Care Opinion

What's your story?

Introduction to Care Opinion & How to Navigate the Site'





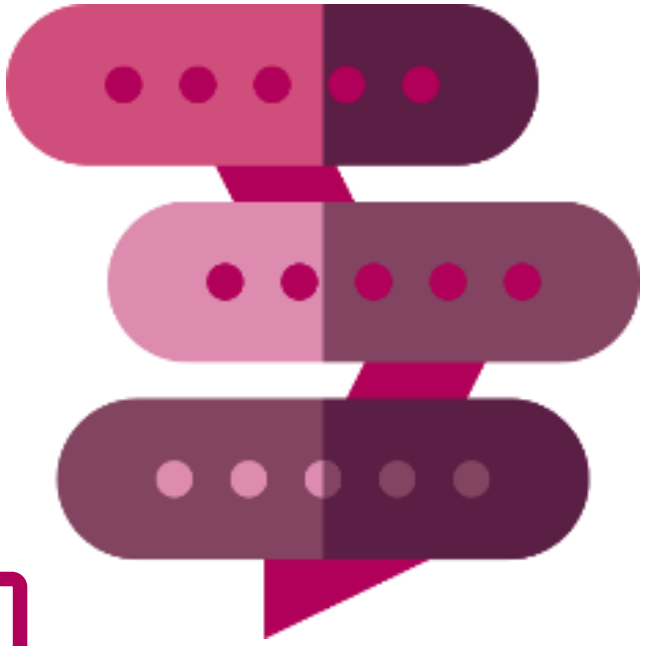
Before we start...

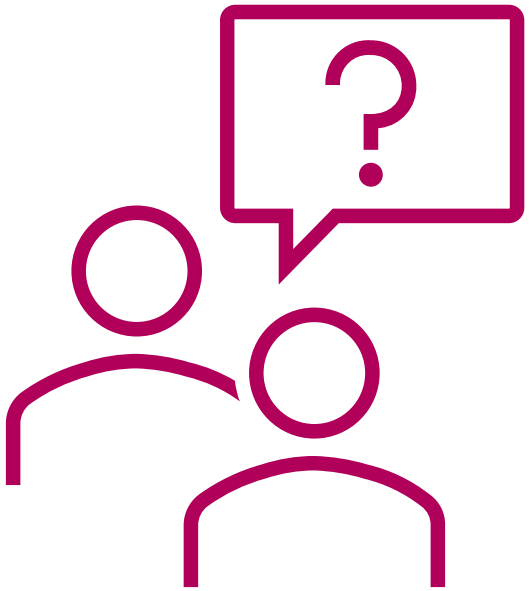
- Camera & Mic
- Recording
- Slides
- Post session email

The website examples and terms in this presentation are based on the UK versions of Care Opinion, but the features work the same across all Care Opinion sites, including Canada and Australia.

What we will cover:

- ✓ Who we are
- ✓ The process of a story and response
- ✓ Accessing the Care Opinion website
- ✓ Searching
- ✓ Where to find help





Care Opinion
What's your story?

Introducing Care Opinion

Who are we?

Care Opinion is a non-profit social enterprise, based in Sheffield and Stirling.

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.

At Care Opinion we make it **safe** and **simple** to share your story online and see other people's stories too. You can see how stories are **leading to change.**



Mission, Vision & Values

Our vision

What do we want to see?

We want people to be able to share their experiences of health and care in ways which are safe, simple, and lead to learning and change.



