The background of the slide is a dark purple color with a repeating pattern of light purple speech bubbles. One speech bubble in the lower right quadrant is highlighted with a white border and contains the title text.

**Introduction
to Care
Opinion –
The Basics**

Aims

- Intro to Care Opinion
- Generating stories on Care Opinion – Promotion within services
- Responding to Stories
- Q&A

Trust roll-out

- Phased approach
- Another option

There are lots of ways that you can give feedback. These include			
Telling your story	The Friends and Family Test (FFT)	Complaints and Compliments	Care Quality Commission (CQC)
Share your views about Trust services. Your story will be anonymous. The feedback will be shared and responded to by the staff who run these services. Free phone 0800 122 31 35 careopinion.org.uk	If you receive care or treatment from the NHS you may be asked to complete this questionnaire. You will be asked what was good, bad and your experience. You may be given a form to complete or sent a text or email.	We recognise that things may not always go the way we would like. Raise a concern, make a complaint, or give a compliment. 01905 681517 WHCNHS.PALS@nhs.net www.hacw.nhs.uk/pals	Each year the CQC inspects thousands of care providers. Your Information helps them to decide when, where and what to inspect. 03000 616161 enquiries@cqc.org.uk www.cqc.org.uk



Who are we?

Care Opinion is a non-profit organisation, based in Sheffield and Stirling. We are funded mainly through subscriptions from health and care organisations.

We have been sharing people's experiences of health and care services online since 2005, and we have built a national and international reputation for our innovative and value-led approach to online feedback.

Watch [this short video](#) to find out more about Care Opinion.



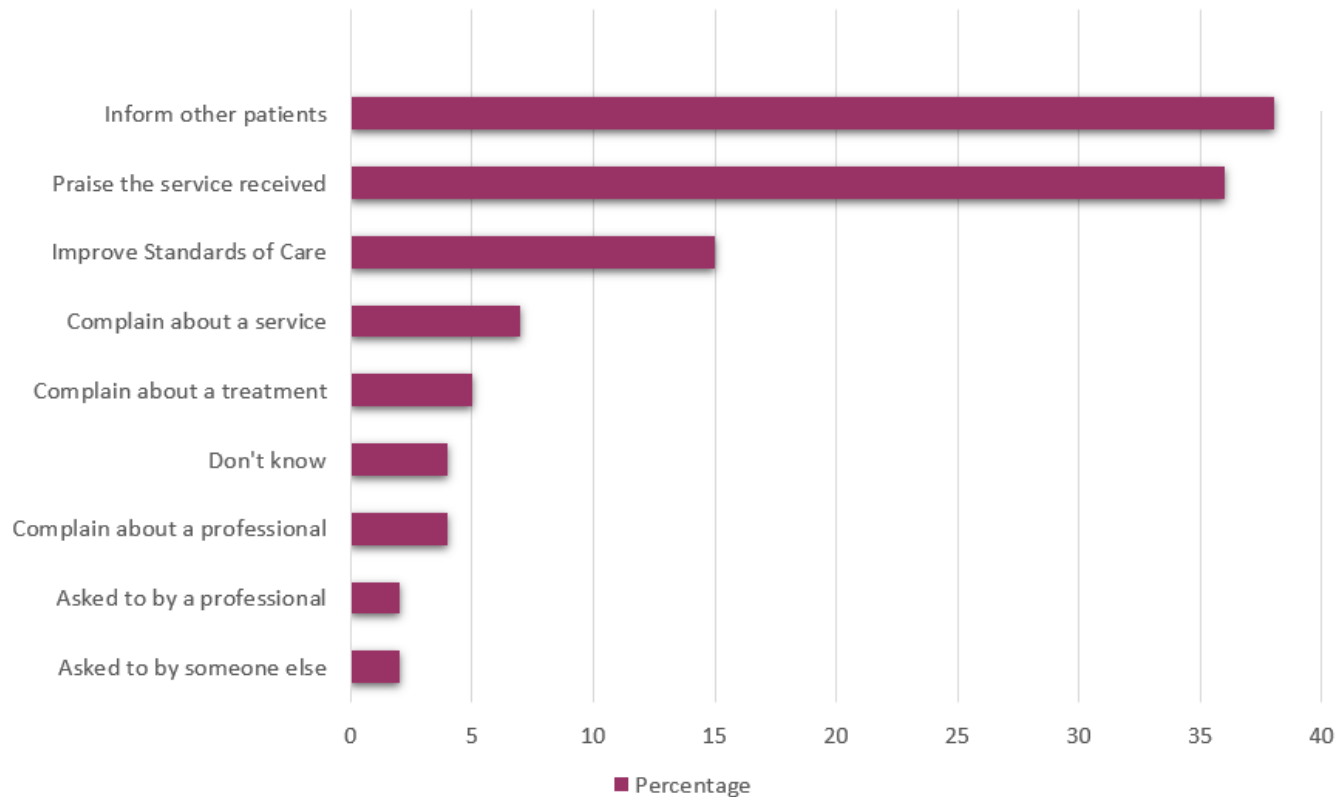
[Our international work | Care Opinion](#)



