

The background consists of a repeating pattern of speech bubbles. Most are dark red outlines on a dark purple background. One speech bubble in the lower right quadrant is white with a white outline and contains text.

**Alerts,
Reports and
Visualisations**

Searching

Alerts

Reporting

Scheduling

Visualisations

Searching

**Searching on Care
Opinion = the start
of everything**

Basic Searching

- More stories about the same **service**
- More stories by the same **author**
- More stories with the same **tag**

" Fantastic help and support received "

STORY HAS A RESPONSE

This story has had a response

About: Children & younger people's services / Nottinghamshire Children and Families Partnership: Speech and Language Therapy

Posted by **LCCadmin** (as a staff member posting for a patient/service user), yesterday

My son isn't so frustrated trying to communicate. I can meet his needs better and we are learning together how to talk.

Fantastic help and support received, very grateful to Sarah.

More about: home talk language language delay

Alert me to further responses to this story

Story summary

What's good? communication help learning new skills support

What could be improved?

Feelings: grateful thank you

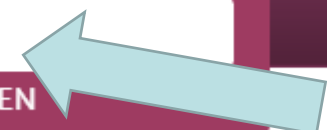
Share your experiences of UK health and care services, *good* or *bad*.
We pass your stories to the right people to make a difference.

▶ **Search**



Search for stories about...

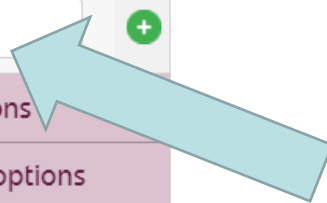
eg Leeds General Infirmary, heart surgery, dementia, S3 8EN



- When LOGGED in – just press ‘Enter’ in the blank search box
- Check the ‘Your search’ box says:

If you want your search to start from all stories on Care Opinion:

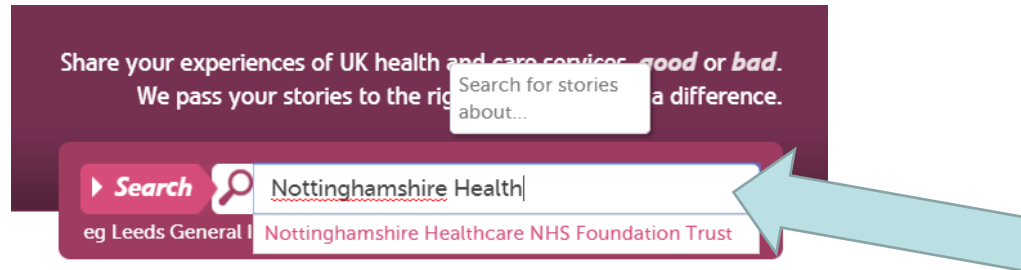
- Log out *or*
- Switch to Public View



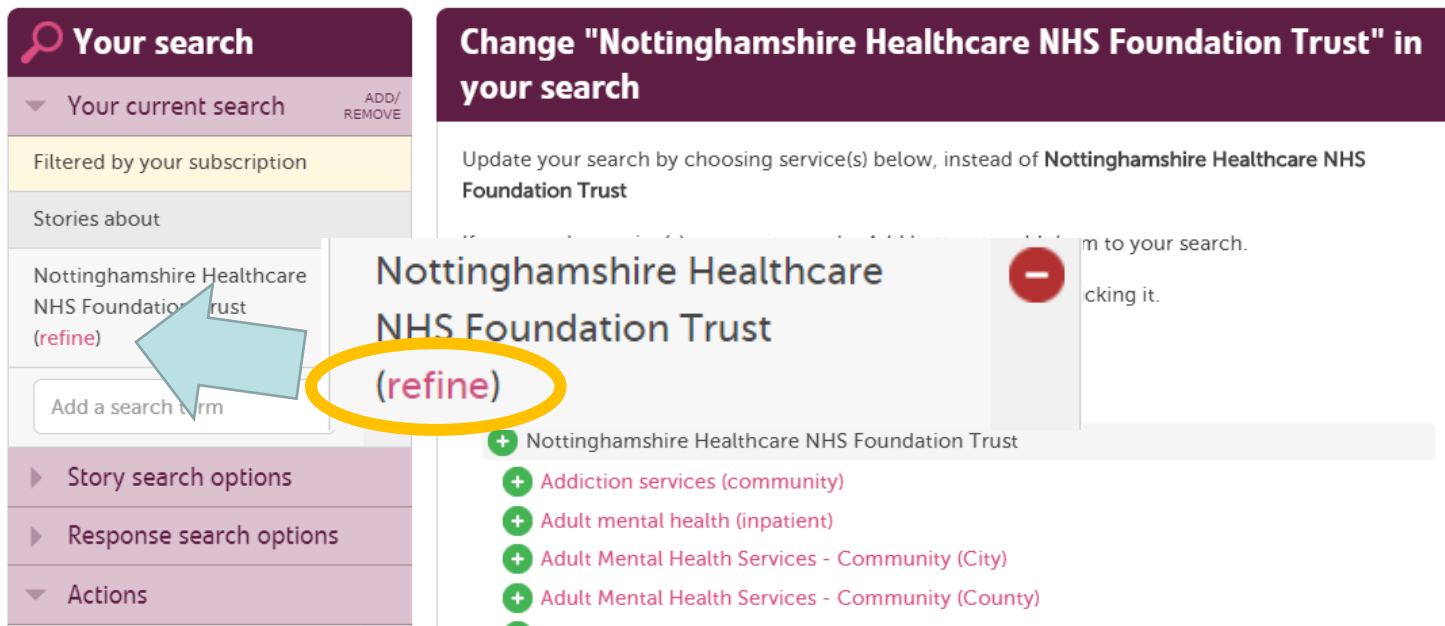
Add a search term from any tag i.e. **staff** or **nursing**