Our mission

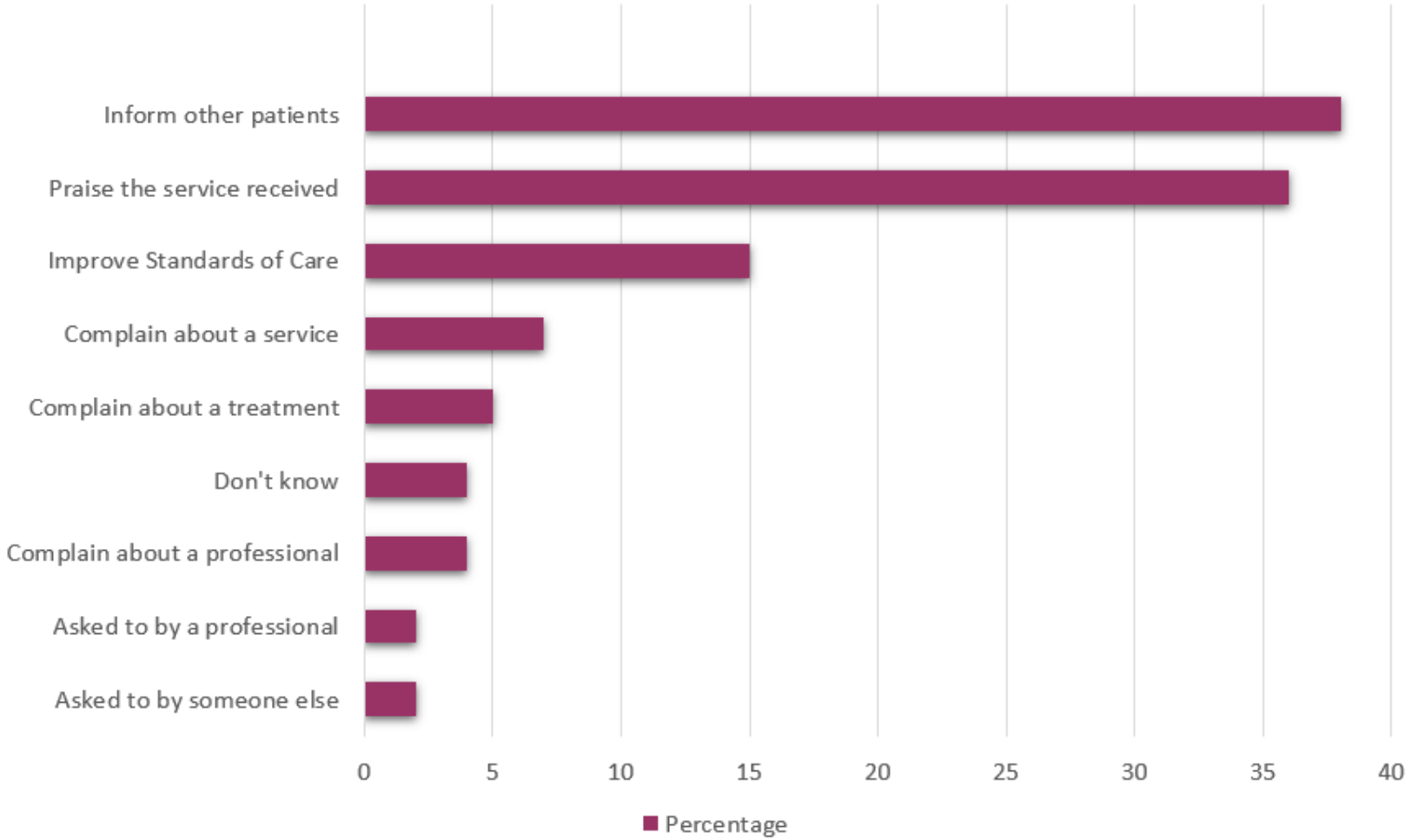
Our mission, in a nutshell, is to provide an online platform so that people can share **honest** feedback **easily** and **without fear**

Our values

How will we pursue our mission?

Innovation Transparency Inclusivity Positivity Humanity

Why do people share their feedback online?



Source: Van Velthoven et al, 2018

“People need to know how valuable this care is”

“To give people a chance to read what I went through and maybe give them some hope.”