[How is Care Opinion funded? | Care Opinion](#)

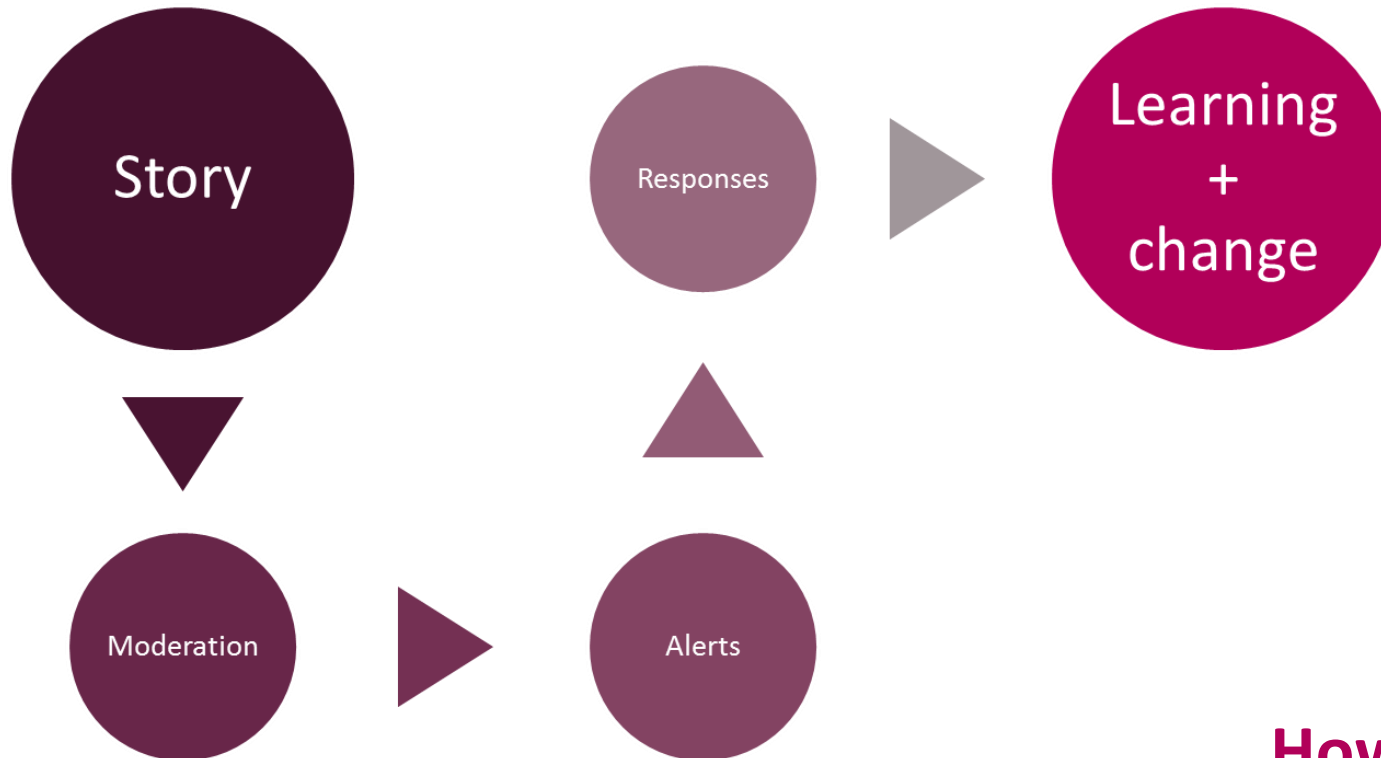
[Meet the Care Opinion team | Care Opinion](#)

