



Care Opinion Newsletter January 2024



To date **45%** of stories have been told by our patients and **34%** by people who use our services.

Up to and including 31st January 2024 we have **299** stories shared on Care Opinion, which have been viewed on Care Opinion **28,639** times.

In total from the beginning, **89%** of all of our stories have been positive and **11%** allowing us the opportunity to learn and improve.

A new look for 2024!

Care Opinion is a story sharing platform where people who use Perth and Kinross Health and Social Care Partnership services as a patient, a service user or as a carer or friend of someone else can share their story on the Care Opinion website www.careopinion.org.uk or on the **newly created** page on the Perth and Kinross official website, click here to access the page; [Care Opinion - Perth & Kinross Council \(pkc.gov.uk\)](http://Care Opinion - Perth & Kinross Council (pkc.gov.uk))



Hi, I'm Geraldine Knight, Care Opinion Engagement worker Perth and Kinross, Health & Social Care Partnership (P&K HSCP).

Hi, I'm Angie McManus, Allied Health Professions (AHP) Lead for P&K HSCP and also the Executive Lead for Care Opinion for our HSCP.



I recently presented to the AHP Directorate about our AHP journey on Care Opinion.

Collectively our AHP services have had **84** stories shared on Care Opinion, **almost a third** of all of our HSCP stories!. WOW and well done to all! (..and of course, everyone else!)

In **January** we had **26** stories shared on Care Opinion, which were viewed **856** times and **100%** of which were positive.

We have **237** members of which **195** are responders, 39 members and 3 administrators, up to and including 31st January.

To date **88%** of our authors have shared their story via the Care Opinion website.

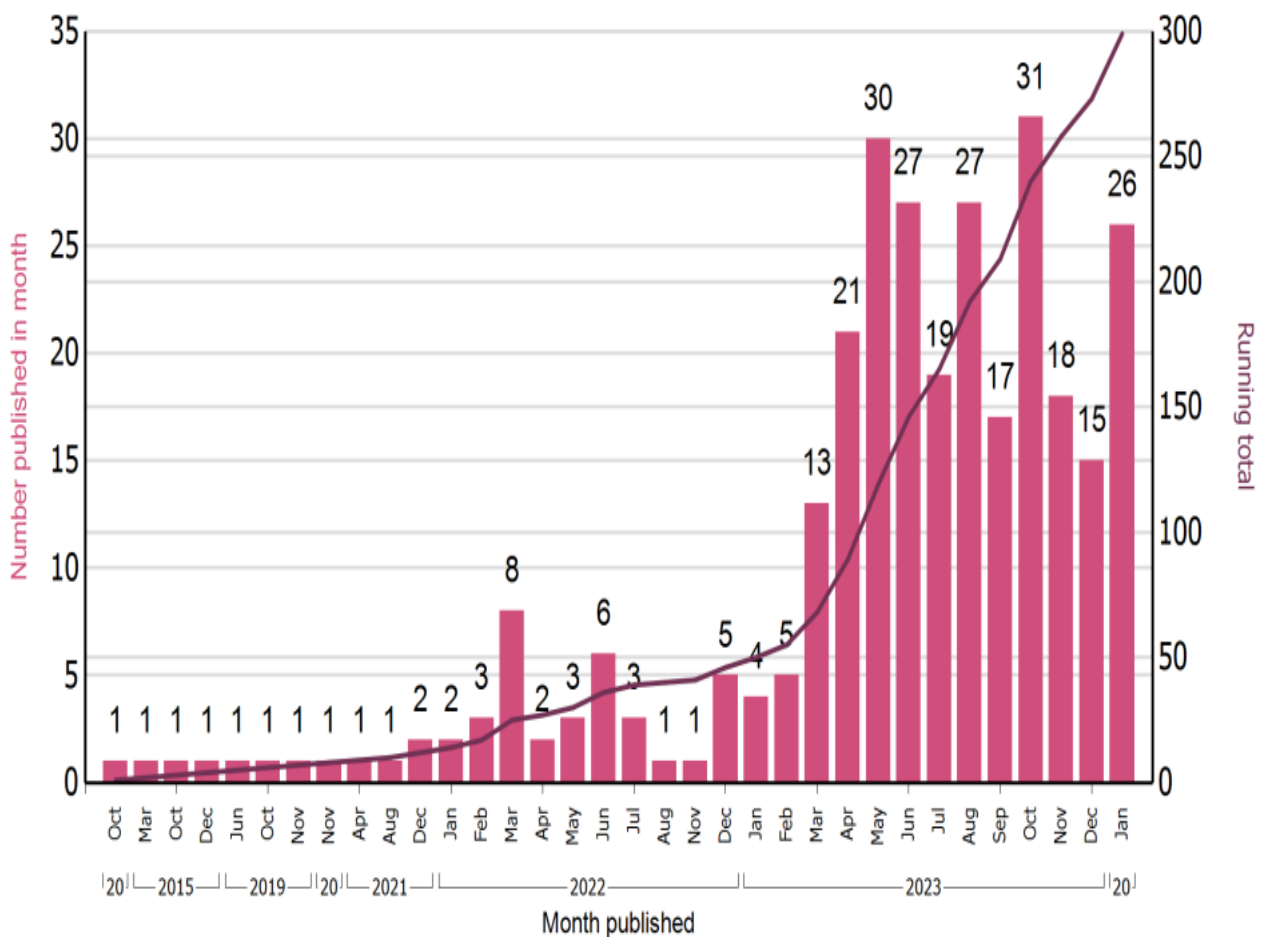
This page demonstrates the incredible feedback P&K HSCP receives all thanks to the care and commitment you give.