“To highlight the problem without making a formal complaint and to thank the staff for excellent care”

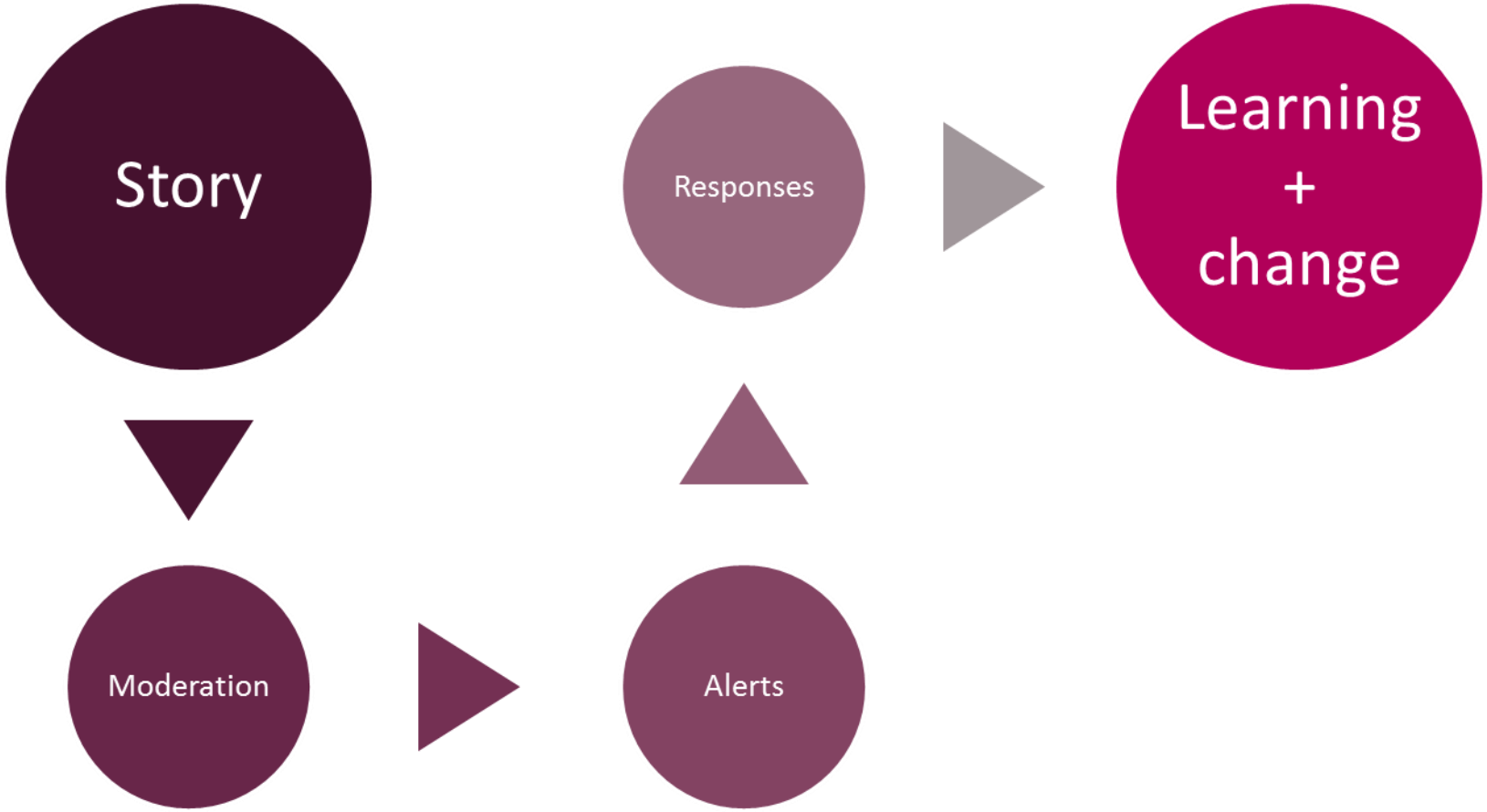
“It was a difficult time for me to go through and Care Opinion allowed me to control the speed and words rather than be rushed through Q&As or tick box scenario where things don't quite fit.”