Search services within a service

1. Find the right organisation or location



2. Refine your search further if you need to



Searching

- +
- + Mental Health Services for Older People – Inpatient
- + Nottingham Recovery College
- Offender healthcare
- + Open Mind
- + Perinatal – Community
- + Perinatal - Inpatients
- + Physical Healthcare Psychology
- + Speech and Language Therapy (Adults)
- + Speech and Language Therapy Service (Adult Intellectual Disabilities)
- + Step 4 Psychotherapy Service
- + Street Triage
- + The Nottingham Centre for Transgender Health
- + Trauma Services
- + Working Age Dementia Service

- Offender healthcare

▶ Update my search

▶ Cancel

Searching

Add in a date range & filter

Story search options

Progress of story

All stories ▾ by anyone ▾ +

- All stories
- Unheard stories
- Stories without response
- Heard stories, without response**
- Stories with response
- Stories with response, but no change planned or made
- Stories with change planned or made
- Stories with change made
- Withdrawn stories
- Rejected stories

Addiction services ▾ +

Story search options

All stories ▾ by anyone ▾ +

Submitted on or after +

Dec 2019

Mo	Tu	We	Th	Fr	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Read by me ▾ +

Your search

ADD/REMOVE

Your current search

Filtered by your subscription

Stories about

Offender healthcare (refine) -

Add a search term +

Story search options

All stories ▾ by anyone ▾ +

Submitted on or after +

Submitted on or before +

Criticality equal to ▾ 0 | ▾ +

Addiction services ▾ +

the patient ▾ +

Read by me ▾ +

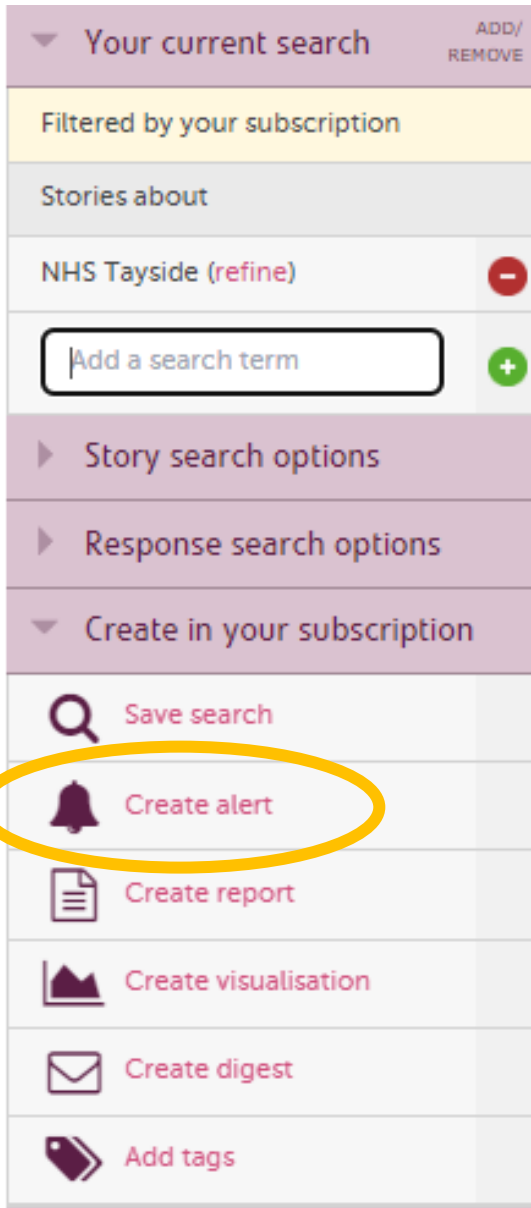
Published on or after +

Published on or before +

non picture stories ▾ +

via Care Opinion ▾ +

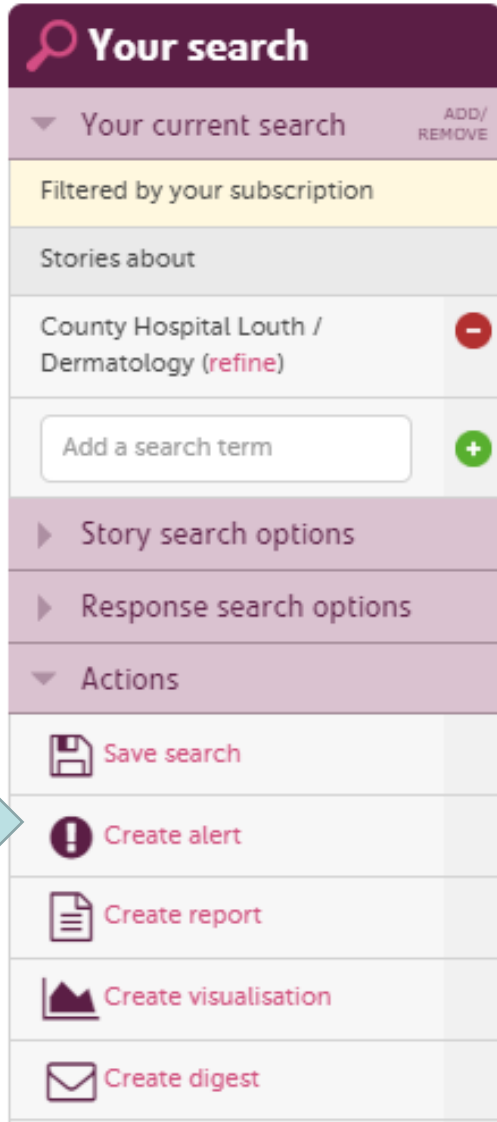
Alerts



Create in your Subscription:

- Save Search for later
- Create an alert – any stories in that search
- Create and schedule reports
- Create visualisations
- Create a weekly digest
- Add tags

Save your Alert:-



Your search

▼ Your current search ADD/REMOVE

Filtered by your subscription

Stories about

County Hospital Louth / Dermatology *(refine)* -

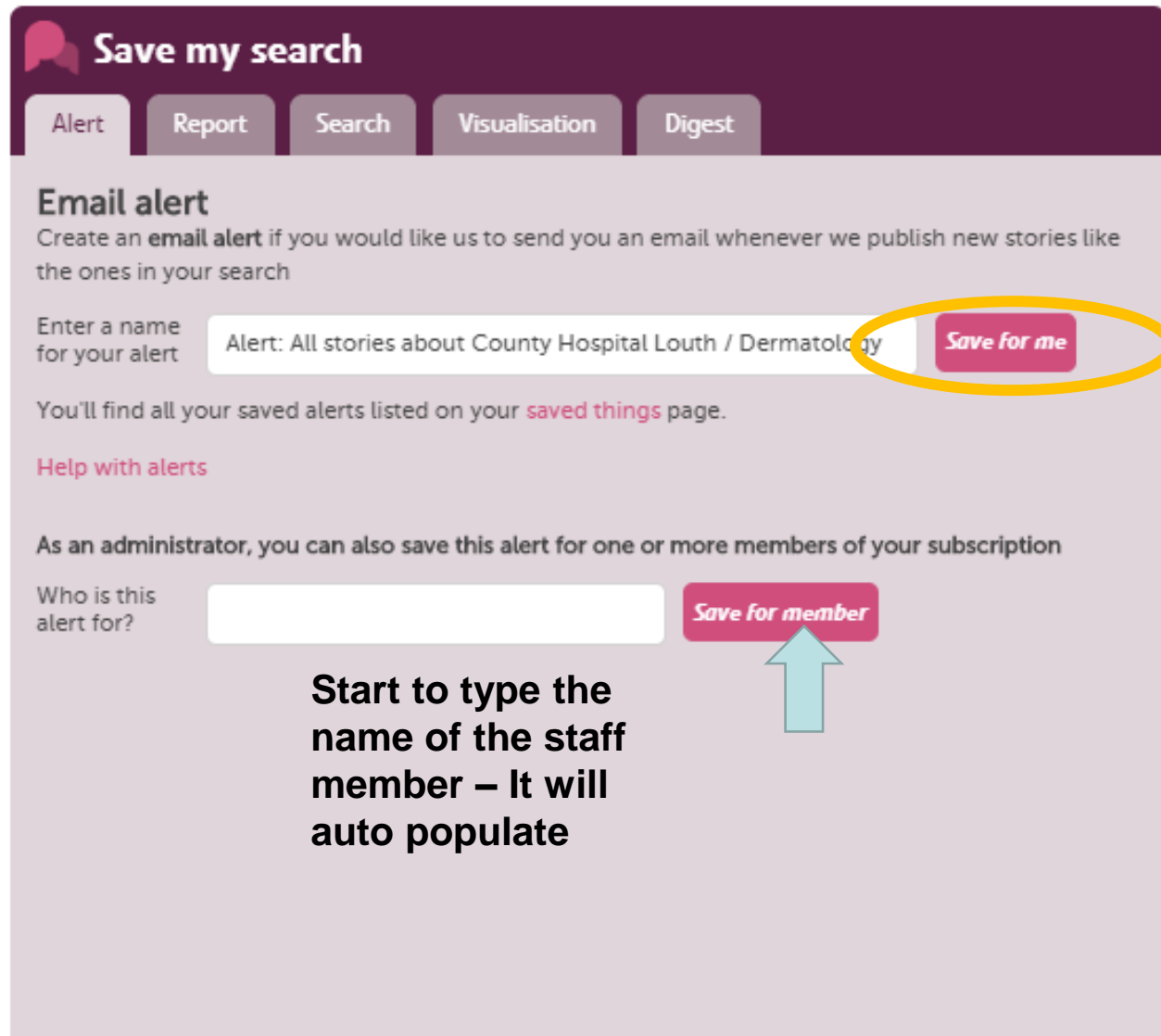
+

▶ Story search options

▶ Response search options

▼ Actions

- Save search
- Create alert
- Create report
- Create visualisation
- Create digest



Save my search

Alert Report Search Visualisation Digest

Email alert

Create an **email alert** if you would like us to send you an email whenever we publish new stories like the ones in your search

Enter a name for your alert **Save for me**

You'll find all your saved alerts listed on your **saved things** page.

