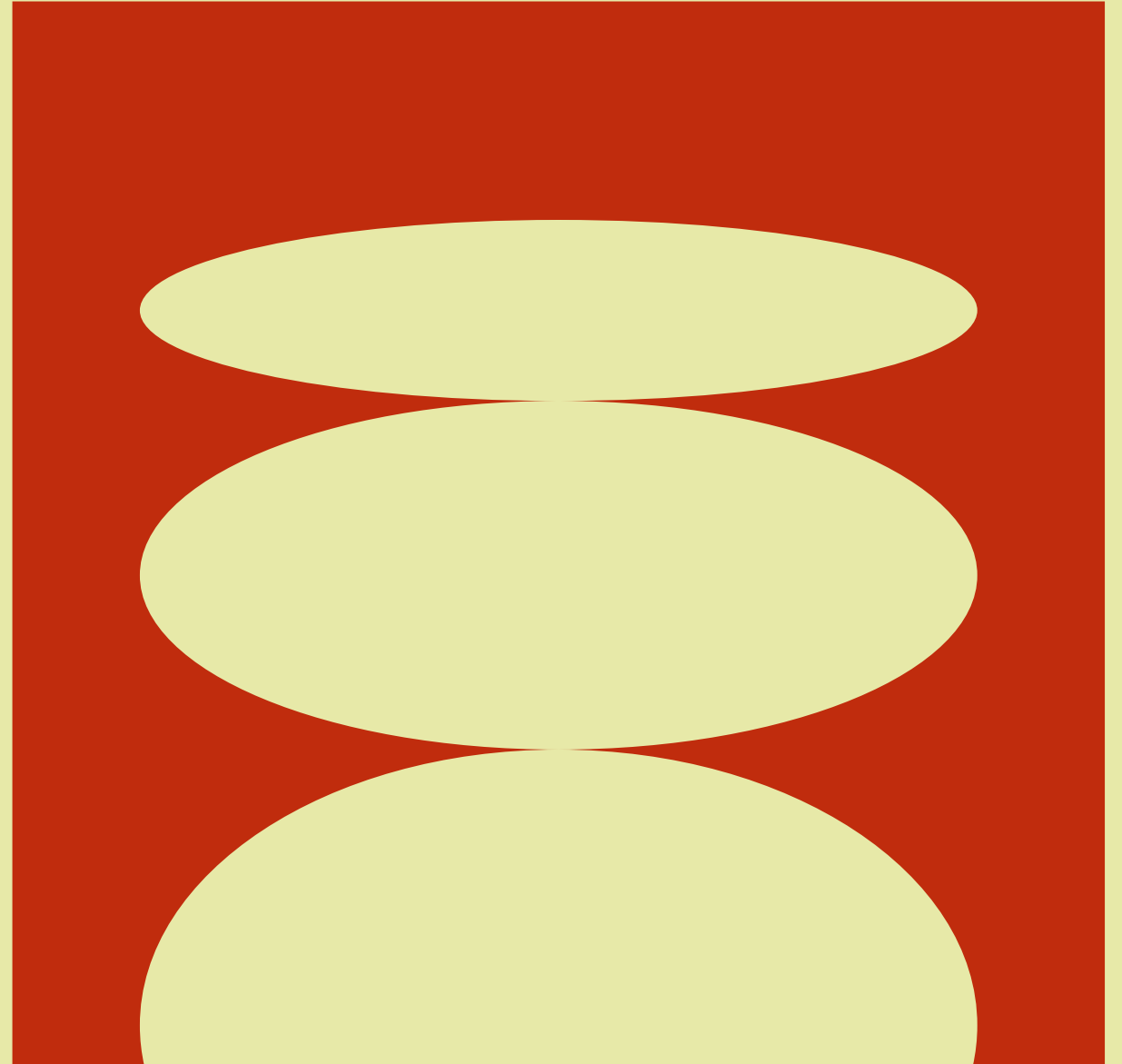


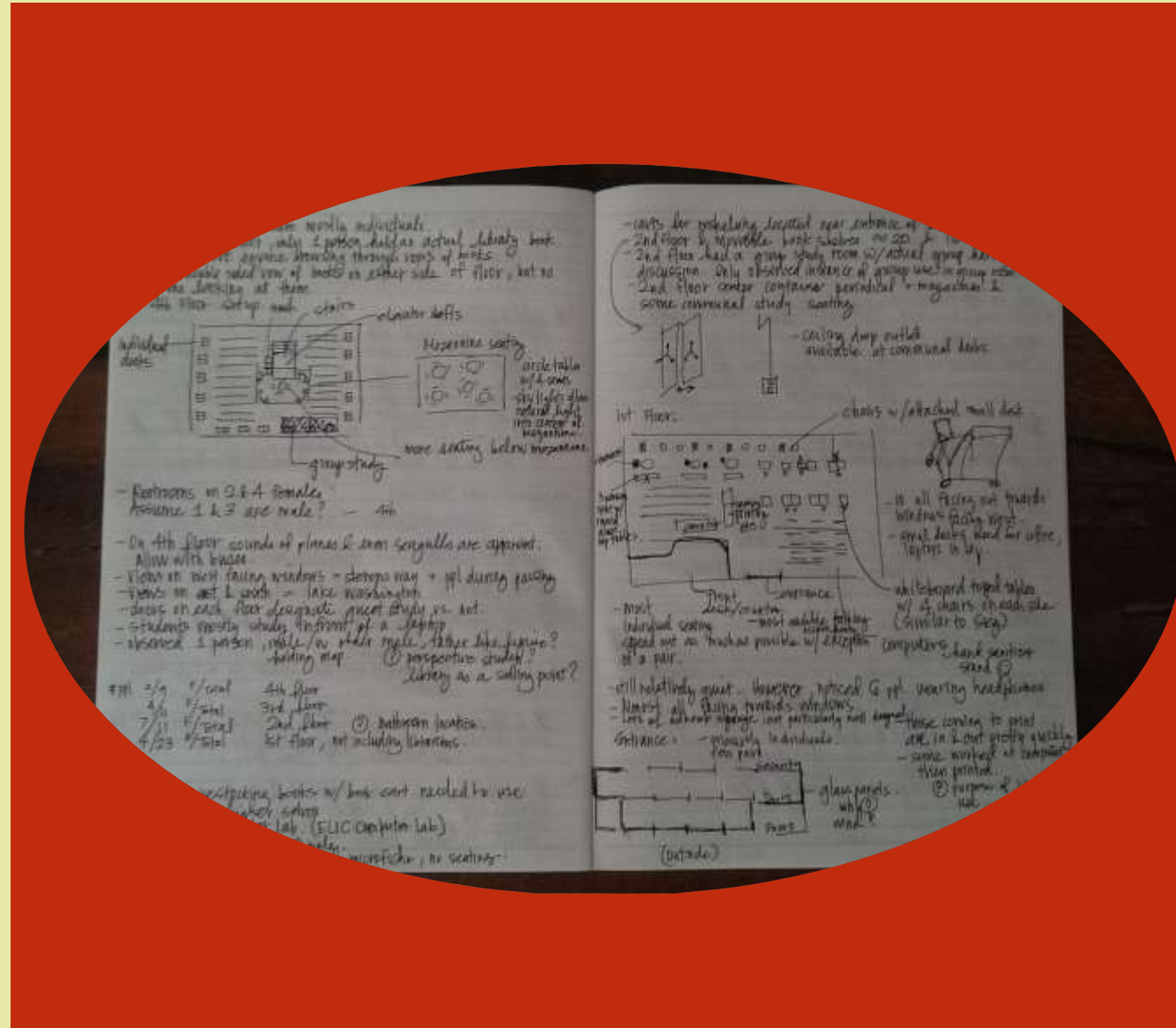
Presented by Tyler Harvey

**Care Opinion:
The Ethnographic
Perspective**



Agenda

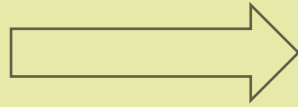
1. Who Are You?
2. What Are You Doing?
3. What Have You Found?
4. What Does It Mean?
5. What's Next?



Who Are You?

University of
Kent

(Anthropology)



(Science and
Technology Studies)

- Science and technology studies:
anthropology x sociology on information
technology
- Training in ethnography
- Interest in politics of the healthcare system



What Are You Doing?