The where and how of our stories

In the chart below, you can see the journey of our P&K HSCP stories shared on Care Opinion

When these stories were told

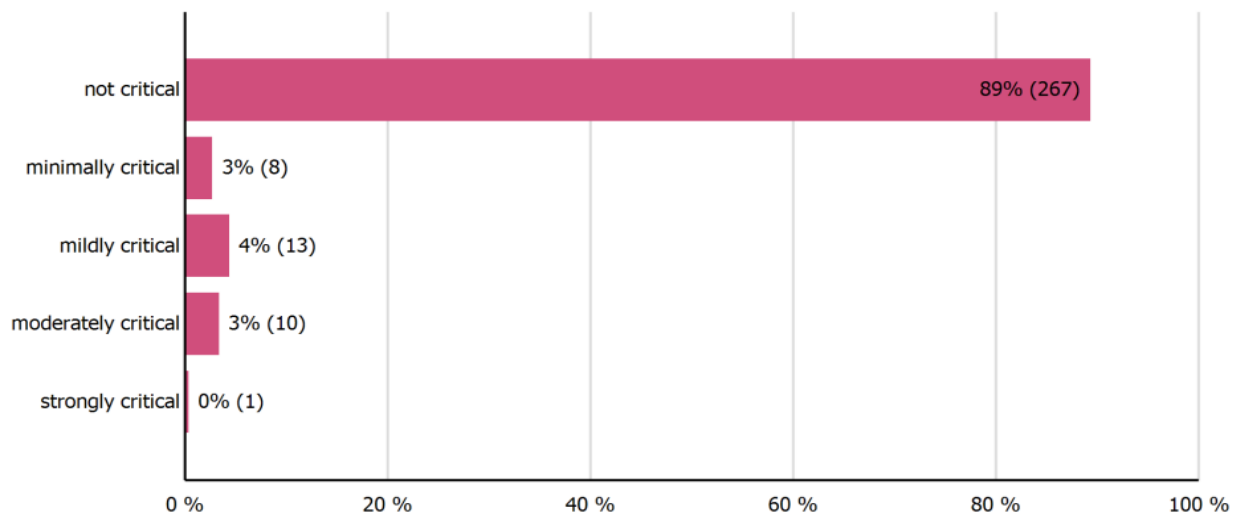


If you would like to read all stories and responses, go on to the Care Opinion website; www.careopinion.org.uk

The where and how of our stories continued...