Why do people share their feedback online?



Source: Van Velthoven et al, 2018

Stories – it's about the conversation



[Moderation principles](#)

**How does it
work in
practice?**

Tell your story: the process?

A screenshot of the Care Opinion feedback form interface. It consists of three vertically stacked sections, each with a question and a text input field. The first section is titled 'What was good?' with a question mark icon, and the input field contains 'One idea at a time' and a green plus icon. The second section is titled 'What could be improved?' with a question mark icon, and the input field contains 'One idea at a time' and a green plus icon. The third section is titled 'How did you feel?' with a question mark icon, and the input field contains 'One idea at a time' and a green plus icon. The entire form is enclosed in a light grey rounded rectangle with a dark purple border.

5 ways of sharing a story

1. Online careopinion.org.uk and careopinion.ie
2. Freephone 0800 122 3135 (UK only)
3. Freepost leaflets
4. Via an invitation link (kiosk/text/widget/QR code poster)
5. With support from volunteers

Bespoke materials



- Invitation links (QR codes or 'tags')
- Posters, leaflets, A6/A5 cards, stickers, greetings cards, email/text
- **Volunteer hub** (from May 24)

Before you send this off we just need to know a bit more, to make sure that your story is heard by the right people.

Which services did/do you use?

What organisation(s) run these services?

When did you use these services?

Are you the...

person who uses services carer relative friend

other Please specify:

Your postcode:

If you share your email with us, we will let you know what happens with your story.

My email address is:

By completing and returning this leaflet you consent to your story being published on Care Opinion and shared online to help learning and change. Your email and postcode will not be shared. For more information see careopinion.org.uk/privacy

It'd be great to know more about you, if you don't mind sharing, can you tell us...

Are you: male female other gender identity

What year were you born?

How do you identify your ethnic group?



Send us your story, and help make care services better.

no stamp
needed



FREEPOST CARE OPINION
(No postcode needed)



**Tell your
story and
make a
difference**

Share your story at
careopinion.org.uk
or call us on
0800 122 3135

Kiosk mode (Invitation link)



Share your story about Open Clinic Shropshire (Shrewsbury)

Say what's good, what could be better, and how you are feeling about your care.

What will happen to your story?

Care Opinion will share your story online so everyone can read it. Your personal details are never shared, so you stay safe.

When your story is published, or you receive a response, Care Opinion will let you know by email.

Care Opinion is an independent non-profit feedback service.



Your feedback about Open Clinic Shropshire (Shrewsbury)

What is your story about?

What happened? How did you feel?

0 / 1000 words

Are you:

a service user

Please enter your postcode

(confidential)

When did your story happen?

