

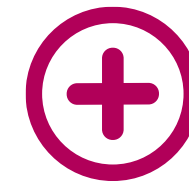
Listening that Leads to Change

Fraser Gilmore
CEO, Care Opinion

www.careopinion.org.uk



Agenda



The scale of listening



**35,420
stories**



**82% were
positive**



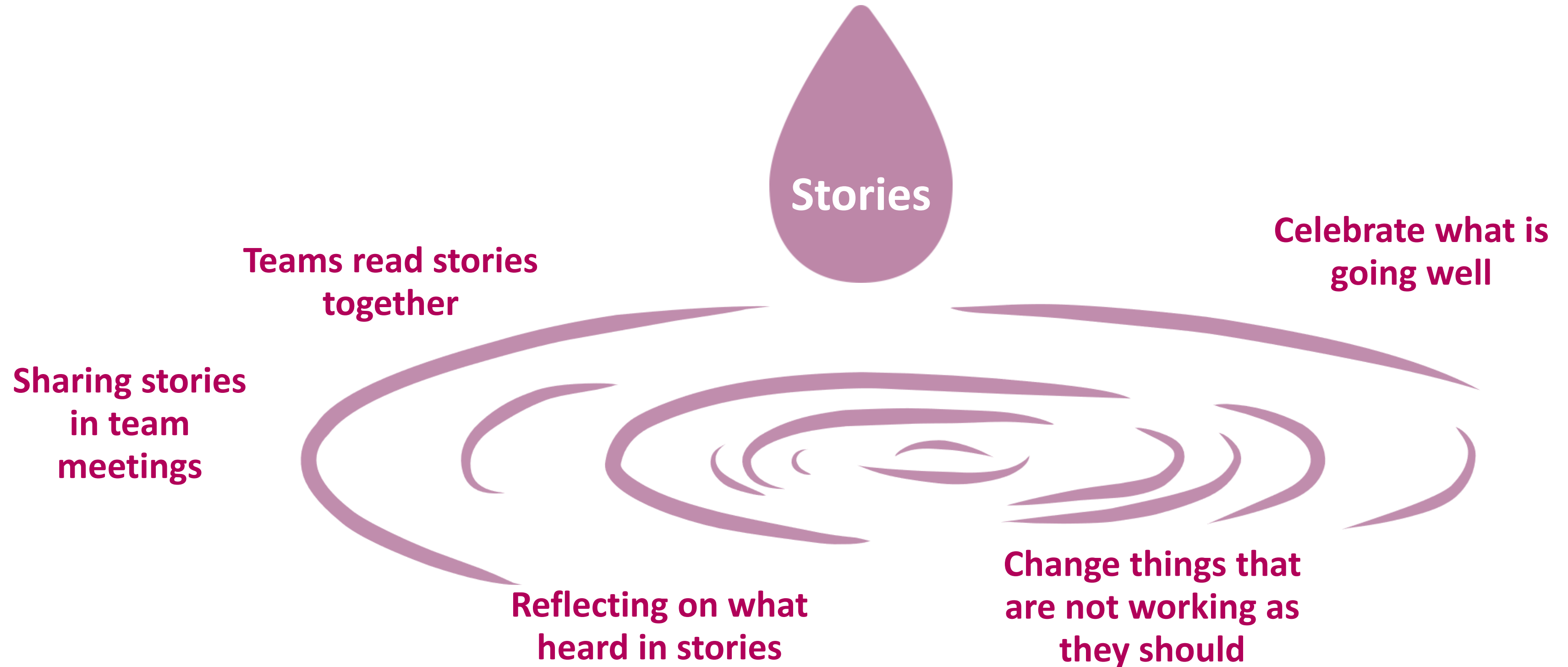
**18% raised
concerns or
critical
experiences**