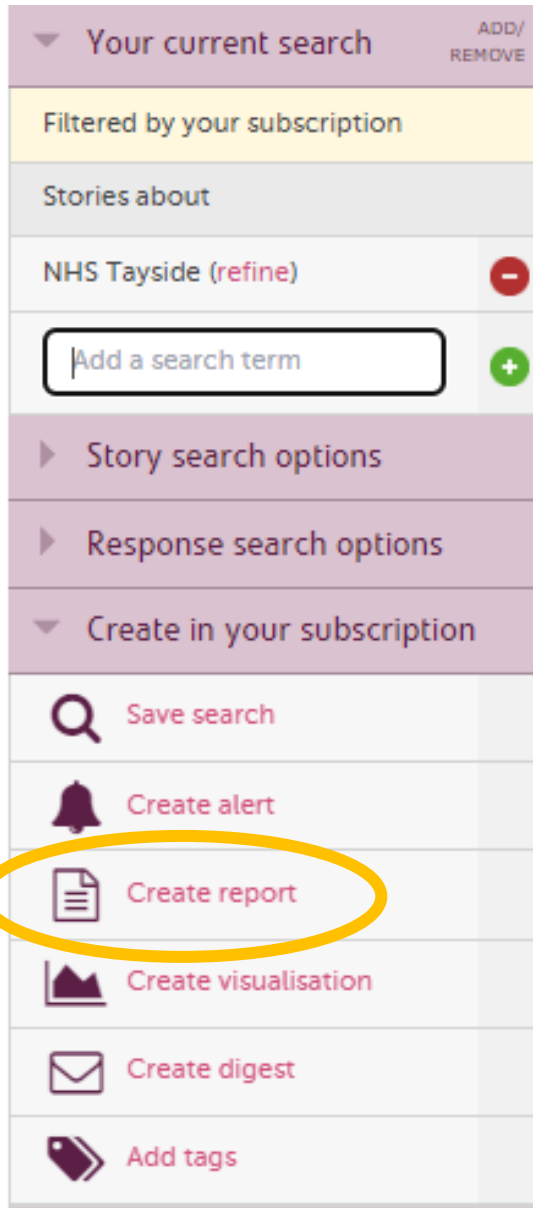
Help with alerts

As an administrator, you can also save this alert for one or more members of your subscription

Who is this alert for? **Save for member**

Start to type the name of the staff member – It will auto populate

Reporting



Create in your Subscription:

- Save Search for later
- Create an alert – any stories in that search
- Create and schedule reports
- Create visualisations
- Create a weekly digest
- Add tags

Care Opinion reports – select from the list below



Board report >
board report



Raw tag data >
A table of tag counts for export and further analysis



Responses and story progress >
A summary of responses and changes following the stories in your search



Services with ratings >
Summary of the rating scores for a set of services



Services with response quality >
Indicators of quality of responding for a set of services



Services with story activity >
Summary of story counts, responsiveness and criticality for a set of services



Stories in summary >
A summary of the stories in your search, counting stories by time, place, person, service and criticality



Story and response listing >
A list of the stories in your search, grouped by the service they are about



Story authors in summary >
Summary of information provided by authors, such as role, age, gender, ethnicity and disability



Story listing in a table >
Simple table of stories suitable for export to Excel. This report is too wide to be easily used in Word or PDF formats.

How to generate and view reports?

Your search

ADD/
REMOVE

Your current search

Filtered by your subscription

Stories about

Western Health & Social Care Trust (refine) -

published

last month -

Add a search term +

▶ Story search options

▶ Response search options

▼ Create in your subscription

- Save search
- Create alert
- Create report
- Create visualisation
- Create digest
- Add tags

Save my search

Alert Report Search Visualisation Digest Tagging Moderation

Report

Your current search:
all stories about Western Health & Social Care Trust published last month

Create a report to summarise, print or export these stories

If you save your report you can run it again, or have it delivered on a schedule. [\(learn more\)](#)

- Board report >
board report
- Raw tag data >
A table of tag counts for export and further analysis
- Responses and story progress ▾
A summary of responses and changes following the stories in your search



You can generate this report now, in your preferred format

PDF ▾ **Generate**



You can save your report to run it again, or for scheduled delivery.


Use our suggested report name or enter your own (this will not change the report itself):

Responses and story progress: all stories about Western Health & Social Cai **Save**


Navigation  

- Stories >
- Saved things >
- Members >
- Tags >
- Invitation links >
- Bookmarked stories >
- Blog >
- Help >

Notifications 1  

Responses and story progress 


[View report details](#) a few seconds ago








Generating report 

Once your report is ready you can download it here, or at any future time from the report details page.