Today

I am

18 or over

About you

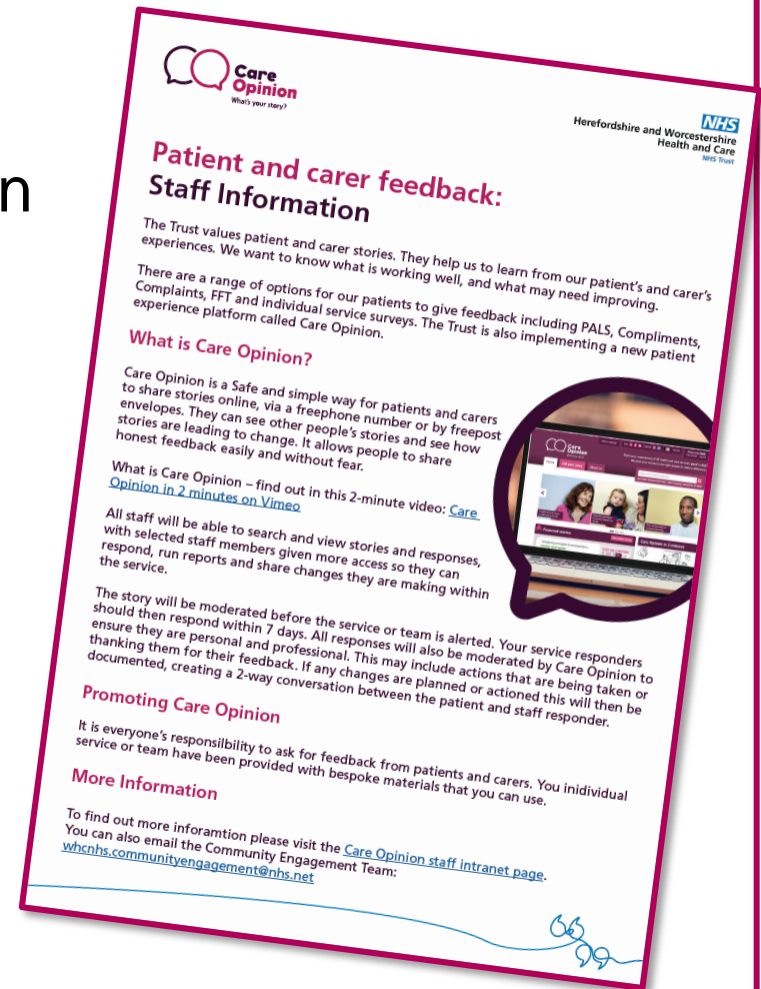
Screen name

(not your real name)

Tell your story: Promotion



- **Ensure staff are aware:**
 - staff meetings,
 - placing reminders near sign in books,
 - ensuring they know about it with flyers.
- **Where to place materials?**
 - For example, backs of toilet doors or on tables in family rooms.



"Someone to talk to and support us when things were tough"

About: Specialist Mental Health and Learning Disabilities Services / Hospital at Home

Posted by *Janjan123* (as a relative), 2 weeks ago

At beginning of covid when we were cut off from family, my husband, who had been stable for 17 years with bi polar started going down hill.

For 3 years his moods kept going up and down, then before Christmas he started going down until he felt he couldn't carry on.

The mental health team from hospital at home started supporting us, at first through phone calls and then with regular visits because he doesn't hear well.

It was good to know that there was someone to talk to and support us when things were tough.

More about:

bi polar

covid 19

hard of hearing

isolation

mental health

phone calls

Patient

View reports on:

STORY HAS A RESPONSE



This story has had a response

Story summary

What was good?

having someone to listen

home visits

someone to talk to

team

How did you feel?

well supported

Activity

6 staff members have read this story

Who has Care Opinion told about this story?



Response from Cassie Gatfield, Team Lead, Hospital at Home Team,
Herefordshire and Worcestershire Health and Care NHS Trust 2 weeks ago

Dear JanJan123,



Thank you so much for taking the time to provide us with this valuable feedback. I am so pleased to hear that you had somebody to talk to, and that you felt supported.

On behalf of the team, I would like to wish you and your family all the very best in the future.