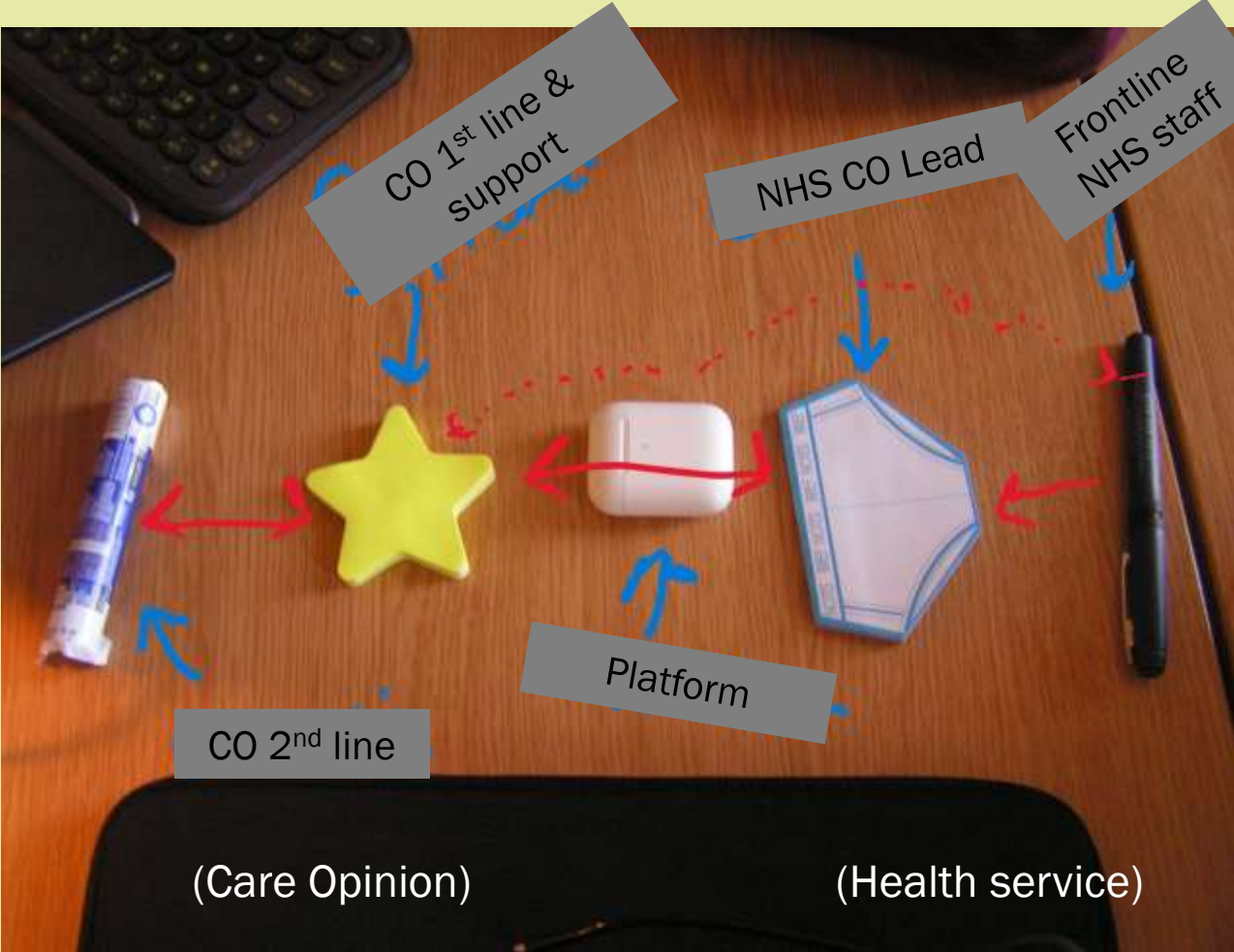
Ethnography:



What Are You Doing?

Activity	Method	Reflection
Learning moderation routines	Participant-observation	Getting practice-based understanding of 'moderation brain'
Understanding what CO feedback is	One-on-one interviews	Engaging with understandings of feedback from within the organisation
Mapping the organisation	Teams meetings, hanging out	Developing understanding of how the organisation works, and how this interrelates to how the NHS works
Looking at formal moderation materials and policies	Document readthroughs	Examining how policy-based standards structure everyday routines, and what happens during change

Mapping the organisation



What Have You Found?

Care Opinion work as time work: The criticality score is designed to navigate uncertain times in handling feedback, both within Care Opinion and within healthcare services.

The concern with formal complaints: Internal policy changes concerning stories that mention an ongoing complaint – feedback vs. complaint distinction.

The forward momentum of the progress bar: Designed to remind that stories are supposed to *do* something, rather than just stay online.