**36,927
responses**

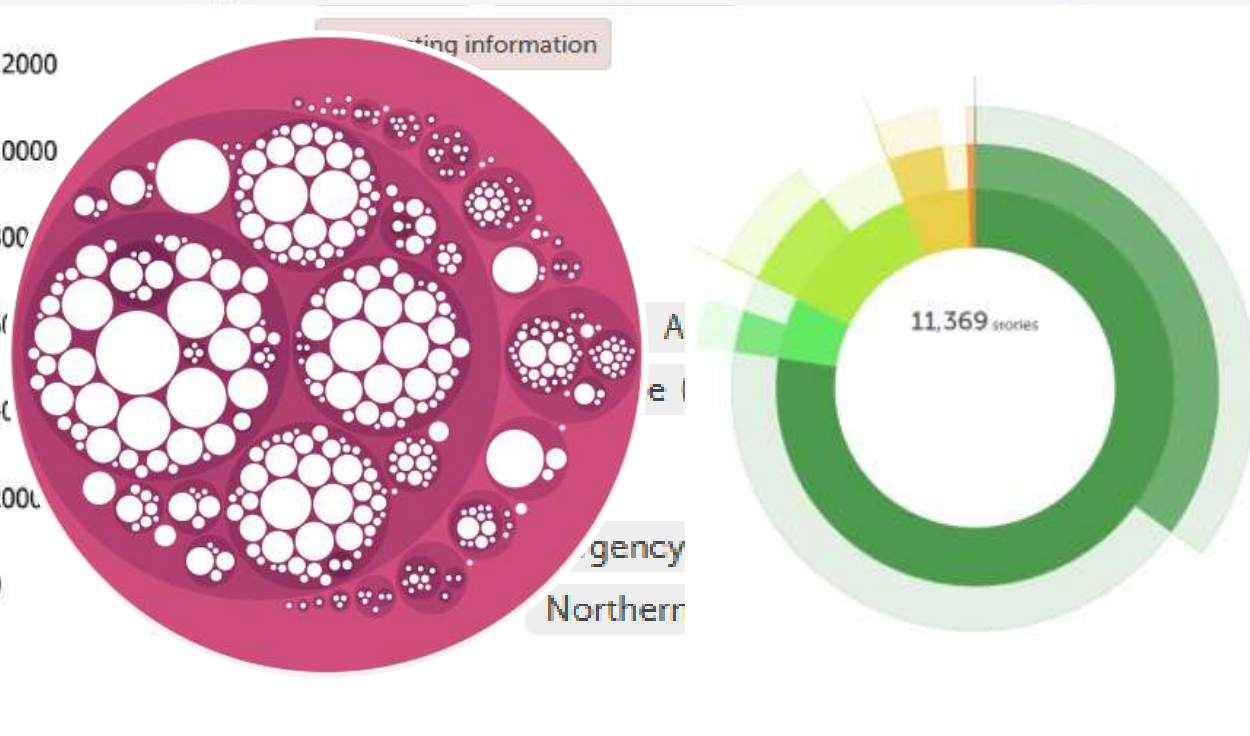