Kind regards,

Cassie Gatfield
Interim Team Manager
Hospital at Home Team
Herefordshire & Worcestershire Health & Care NHS Trust


Janjan123 thinks this response is helpful

Was this response helpful? **Yes** | **No**

Responses

" Eating D

About: Highly Speciali

 Posted by *Patient20* (as
Overall my care has been
I wish I'd been asked mor


More about:

anorexia

 Alert me to further resp

Do you have a similar stor

 Response from Maggie Young, Head of Eating Disorders, Sheffield Health and Social Care NHS Foundation Trust 4 years ago

 We are preparing to make a change

Dear Patient 20





Thank you very much for your feedback. I can imagine how frustrating it must have been for you to attend various appointments but not feel able to verbalise suicidal thoughts or plans. I will take this feedback to our next Governance Meeting to remind staff to be alert to this issue and to remember to enquire about it if they are aware they are working with someone who may have suicidal thoughts or plans. Please let me know if this response is helpful?

Many Thanks

1 person thinks this response is helpful

Was this response helpful? **Yes** | No

 Response from Dr Amy Wicksteed, Lead Clinical Psychologist, Sheffield Eating Disorders Service, Sheffield Health and Social Care 3 years ago

 We have made a change

Update – Clinical Risk Training which includes the assessment of suicide risk is a mandatory training for all staff and it is discussed in Governance Meetings to ensure staff are reminded of this issue. One day training on suicide awareness is being rolled out across the Mental Health Services and there is a day course planned at St George's in November. We will be encouraging as many staff as possible to attend



Sarah, we have published a story relevant to you

If you have responding rights, you can post a response below the story.

[Complimentary Therapy](#)

This is your **personal link**. It will log you in the first time you use it. After that it is safe to share with other people.

If the link above isn't working, please copy the address below and paste it into your browser:

<https://www.careopinion.org.uk/opinions/649337?t=2eqvpgec5z>

[Who else have we told about this story?](#)

Why did I get this email?

We've sent this email in line with alerts you have set on Care Opinion. You can change or pause emails you receive from us at any time.

Just log into [Care Opinion](#), and then [change your alerts](#).

The link only log's you into the site the 1st time

Write your reply **Preview**

This response is from Me Another member

How would you like to sign your response?

Name, job title, organisation Job title, organisation Organisation

Write your response
[guidance on responding](#) | [responses people found helpful](#)

B *I*

Use the preview button to see what your reply will look like

✓ Response from Jane Danforth, Involvement & Experience Officer, Involvement, Experience and Volunteering Team, Nottinghamshire Healthcare NHS Trust about a year and a half ago

 Dear A Catherine Wheel 

Firstly, I want to say sorry. The huge delay in replying to your story is on my radar!! I've contacted services and asked them to reply and I hope you won't have to wait much longer.

I found your story so engaging and thought-provoking that I want to reassure you that we are listening even though it might seem like this story has not been heard.

Thank you for your patience


Kind Regards


Jane


A Catherine Wheel thinks this response is helpful Was this response helpful? **Yes** | No

Are you planning a change in response? [More about changes](#)

Not at the moment We're planning a change We've made a change

 We are preparing to make a change





 We have made a change

 **Thank you Tracy**
Thank you for your response. We will let you know as soon as it is published.
You can edit your response for **29 minutes**.

This response is from


How would you like to sign your response?


Write your response
[guidance on responding](#) | [responses people found helpful](#)

B *I*    

Thank your feedback etc.....

Are you planning a change in response? [More about changes](#)

 When the editing period ends, your response will be read by a moderator before publication.

 Changes saved

Check you get this green tick after submitting your reply. This means we have received it

You have 30mins to edit before it is sent to our moderators. Update the text and press "save edits"

Good practice in responding

About you

- Your name, role and responsibilities
- Your picture
- Why you in particular are responding

Speed

- Within 7 days at most
- If slower, apologise and explain why

Content

- Personal and specific
- Thank author for feedback
- Apology and offer of help as needed
- Offer of follow up if wanted

Signposting

- Other relevant services, with contact details, times and a named person
- Offer more than one way to contact a service

Sign-off

- Polite and personal
- Would you be satisfied receiving this response?

[What do people want from a response to online feedback blog](https://www.careopinion.org.uk/blogposts/813/how-do-i-respond-well-to-stories)

<https://www.careopinion.org.uk/blogposts/813/how-do-i-respond-well-to-stories>

Any questions or
comments?



**Thank
you**