19 hours ago



Add a search term 


- ▶ Story search options
- ▶ Response search options
- ▼ Create in your subscription
-  Save search
-  Create alert
-  **Create report**
-  Create visualisation
-  Create digest
-  Add tags
-  Moderation

If you save y

-  Bo bo
-  Ra A t
-  Re A s

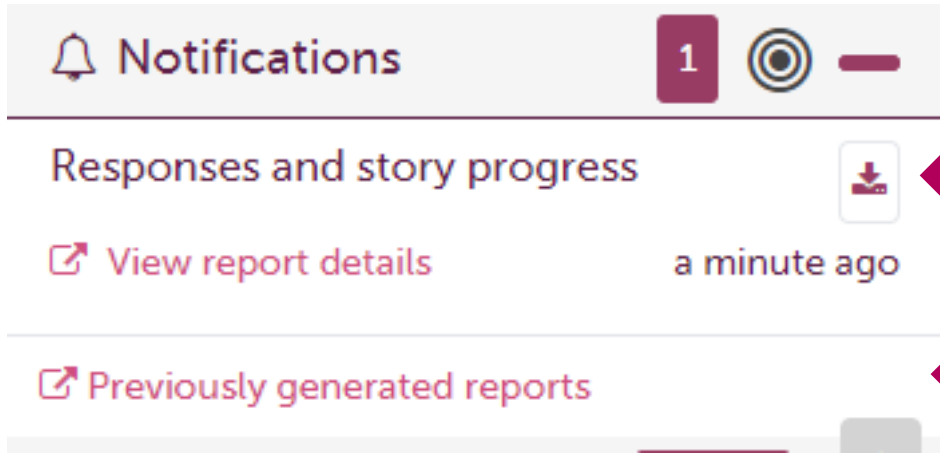
You can

PDF

-  G

Check
receiv

View




Download immediately

See all reports you have created or set on a schedule


We also send you an email when your report is ready


Care Opinion reports

 **Board report** >
board report


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Simple table of stories suitable for export to Excel. This report is too wide to be easily used in Word or PDF formats.

This report lists **110** stories

Offender healthcare

110 stories

HMP Wakefield: care for depression

95195

Julgb4 a staff member posting for a patient/service user 09/05/2013

Natalie has been extremely helpful and professional in every way. She has given me the best possible information on how to cope with my depression. Natalie is a credit to her profession.

212 views

Jane Danforth *Involvement & Experience Officer Nottinghamshire Healthcare NHS Trust 13/05/2013*

Thank you for your positive feedback about HMP Wakefield. It's great to hear that Natalie has been so helpful to you. I will pass on your thanks as I am sure this feedback will be very much appreciated.

(All) the guys at health do a hell of a fantastic job

669752

circinusgx43 a service user 27/06/2019

My opinion of this prison healthcare is very good. I'm had a lot of health issues lately and the healthcare team was really helpful in booking hospital appointments and in fact pushing so I received my hospital appointments quicker than normal, and aftercare when you're released from hospital and return back to the prison is fantastic following care concerns and making sure you're ok.

25 views

Also I pick up my prescribed tablets monthly and some weekly - they are always on time, occasionally they have been short or the doctor has prescribed me something. These are at healthcare to pick up within 24 hours - I personally cannot speak higher than stating (all) the guys at health do a hell of a fantastic job.

Thank you

Nigel Groves *Involvement and Experience Lead, Forensic Services Nottinghamshire Health care Trust 28/06/2019*

Thank you for your posting. It's is great to hear that you value the Healthcare service so much. The staff will be please to read such a posting. Could we just ask which HMP site it is, that way we can hopefully get someone to respond to your posting.

Thanks Again

Peter Wright *Executive Director Nottinghamshire Healthcare NHS Foundation Trust 29/06/2019*

It's good of you to give us this feed back. As Nigel says, it would be great to know which prison you are in. But for the time being I hope that your health situation continues to improve.

With best wishes. Peter

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Stories in summary

About this report

This report shows summary information about a selection of stories published on Care Opinion.

It was created on **04 December 2019**.

Which postings are included?

This report shows stories in the **Nottinghamshire Healthcare NHS Foundation Trust** subscription, which includes All stories about Ashfield Community Hospital, Beacon Lodge, Turning Point Mental Health Services / Haven House, Nottinghamshire Healthcare NHS Foundation Trust.

The report is also filtered to show only All stories about Offender healthcare

Frequently asked questions

How is story criticality rated?

Story criticality is rated by our moderations 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 our 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 Care 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.

Postings submitted via Care Opinion itself can be shared subject to a [Creative Commons](#) licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit the source.



This report summarises **110** stories

To date, the stories in this report have been viewed on Care Opinion **30,589** times in all

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

You can click the story title to see the story online

Thank you for sorting out my medication - 896 views

Posted by **Holkk5** as a staff member posting for a patient/service user 6 years ago

Posted on behalf of the service user

I would like to send a thank you to the lady doctor I saw today and send all my appreciation to her for helping me with my medication. For the past seven months I've had nothing but problems with my medication and felt as though no-one was listening or wanting to help.

I do not know this doctor's name but she was very understanding and very helpful and has prescribed me the medication that I require and...

Healthcare at HMP Lindholme - 853 views

Posted by **upsetmum** as a parent/guardian 5 years ago

My son has been trying to get appropriate medical attention since Dec 2013 to no avail. Last week he was admitted to a hospital in Doncaster with a suspected heart attack. He was tested done and sent back to the prison. He had a minor one but has nerve damage around his heart and tissue infection. His after care 4 days after being admitted amounted to very little. Over the last 4 months he has been given Gaviscon - of all things - and a course...