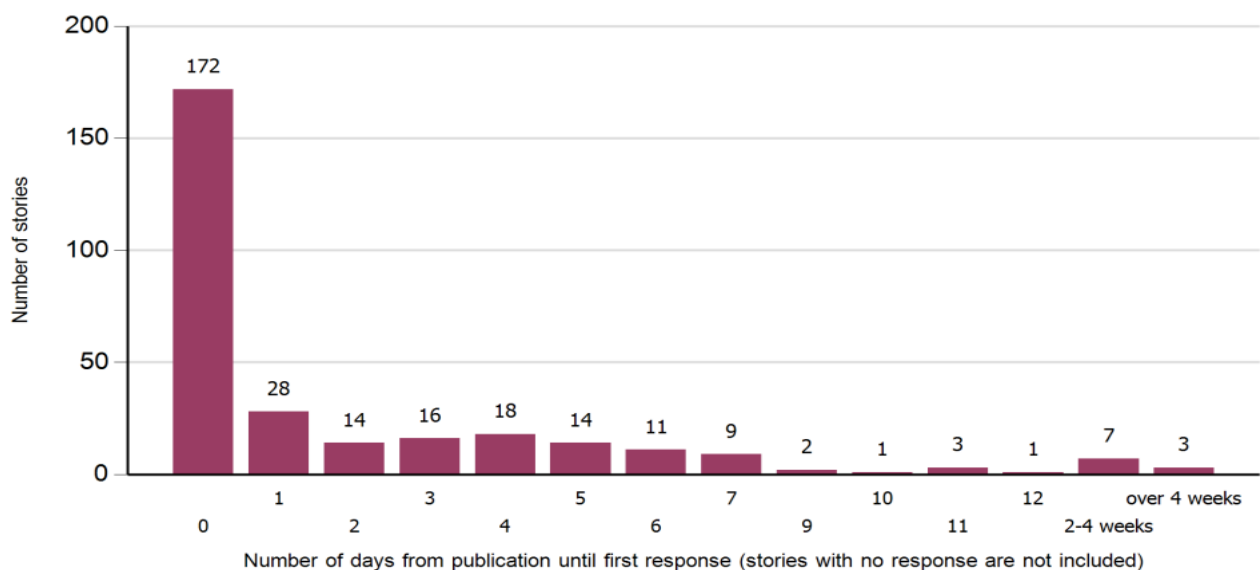
The chart below shows how Care Opinion moderators have ranked the criticality of all our stories