Care Opinion

Wha



The story-telling flow – it's about the conversation



Accessibility



The website is viewable in various font sizes and contrasts



Videos explaining how Care Opinion works in BSL and ISL



Tell your story using pictures

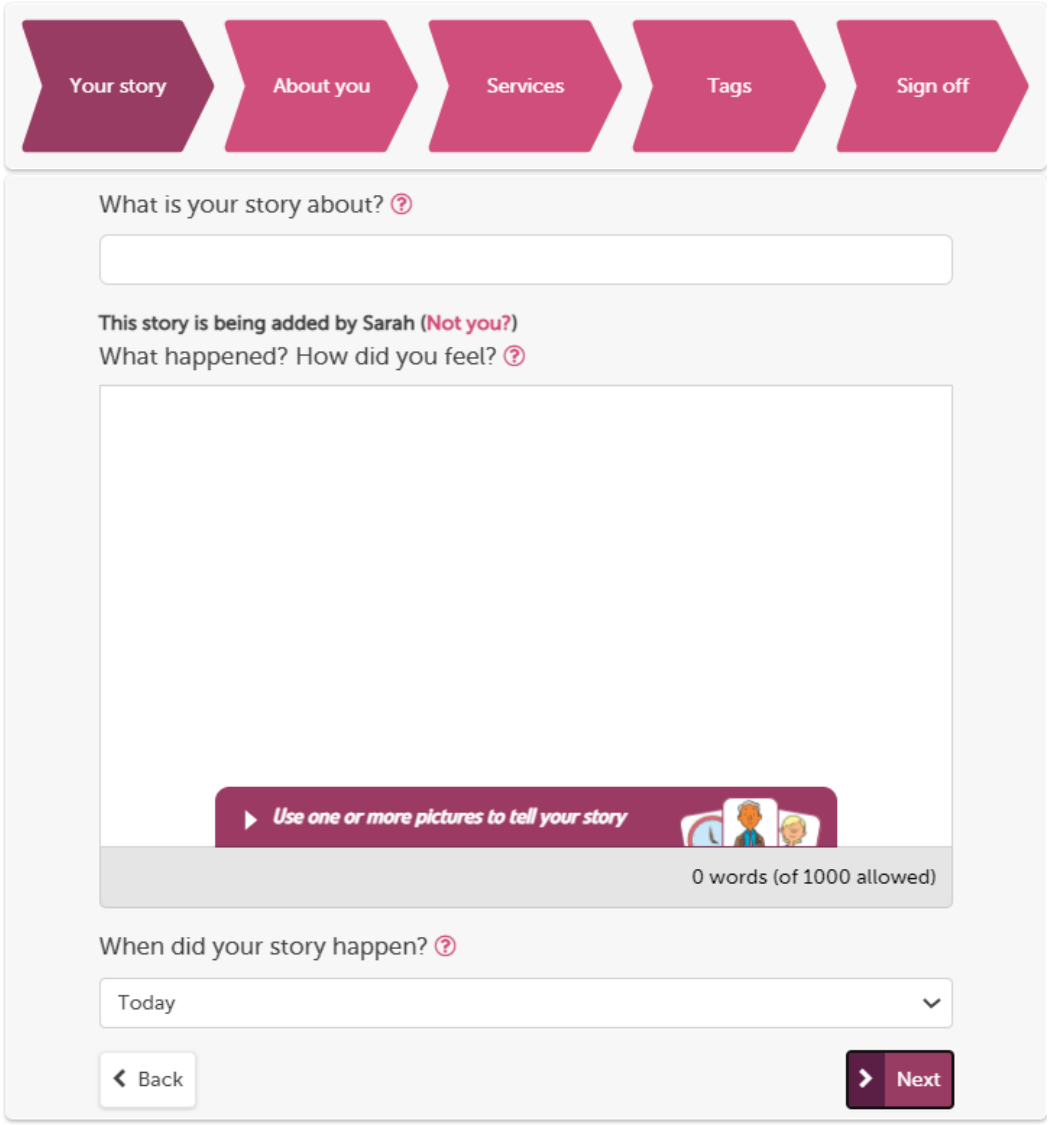


Translate the website into your chosen language

[Accessibility features on Vimeo]

The “tell your story” workflow is our full process on the website

- You can use pictures
- Give what was good/could be improved tags
- Provide optional demographic information, FFT and ratings.
- Tag story to multiple providers
- Formatted to work on mobile devices



" I felt so looked after "

CHANGE MADE

This story led to a change

About: Sidwell Street Clinic / Exeter Sexual Health

Posted by robinpr53 (as a service user), 5 months ago

I was concerned and needed a check up - the phone line was frustrating, as it said to call the same number I was already calling, and wouldn't let me book an appointment over the phone or connect me with a member of staff. However, when I went in, staff on reception said they were changing systems, which is understandable.