They helped me see life is worth living - 760 views















Posted by **jjstaff** as a staff member posting for a patient/service user 6 years ago

(Posted on behalf of the service user)

As I prepare to leave her majesty's pleasure on Monday I cannot go without saying thank you to everyone in the healthcare department at HMP Whatton for their care and support for their care and support throughout my stay.

It all started last November when I arrived here and now it's ending on Monday. My first thanks go to those who have supported me through some pretty bad times but have always lifted my...

Where these stories have come from

NHS Nottingham City CCG	39	
NHS Doncaster CCG	25	
NHS East Leicestershire and Rutland CCG	13	
NHS Rushcliffe CCG	8	
NHS Nottingham North and East CCG	8	
NHS Lincolnshire East CCG	6	
Unknown	4	
NHS Bolton CCG	1	
NHS Bassetlaw CCG	1	
NHS High Weald Lewes Havens CCG	1	
NHS Nottingham West CCG	1	
NHS North and West Reading CCG	1	
NHS Wigan Borough CCG	1	
NHS Hardwick CCG	1	

Most common tags added by authors to these stories

What's good?

staff	11
Care	9
helpful	6
help	5
life changing	4
nurse	4
treatment	4
friendly	3


What could be improved?

waiting time	11
aftercare	2
communication	2
information	2
medication	2
more staff	2
pain relief	2
prescriptions	2

Feelings


thank you	25
happy	4
annoyed	3
frustrated	3
Hope	3
appreciation	2
cared for	2
encouraged	2


Care Opinion reports

 **Board report** >
board report


 **Raw tag data** >
A table of tag counts for export and further analysis


 **Responses and story progress** >
A summary of responses and changes following the stories in your search


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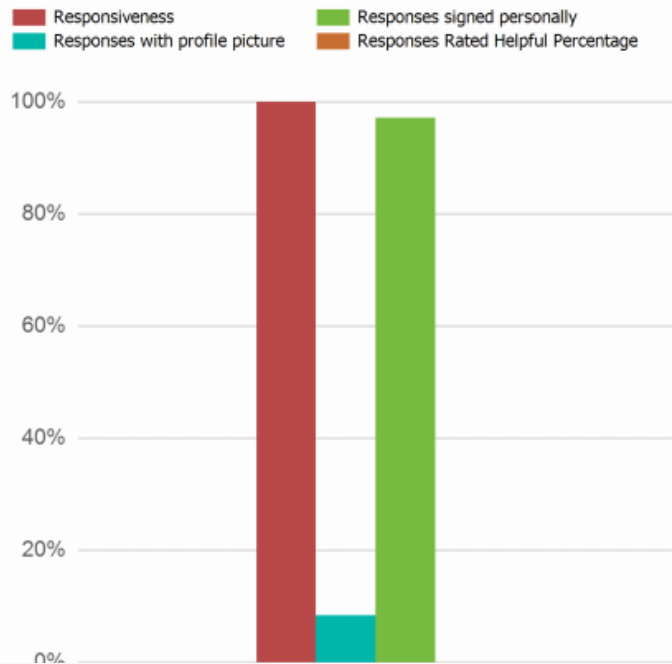
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Overall response quality metrics for services in this report



This report summarises **6** services excluding 4 services with no stories

Offender healthcare provides **9** services

6 services have used a profile picture in less than 85% of responses

2 services have claimed **1** changes are planned, but have not updated further

Response quality by service

The following table shows the quality of responses to stories about each service. Top level services are highlighted, followed by any services run by that organisation or service.

Service	Stories	Responsiveness	Mean time to respond	Profile picture	Personal signature	Responses rated helpful	Changes planned	Changes made
Offender healthcare	75	100% 75	5 days	8%	97%	0%	1	7
Provides 9 services (5 with stories)								
CAMHS Ed OP Tm-Rx	3	100% 3	5 days	0%	100%	0%		
CAMHS Ndp Tm-Rx	4	100% 4	5 days	14%	100%	0%		
HMP Lowdham Grange	5	100% 5	1 hours	0%	88%	0%		
HMP North Sea Camp	7	100% 7	12 hours	0%	100%	0%		
HMP Nottingham	38	100% 38	6 days	2%	98%	0%	1	7