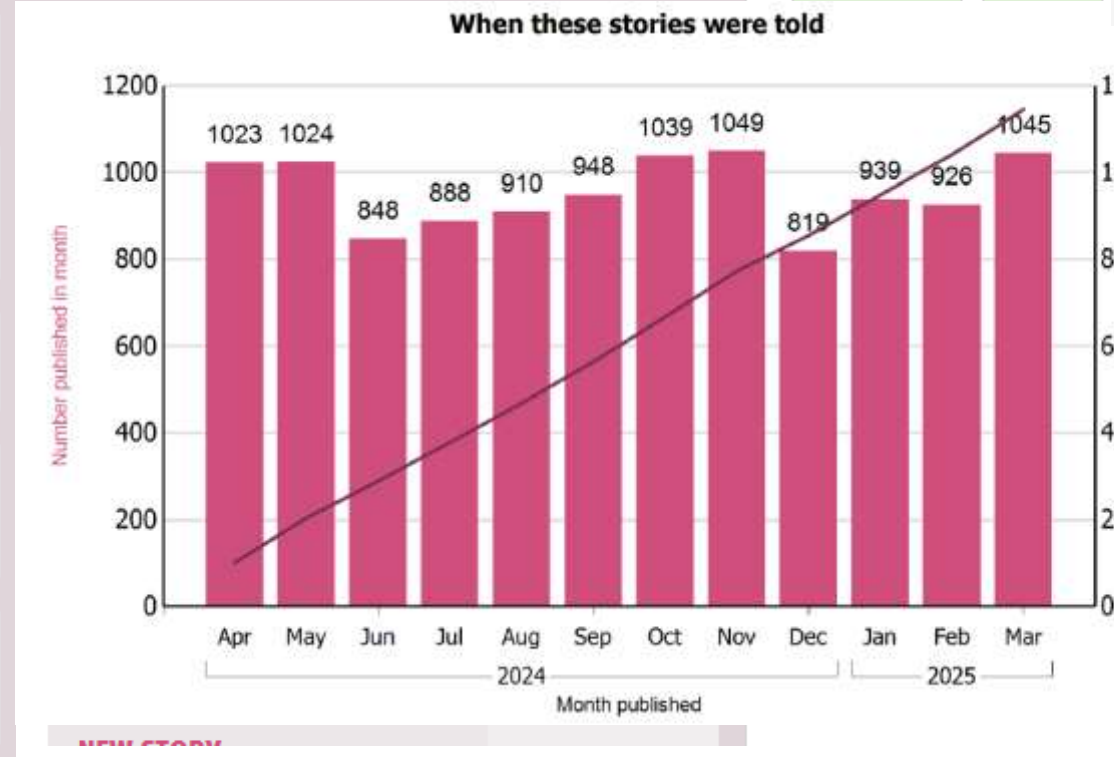
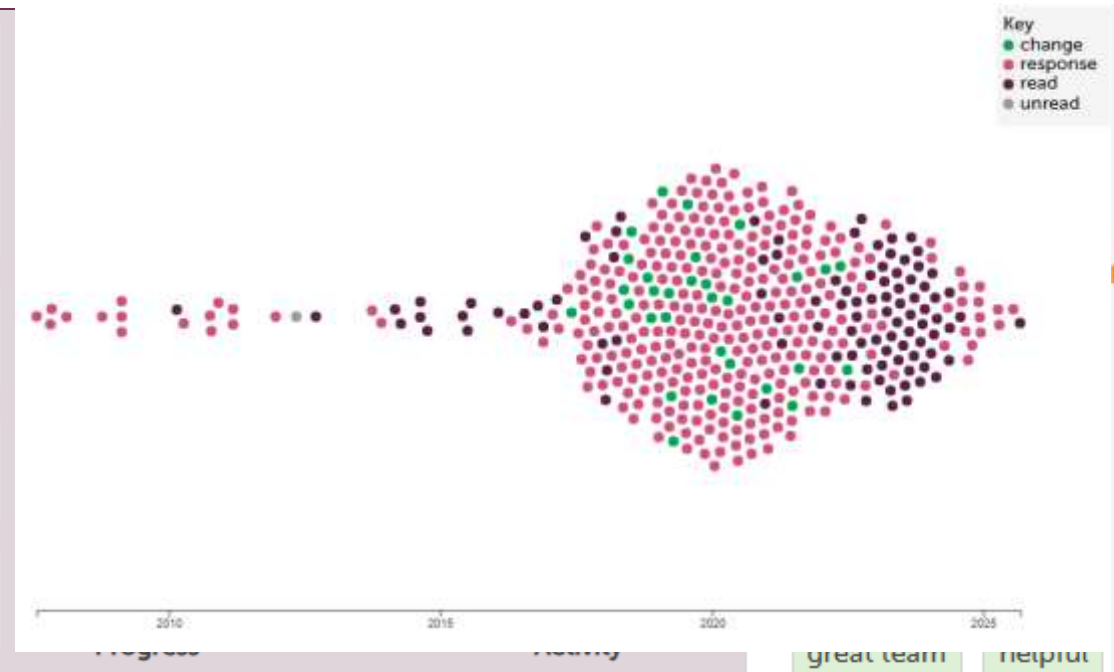


