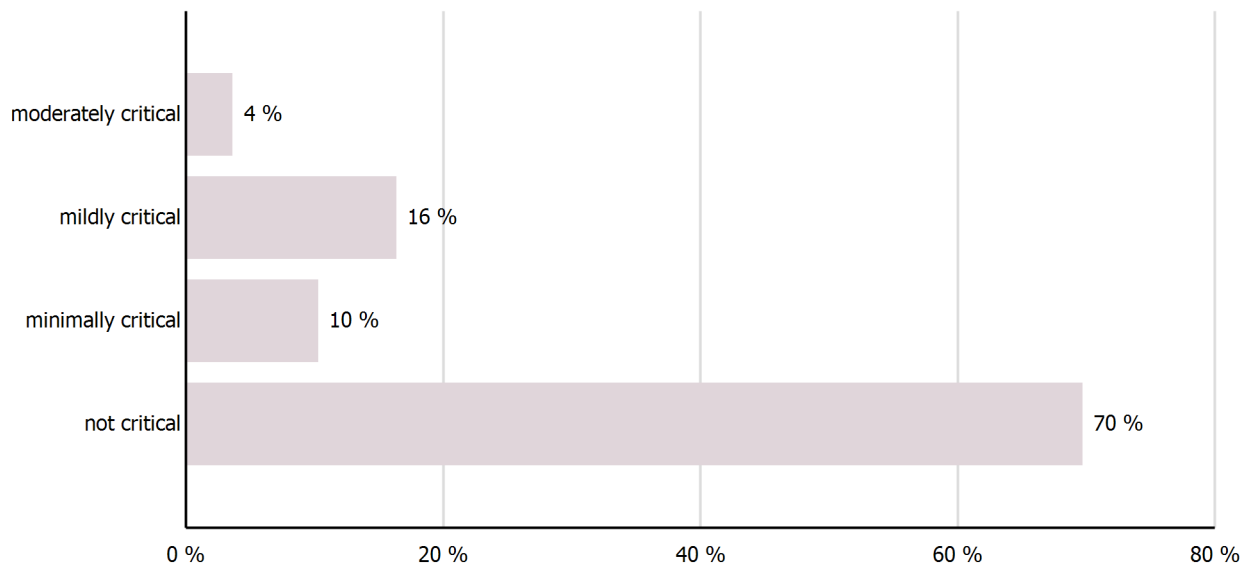 I was seen by a four strong team of mental health professionals...

When these stories were told

How the authors of these stories identify themselves

a service user: 26 %

other: 2 %

a staff member: 18 %

a carer: 4 %

a volunteer/advocate: 2 %

a friend: 1 %

a relative: 2 %

the patient: 45 %

How Patient Opinion has rated the criticality of these stories

moderately critical	4 %
mildly critical	16 %
minimally critical	10 %
not critical	70 %

(axis: 0 % — 20 % — 40 % — 60 % — 80 %)

Where these stories have come from

NHS Nottingham City	98	
NHS Nottinghamshire County	48	
NHS Bassetlaw	11	
Unknown	4	
NHS Leicester City	4	

Most common tags added by authors to these stories

What's good?		What could be improved?		Initial feelings	
staff	17	information	4	thank you	13
support	14	information	4	Trust	10
great service	9	GP	3	grateful	7
recovery	7	access	2	anxiety	5
helpful	6	funding	2	Lack of care	5
involvement	6	respect	2	let down	5
staff attitudes	6	staff	2	confidence	4
good care	5	appointment	1	crisis	4
good service	5	appointments	1	anxious	3
Care	4	assessment	1	fantastic	3
cpn	4	bad service	1	friendly	3
education	4	Care	1	impressed	3
Feedback	4	care home	1		

mental health	4	care in general	1
		communication	1
		community mental health	1
		Complaint	1
		Crisis Team	1
		discharge	1
		discharged	1
		doctor care	1
		duty of care	1
		Feedback	1
		food	1
		good service	1
		honesty	1
		hospital	1
		IAPT	1
		Internet	1
		lack of support	1
		lack of understanding	1
		letter	1
		music	1
		outpatient	1
		patience	1
		poor care	1
		psychiatrist	1
		receptionist	1
		records	1
		referral	1
		shower facilities	1
		staff attitudes	1
		support	1
		the system	1
		therapy	1
		wait	1
		waiting time	1
		waiting times	1

Services the stories are about	Number of stories	Latest story
Adult mental health	**165**	15/02/2013