Care Opinion reports



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	A	B	C	D	E	F	G	H	I	J	K	L
	Posting Id	Source	Route	Link	Title	Body	Date Submitted	Date Published	Author Name	Author Role	Criticality	Organisation
1	83778	Care Opinion	Unknown	https://www.ca-reopinion.org.uk/83778	Patient Feedback Challenge - Stocken Prison	The Patient Feedback Challenge team met at Stocken Prison last week. The developments within offender health are really taking shape with some fantastic patient feedback work happening. As part of the action points there is a Health Promotion Fair taking place over two dates, 31st Jan and 5th Feb. The support from the prison has been fantastic and are encouraging prisoners to attend the health care promotion event. Stocken Prison will be posting their first Patient Opinion postings at the Health Promotion Fair on 31st January.	24/01/2013 12:25:44	24/01/2013 15:25:01	Beckj4	a staff member	0	Nottinghamsh Healthcare NH Foundation Tr
2	85063	Care Opinion	Unknown	https://www.ca-reopinion.org.uk/85063	Good experience at Stocken Prison	Stocken Prison held a Healthcare Promotion Event for inmates. These were some of the comments from the inmates: 'Healthcare staff team have treated me well' 'For me healthcare have been more than helpful, every member of staff has been polite and treated me with respect. Particularly the Dentist as this is the only treatment I have received, he was very helpful and did an awesome job with my work' 'This is the only prison I have been to that has done a healthcare fair and I have found it beneficial' 'Been to see the Dentist - very professional good service. Seen Optician - very good service'	06/02/2013 11:06:59	06/02/2013 18:05:16	Beckj4	a staff member posting for a patient/service user	0	Nottinghamsh Healthcare NH Foundation Tr
3	85316	Care Opinion	Unknown	https://www.ca-reopinion.org.uk/85316	Prison Feedback from HMP Stocken	As part of the Patient Feedback challenge a healthcare promotion fair was held for inmates at Stocken Prison. Here is some of the feedback about the Prison Service, posted on the behalf of inmates. "Food is cold when it should be hot. We would like the choice of hot food twice a day" "Good sports facilities, Staff excellent" "Transfers are difficult; I don't think they deal with it efficiently. Stresses you out and upsets you. We need answers and more updates and feedback on what's going on" "I would like to add that in early February we are allowed to wear our own clothes but I asked for my jacket which is in reception	07/02/2013 13:34:15	07/02/2013 13:55:35	Dannb2	a staff member	0	Nottinghamsh Healthcare NH Foundation Tr



Story listing in a table

Simple table of stories suitable for export to Excel. This report is too wide to be easily used in Word or PDF formats.

Include responses from

Only this subscription

Responses from anyone

Choose a format for the report

Excel

Generate

Scheduling Reports

You can create and schedule reports to be sent to your inbox on a regular basis

You can set these up and change:

- Search criteria for reports
- Which report you want to receive
- Format of report
- Who receives a report
- When/frequency of reports

Scheduling

You can **save this report** if you think you might need it again, or you would like it sent out on a regular basis.

Enter a name for your report

Story listing in a table: All stories about Nottinghamshire Healt

Save

Story listing in a table: All stories about Nottinghamshire Healthcare NHS Foundation Trust



Story listing in a table: All stories about Nottinghamshire Healthcare NHS Foundation Trust



Email to **you alone** as **PDF** on the last Tuesday of every month (due 31/12/2019)

You can use the links to change the recipients, format or schedule of your report. [More help](#)

<https://www.careopinion.org.uk/info/subscriber-help-scheduled-reports>



Update delivery schedule ✕

Story listing in a table: All stories about Nottinghamshire Healthcare NHS Foundation Trust

How often should this report be sent?

▸ Weekly

▼ Monthly

Day of every month(s) Update

The of every month(s) Update

▸ Yearly

Cancel

Check in your 'Saved things'

Good afternoon Tracy!

[Nottinghamshire Healthcare NHS Foundation Trust](#)



- Anything in 'PINK' is clickable!

Change sub

Admin

Naviga

Stories

Saved thing

Members

Blog

Help

Activit

Recen

Your saved searches, alerts and reports

Here are the things you've saved in your **Care Opinion** subscription.

[Return to your profile page](#)

Your saved things

- Alerts
- Reports
- Searches
- Visualisations
- Digests
- Advisories

Here are your **reports** in this subscription. You can have a report delivered on a schedule if you want. ([Help with reports](#))

[Create a new report](#) [View previously generated reports](#)

Responses and story progress: all stories about NHS Scotland submitted between 08/07/2019 and 08/07/2021	(Generate now)		
Stories in summary: all stories about NHS Dumfries and Galloway submitted between 01/01/2021 and 31/03/2021	(Generate now)		
Stories in summary: all stories about NHS Tayside submitted between 01/01/2021 and 31/03/2021	(Generate now)		
Stories in summary: all stories about NHS Highland (Health) submitted between 01/01/2021 and 31/03/2021	(Generate now)		
Responses and story progress: all stories about NHS Highland (Health) submitted between 01/01/2021 and 31/03/2021	(Generate now)		
Stories in summary: all stories from South Ayrshire tagged with sa-community published on or after 01/04/2021	(Generate now)		
Stories in summary: all stories about Community Physiotherapy / Perth & Kinross Community Physiotherapy, Perth City Community Care and Treatment (CCATS), Perth and Kinross North Community Care and Treatment (CCAT), Perth and Kinross	(Generate now)		

My reports

[+ Queue new report](#)

Owner

Origin

Report type

Report name	Format	Generated	Method	Owned by
Simple member listing (no data)	PDF	05/05/2022 14:55	on demand	me
Stories in summary	PDF	05/05/2022 14:45	on demand	me
Simple member listing (no data)	PDF	05/05/2022 14:39	on demand	me
Stories in summary	PDF	05/05/2022 14:31	on demand	me
Simple member listing	PDF	05/05/2022 14:27	on demand	me
Simple member listing (no data)	PDF	05/05/2022 14:20	on demand	me
Stories in summary	PDF	05/05/2022 14:11	on demand	me
Stories in summary	PDF	04/05/2022 15:38	on demand	me
Simple member listing	PDF	04/05/2022 15:34	on demand	me

All reports...