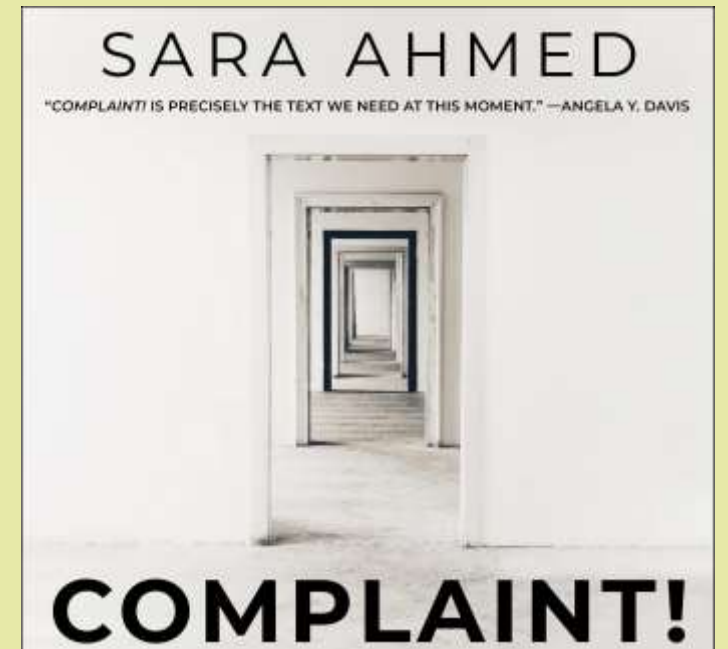
Moderation brain: Reading stories with an eye to preventing identifiability through edits, as well as adding tags that aid searchability, often using mental maps.

What Does It Mean?

Care Opinion forwards a relational model of change through its work. The definition of ‘change’ can have a strong impact on what Care Opinion stories can *do*.

What Does It Mean?

But the definition also interacts with prominent cultural understandings of feedback and complaint, which also impact an individual's trajectory.

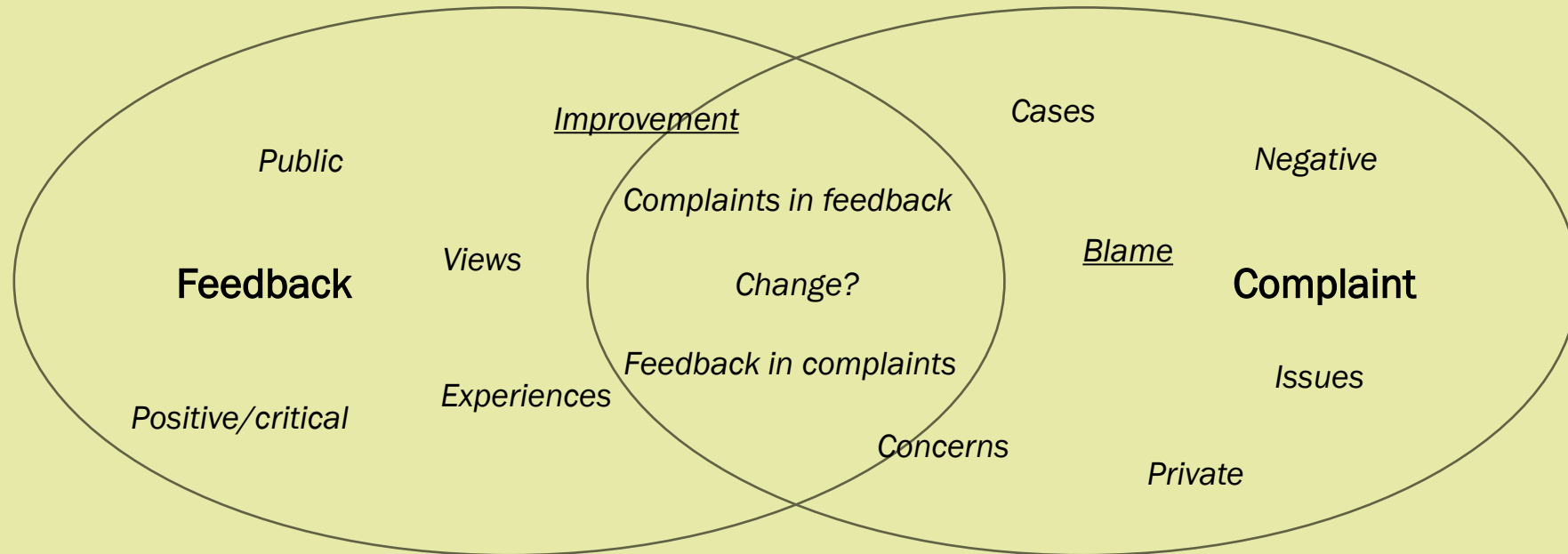


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**Stories with 'change made' containing the word 'complaint'
for NHS Scotland (01/04/2023 to 09/04/2026)**

What is feedback? What is complaint?