How moderators have rated the criticality of these stories



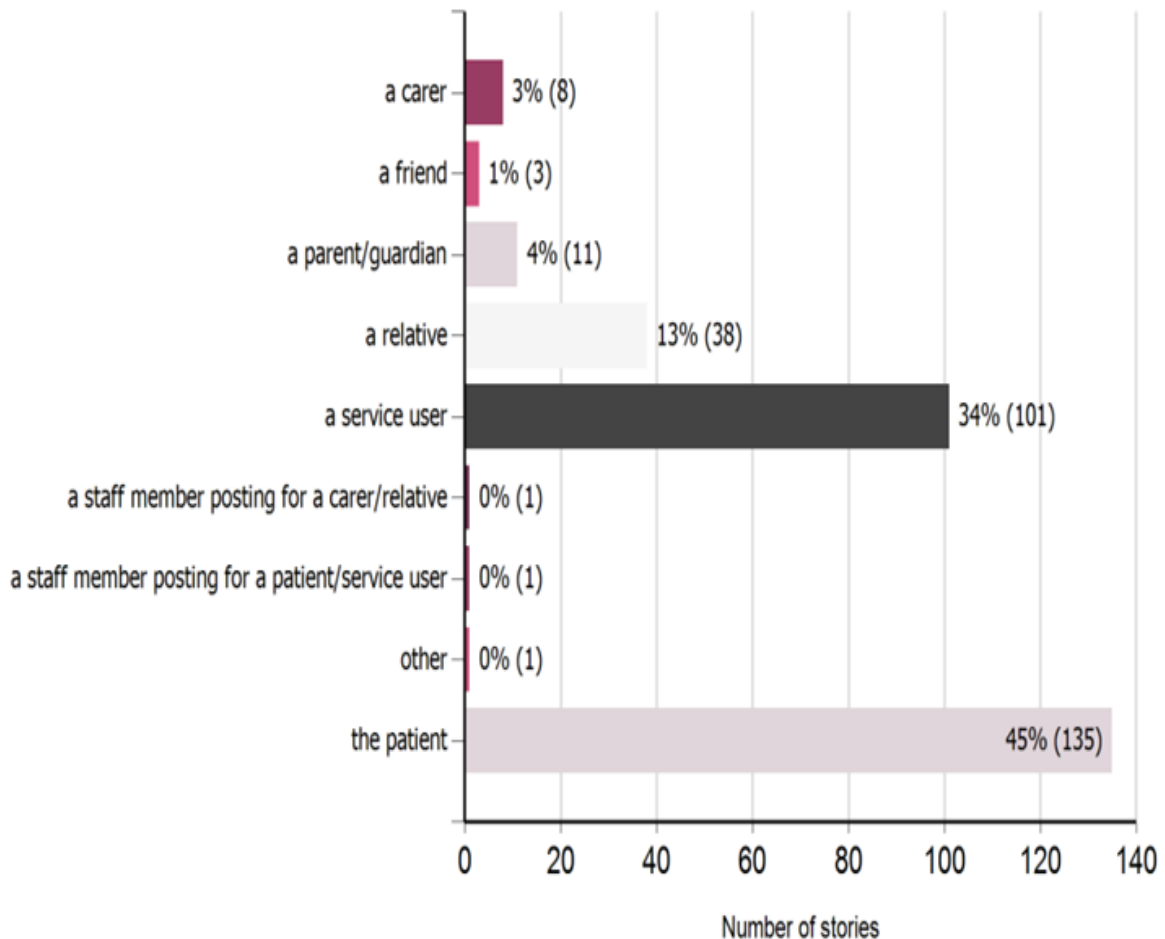
In the chart below, we can see that the majority of our stories shared on Care Opinion received a response within 7 days, demonstrating the incredible commitment from all of our responders!

The number of days from publication until the first response to these stories



The where and how of our stories continued...

In this chart below you can see how the authors identify themselves



If you would like to create your own reports for your service, click here to learn how;

[Help with reporting | Care Opinion](#)

What's being said

These are the words used to describe the people and services delivered by our partnership, the larger the word the more often it is used, click on this link to view the visualisation;

[Create Visualisation | Care Opinion](#)

hover/tap a word to can see how many times it was used;



Below are the most common word tags added by authors in their stories to describe what was good and how they felt;

What's good?	
staff	96
friendly	50
helpful	46
professional	43
caring	29
efficient	29
Care	27
service	26
advice	25
kind	24

Feelings	
thank you	46
grateful	40
supported	36
put at ease	28
Thankful	26
cared for	25
happy	25
reassured	21
listened to	20
relaxed	17
well looked after	17

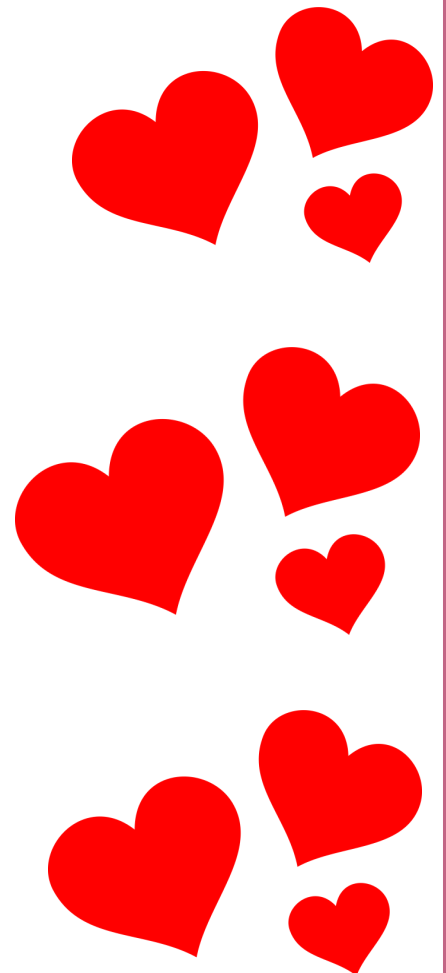
If you would like to create your own visualisations for your service, learn how to here; [Visualisations | Care Opinion](#)

Our stories in January

We have been so lucky to start the year with another month of incredible, moving, uplifting and positive stories shared on Care Opinion and because there are so many wonderful stories, it would be unfair to choose just one to highlight on this page, so we are sharing them all!