- Can be saved for later
- Downloaded in different formats
 - Be tailored to specific services
- Be set on a schedule (weekly, monthly etc)
- Can be viewed as Previously Generated Reports (Saved Things)



Visualisations

- Tag bubbles
- Story swarms – criticality and progress
- Lilly pad
- Tag word clouds
- Story word clouds
- Sunburst

Story swarm

A story swarm shows you how your stories are spread over time. Each dot is a story.

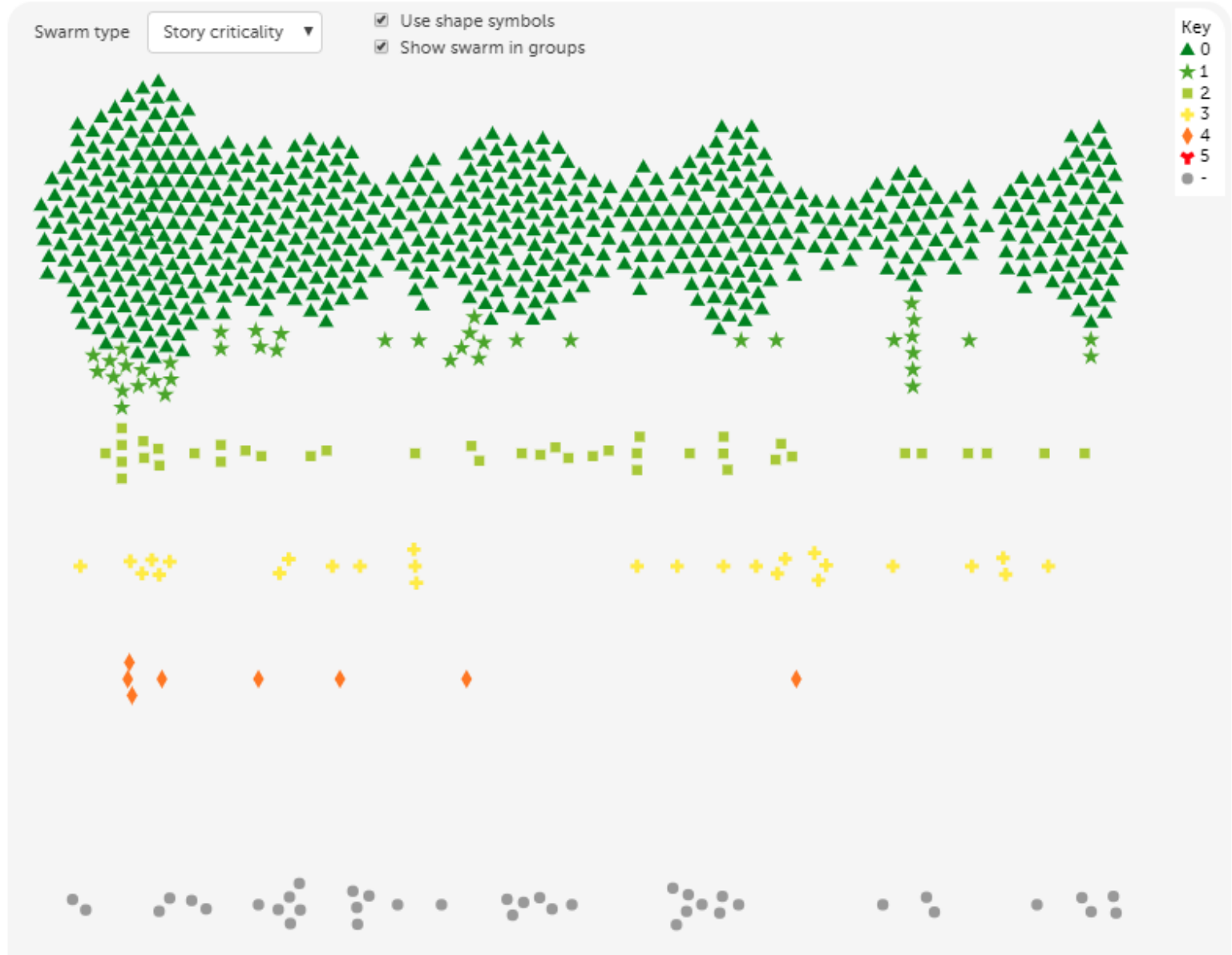
Story

You can use colour or shape to show story progress or criticality. You can see all the stories together, or separate them into groups.

A story sw

You can u

Swarm



Helpful Resources

Subscriber Know How Page:

<https://www.careopinion.org.uk/info/subscriber-know-how>



Setting up an Alert Bitesize video:

<https://vimeo.com/505179667>



Creating Reports & Visualisations Bitesize Video:

<https://vimeo.com/505178761>

Help with Reporting:

<https://www.careopinion.org.uk/info/subscriber-help-reporting>

Examples of Reports:

<https://www.careopinion.org.uk/info/subscriber-help-reporting-examples>

Contact us: info@careopinion.org.uk

Thank you for Listening

We run regular training on
all site features

<https://www.careopinion.org.uk/info/support-webinars>

Contact Us: **Info@careopinion.org.uk**



**Thank
you**