Categories of patient input

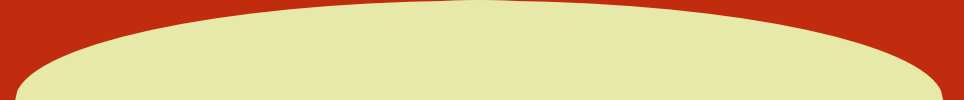
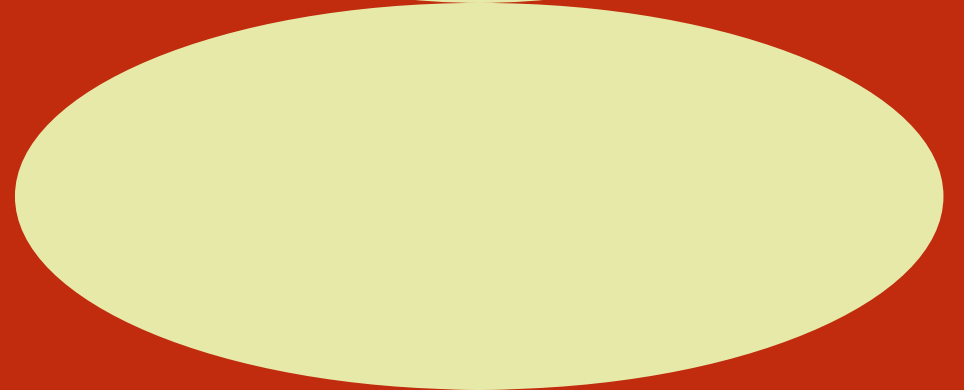
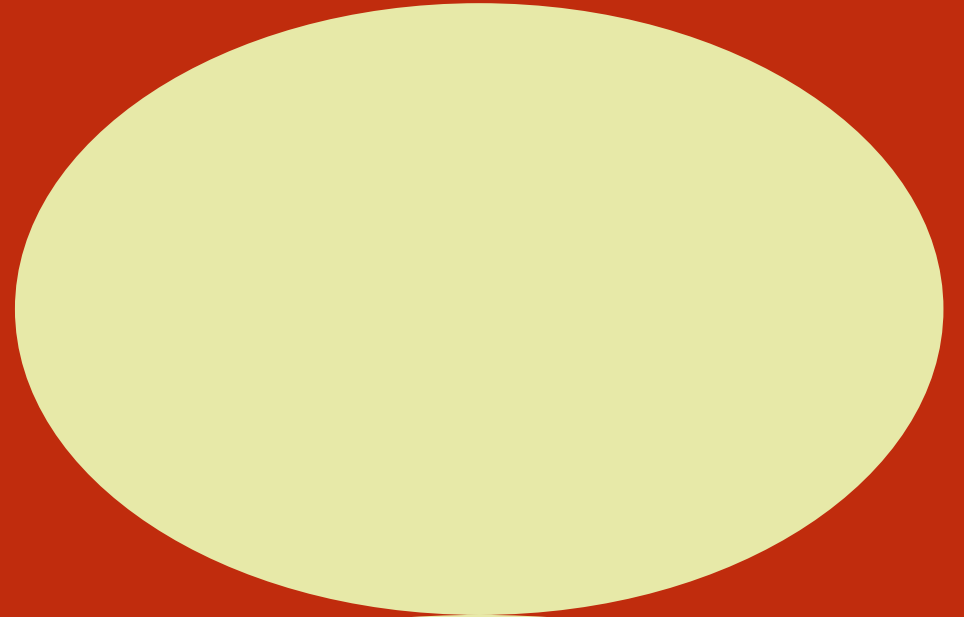


What's Next?

Interviews with CO authors

Interviews with Scottish NHS staff and decision-makers (some of you?)

Contact:
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Thank you!