Please click on the links below to read each of our wonderful stories;

- * [Very grateful for the emergency dental care | Care Opinion](#)
- * [I wouldn't have recovered near as well without their treatment and support | Care Opinion](#)
- * [Diabetic check up | Care Opinion](#)
- * [She is amazing and helped me a lot | Care Opinion](#)
- * [The staff team were always really upbeat | Care Opinion](#)
- * [Depression | Care Opinion](#)
- * [Daughter needed a filling | Care Opinion](#)
- * [A break on the 5th metacarpal on right hand | Care Opinion](#)
- * [My Support | Care Opinion](#)
- * [Perth Broxden dentist | Care Opinion](#)
- * [She went out her way to make everything better for me | Care Opinion](#)
- * [They do an amazing job | Care Opinion](#)
- * [So nice to talk to people who care | Care Opinion](#)
- * [My hospitalisation experience | Care Opinion](#)
- * [A simple, easy and painless procedure | Care Opinion](#)
- * [Reassured me and let me know what's happening | Care Opinion](#)
- * [Seems to genuinely care about helping support people | Care Opinion](#)
- * [I was at last believed and had the support I needed | Care Opinion](#)
- * [Consistently kind and understanding | Care Opinion](#)
- * [Mental health care - I cannot thank the Doctors and Nurses enough | Care Opinion](#)
- * [Blood being taken | Care Opinion](#)
- * [My Journey | Care Opinion](#)
- * [Broxden NHS Tayside public dental service | Care Opinion](#)
- * [The staff have been very supportive | Care Opinion](#)
- * [Brighter days are on the way | Care Opinion](#)
- * [Thank you all for the help I am receiving | Care Opinion](#)



If you would like to read all our stories and responses, visit the Care Opinion website;

www.careopinion.org.uk



What's been happening in January?

Working with our partnership Volunteers

Getting together with Mary Begbie and Lynne Cunningham, P&K HSCP Volunteer Coordinators to discuss how we can best utilise the support of our HSCP volunteers to facilitate capturing even more stories on Care Opinion.

If you or anyone else you know would like to become a volunteer, please get in touch.

Mary; mbegbie@pkc.gov.uk

Lynne; lcunningham@pkc.gov.uk

Or myself geraldineknight@pkc.gov.uk and I will pass on your details.



Almond & Earn Stronger Communities Network Meeting

Thank you to Nicola Lindsay and Stephanie Cameron (Community Engagement team), for inviting me to join the Almond & Earn Stronger Communities Network meeting, held on Thursday 18th January.

The purpose of this meeting was for community residents and the South Locality health and social care teams to discuss healthcare provision in the Bridge of Earn area.

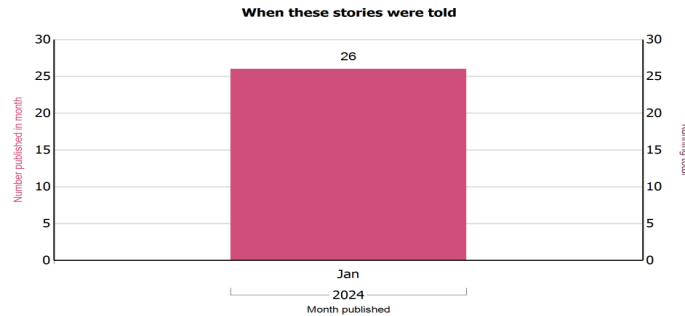
This was a great opportunity to speak about Care Opinion and how it can be used by residents within the community who use our health and social care services, to share their story about their experience. I also suggested that I would be happy to go along and visit their local community groups to spread the word about Care Opinion.

