

Why does it matter?

The Department Of Health have supported the funding of Patient Opinion by Capita because they believe that “in meeting their Next Steps obligations to consult with the public, Trusts can use a range of data including feedback from sites like Patient Opinion” and that this type of service user and carer feedback is key to driving up quality.

This will be the key national pathway for service users, carers and patients to comment on mental health services on the internet both on Patient Opinion and NHS Choices. Responding to postings on the site will demonstrate a willingness to listen to the voice of the service user, show transparency and responsiveness and demonstrate service improvement as a result.

Wherever people are they will see which Trusts are engaging in this conversation and process and those that are not.

This website is **not** about replacing other forms of feedback and patient and public involvement strategies. It is about adding to what is already happening, a unique dialogue which should lead directly to service improvements.

Online feedback about your Trust is already being shared across the web, Patient Opinion provides you with the tools to manage and respond to this and to harness the value of this type of feedback.