That said, the level of speed, care and efficiency I received from all of the staff could not have been better once I was there. I felt so looked after, and competently cared for. Besides swiftly receiving the tests I wanted, I was told about extra levels of care available - and was quickly then given them. I felt absolutely honoured and blessed to live in a country where I could access care of that quality for free - it was genuinely amazing. I woke up this morning feeling quite anxious, and have gone to bed feeling fully reassured, and extra safe.

I am not exaggerating in any way here at all. The staff at the Exeter clinic, and the care i received could not have been better, hence why I am taking the time to write this review - very well deserved.

My sincere thanks to the Exeter clinic - you are a model for all to follow, epitomising professionalism. Please know that your hard work really is valued by people, well it certainly was by myself today.

Story summary

What was good?

communication | efficient | level of care | speed | staff

What could be improved?

phone system

How did you feel?

cared for | looked after | reassured | safe | thankful

Activity

10 staff members have read this story

Who has Care Opinion told about this story?

https://www.careopinion.org.uk/1140828

Responses

Response from April Brooks, Lead Nurse - Sexual Health, Devon Sexual Health, Royal Devon University Healthcare NHS Foundation Trust 2 years ago

We are preparing to make a change



Hi robinpr53,

Thank you so much for taking the time to provide this feedback about your experience at the clinic. We are aware there are issues with the telephone lines, often due to the high volume of calls experienced in the Exeter clinic. We are trying to change how the phone system is managed as we do appreciate it is frustrating and annoying not being able to get through. I apologise for the difficulties you had on this occasion.

Despite the above, I am really grateful that once you got through the door, you had a very positive experience in clinic, and were well looked after by the team. Indeed, we are very lucky to be able to offer a high degree of care, including preventative measures to keep people healthy and safe in future - some examples include offering vaccines, PrEP, free condoms and on-going contraception, where indicated. We always aim to provide this is a friendly, informative and non-judgemental way,

Sometimes working in the NHS is challenging, but seeing feedback like yours is a perfect reminder why we do what we do, and why we love helping our patients. So thank you for making my day - I will be passing this on to the team too!

Best wishes,

April Brooks

1 person thinks this response is helpful

Was this response helpful? Yes | No

Response from April Brooks, Lead Nurse - Sexual Health, Devon Sexual Health, Royal Devon University Healthcare NHS Foundation Trust 2 years ago

We have made a change



HI robinpr53,

I just wanted to let you know that since you left feedback 2 months ago, we have made changes to our phone system in Exeter and also launched an online booking system: https://www.devonsexualhealth.nhs.uk/our-clinics/myphr/

We have noticed that there is now less pressure on our phone lines, which means for people who do not want to book online, or for patients who wish to talk to a member of our reception team, it is easier to get through. The online booking system has been very popular, and if you need our service again in the future, I'd recommend seeing if it works for you?

We are always keen to hear what patients think.about their experience in clinic, and I wanted you to know that your feedback was taken on board and we have hopefully improved things.

Best wishes,

April

1 person thinks this response is helpful

Was this response helpful? Yes | No

Inviting online feedback with an Invitation Link

Bespoke Invitation links can be added to most correspondence

The simplest way to invite people to share their experiences on Care Opinion is just to provide a link to the site.

Here are some ideas:

- QR code on posters/flyers/leaflets
- Texts – appointment reminders etc
- Appt or follow up letters
- On staff email footers
- In emails
- Social Media
- On a tablet or Ipad - Kiosk



NHS Borders

Care Opinion
What's your story?

Tell us your experience of our service

Mental Health for Older Adults

East & South

Your story matters and could help bring about positive change to meet the needs of our patients and their families.

