Care Opinion

What's your story?

How Care Opinion can support listening, learning and improvement in HSCPs

An online event for Health and Social Care Partnerships



Introduction to Care Opinion

Introduction to support and moderation

Care Opinion journey through a lens of subscriber

Care Opinion

What's your story?

Listening begins with a human story



www.careopinion.org.uk

Stories reveal what conventional measures can miss



Kindess, trust and the quality of human connection



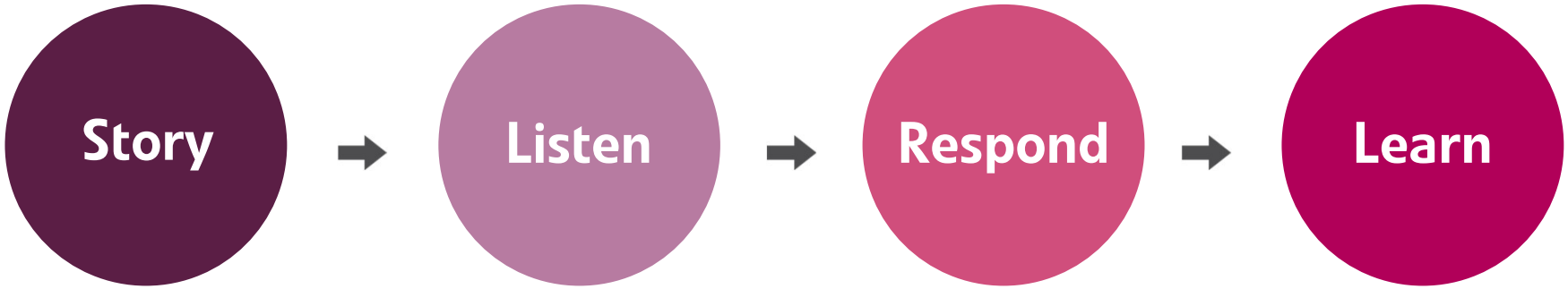
The moments people remember, value or find difficult



Risks, gaps and opportunities

Care Opinion
What's your story?

When staff respond, feedback becomes a relationship



Feedback becomes part of how services learn and improve.

Care Opinion
What's your story?

Care Opinion is a service, not just a platform

1. Moderation
2. Practical support
3. Training and guidance
4. Insight for improvement



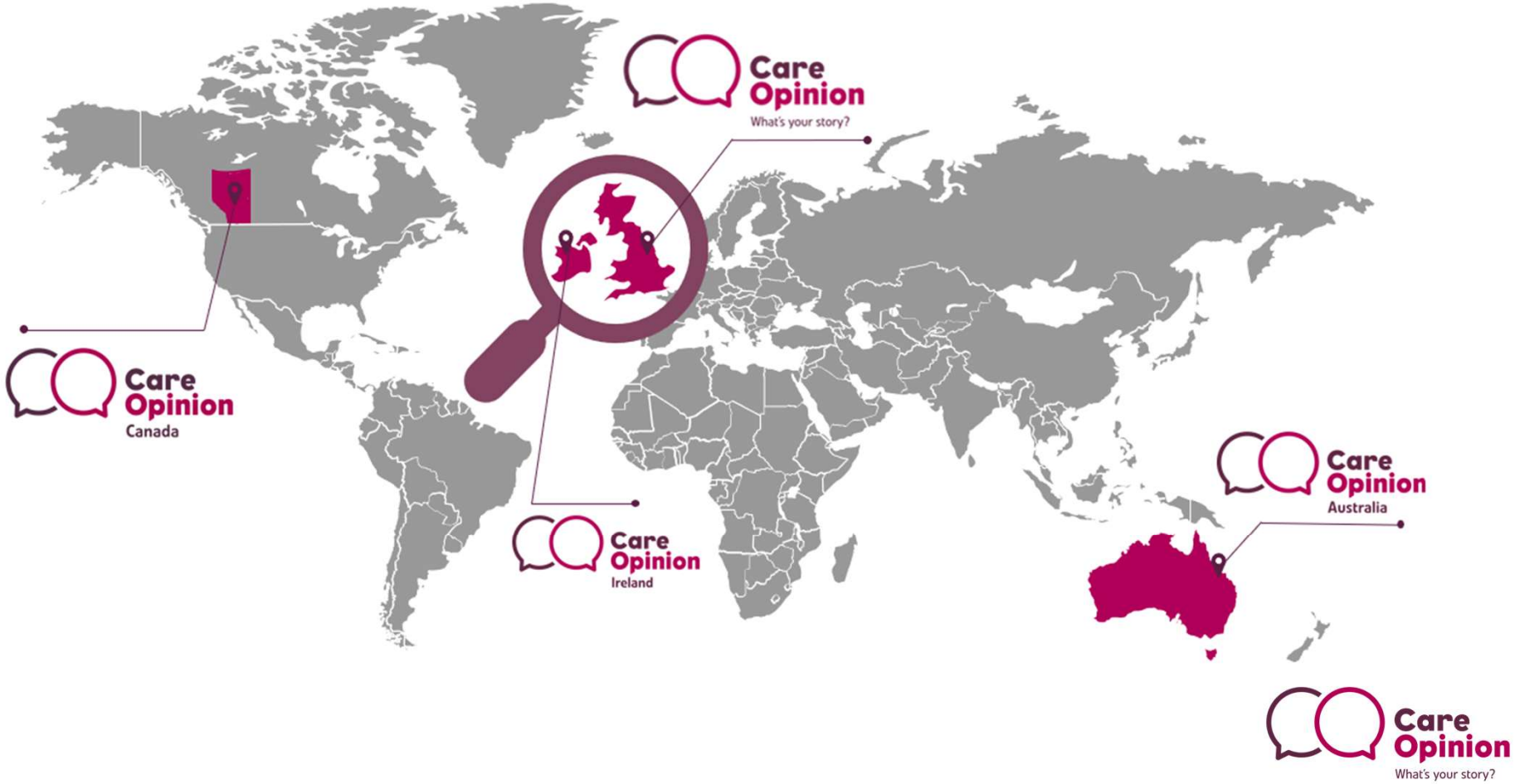
20+ years
of listening

All Boards
in NHS Scotland
listening

12 HSCPs
listening

Care Opinion
What's your story?

International story



People want to be heard, and staff want to listen and learn



Care Opinion
What's your story?