If you are a support service, community group or third sector organisation looking to share information in relation to health and wellbeing and would like this to be featured in the Community Engagement Newsletter, please contact the team at

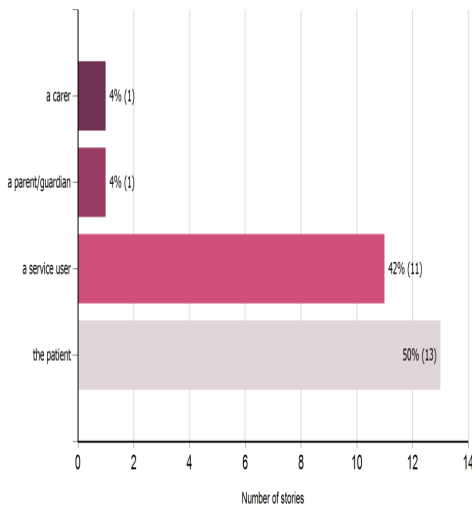
communityengagement@pkc.gov.uk

What we achieved in January

We had **26** stories shared on Care Opinion, which have been viewed **856** times.

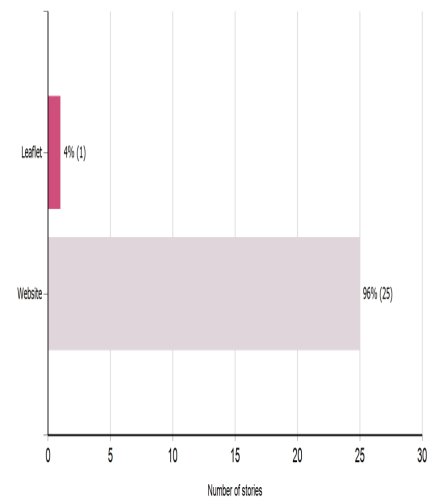


How the authors of these stories identify themselves

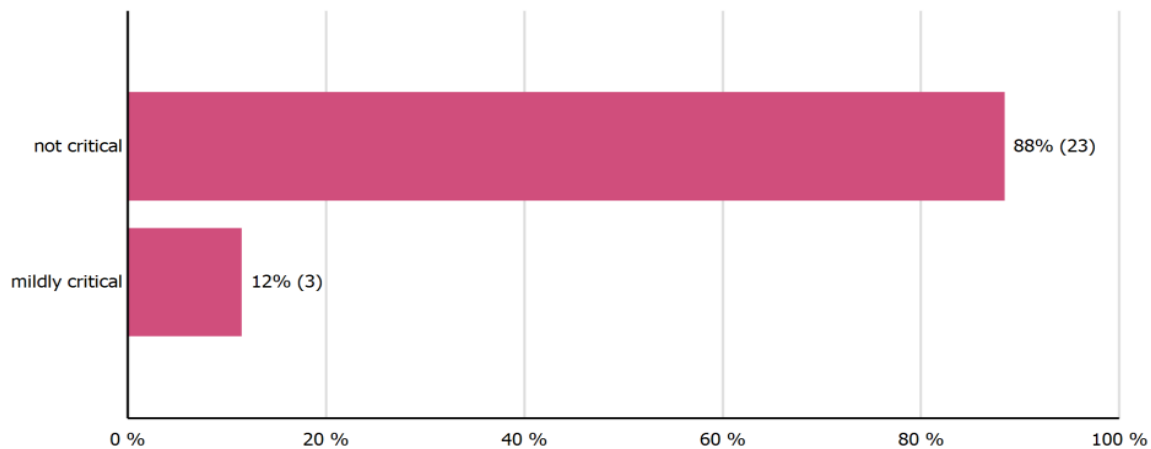


In these charts, we see that for stories shared throughout January, **50%** of the authors identified themselves as the patient, **42%** as the user of the service. We also see that **96%** of the stories were submitted via the Care Opinion website and **4%** were shared by using the freepost leaflet and that Care Opinion moderators rated stories in January **88%** positive and **12%** mildly critical.

How these stories were submitted



How moderators have rated the criticality of these stories



Please share this newsletter with your teams, especially those who may not have access to emails. You could print a copy and leave in your staff area.