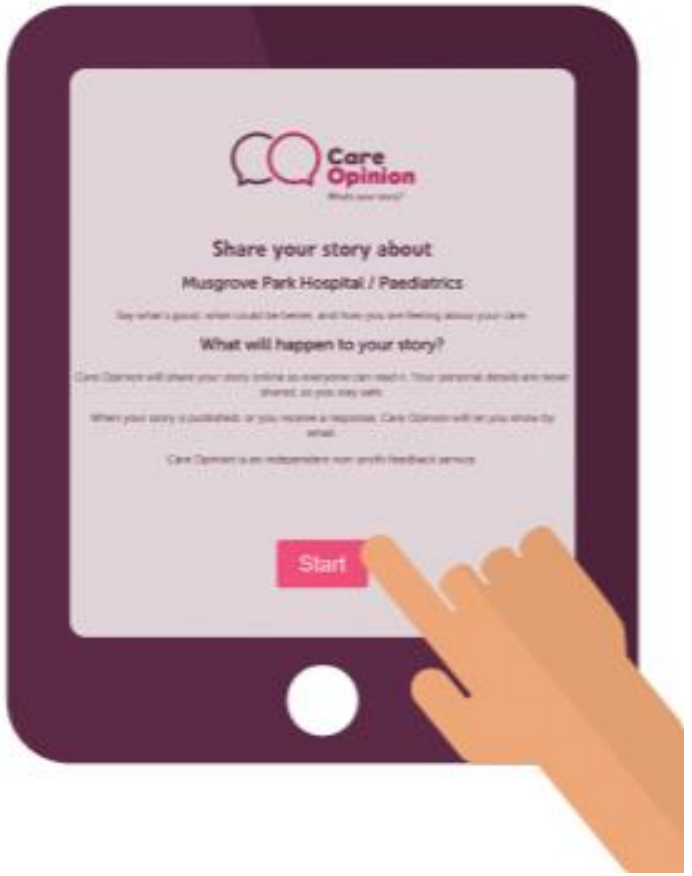
Scan here to share your story:

SCAN ME

visit:

https://www.careopinion.org.uk/799/mhoa-east

or freephone: 0800 122 3135



Print Materials

All materials, excluding the freepost leaflets, are available to download

https://www.careopinion.org.uk/info/new-materials







Support available from Care Opinion:

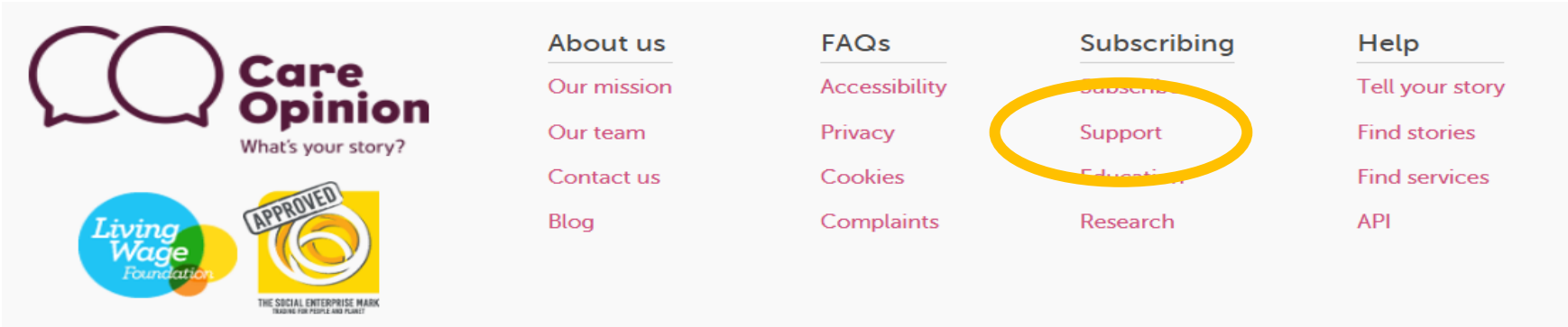
- Care Opinion high-res logos available
- Can provide examples



How to find help?



- **Help** button
- **Support** page
- Contacting your **lead within your organisation**
- Contacting your Care Opinion support lead
- Emailing: info@careopinion.org.uk
- **Need help navigating the site? Watch our webinar on all things navigation here!**




Q&A

Care Opinion
What's your story?

Moving over to the live site!