Listening as everyday practice



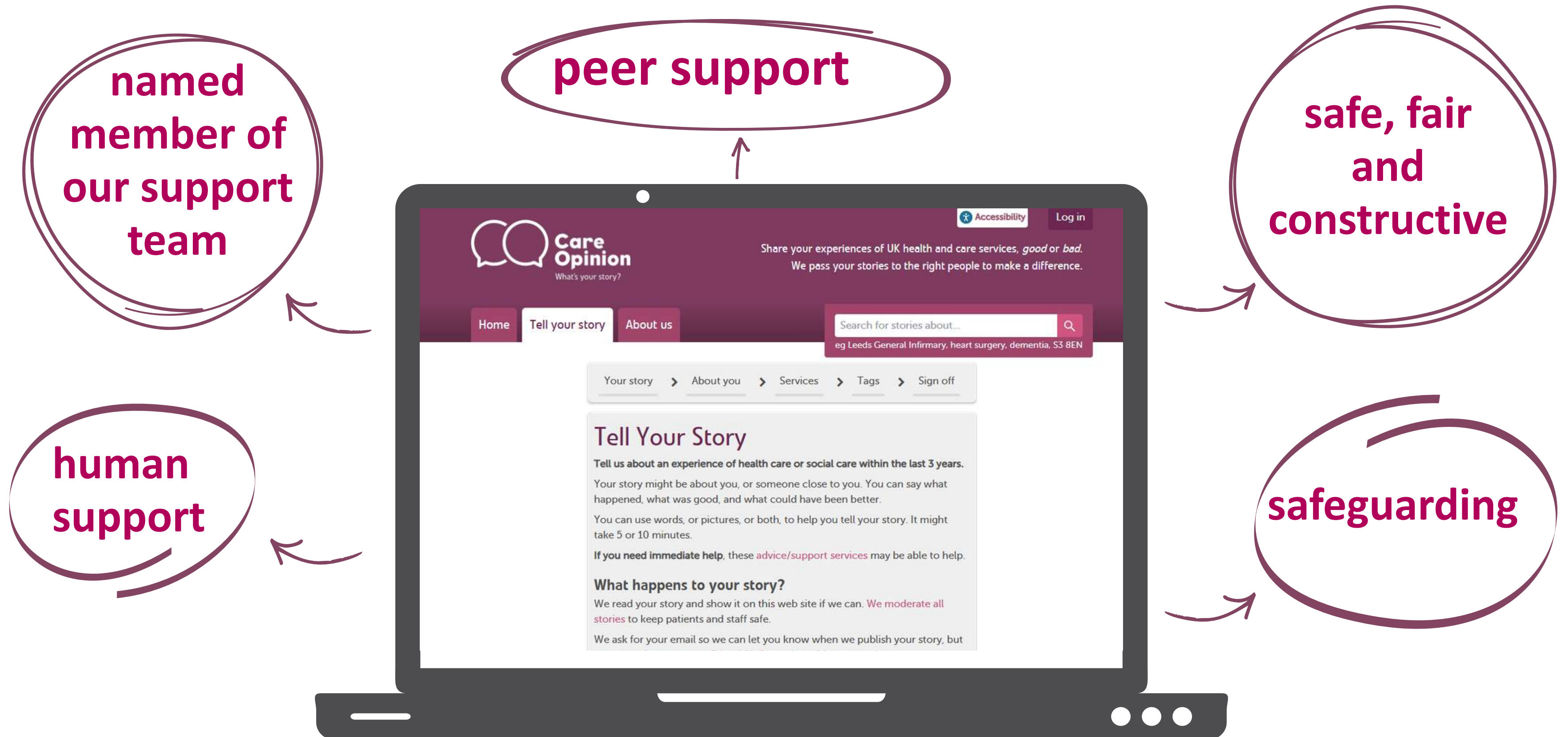
The platform features that support this

-  **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.



SEARCH WITHIN YOUR STORIES

The human support behind the platform



What staff say about using Care Opinion



————— “ —————

Overall, the Care Opinion platform gives us a unique opportunity, not just to listen, but to act. Whether it is celebrating what is going well or learning from what could be improved, we are committed to using every story as a chance to grow and to continue delivering person centred care.

————— ” —————

What staff say about using Care Opinion



Care Opinion continues to be a vital platform in helping us understand the real experiences of our patients and their families. In departments like Radiology, where interactions are often brief and fast paced, Care Opinion has opened a valuable window into the patient journey, allowing us to celebrate what we do well and identify where we can do better.



What staff say about using Care Opinion



———— “ ————

One of my favourite parts of using Care Opinion is the little ping in my inbox when a new story arrives. It is a simple reminder that someone has taken time out of their day to share their experience of our services. I feel incredibly fortunate to read every single story. Each alert brings something new, every story is unique, teaches us something different, and truly matters.

———— ” ————

Why this matters?

Stories help organisations understand themselves through the experiences of the people they serve.



Introducing our speakers



Tyler Harvey

PhD student, School of Social
Political Science
The University of Edinburgh



Shaun Maher

Strategic Advisor for Person-Centred Care and
Improvement, Person Centred-Care and participation
Unit, Healthcare Quality and Improvement Division
Scottish Government