INVERCLYDE HSCP Health and Social Care Partnership

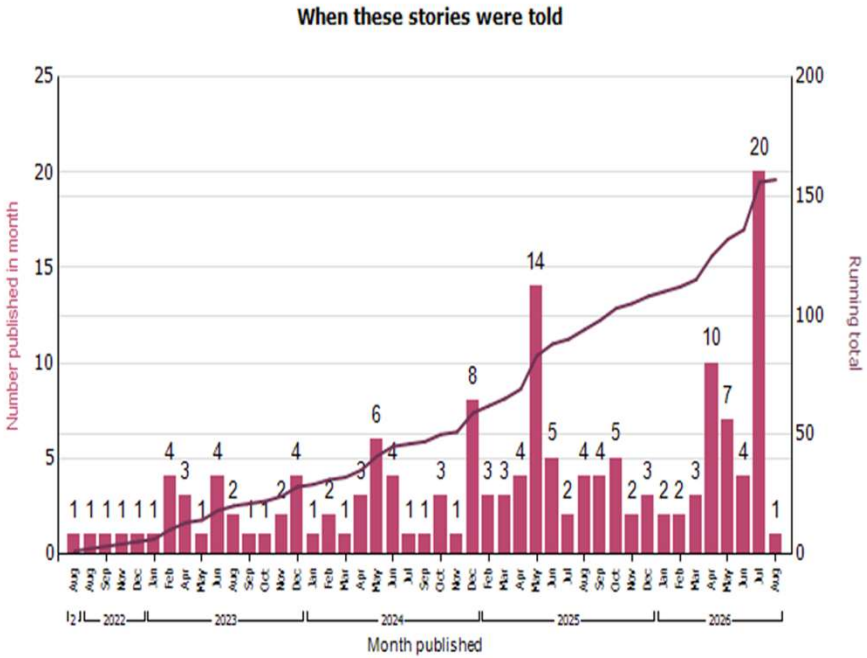
Care Opinion
What's your story?

Care Opinion Inverclyde HSCP
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Background and Context

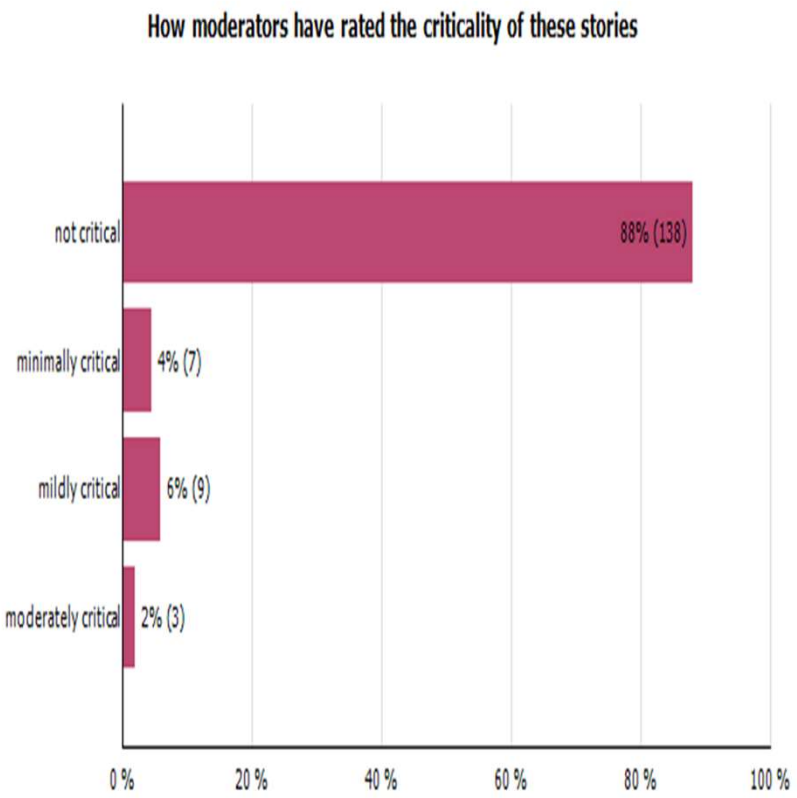
- **Inverclyde HSCP part of 6 Health and Social Partnerships within NHS Greater Glasgow and Clyde**
- **Inverclyde HSCP went live with Care Opinion in 2022**
- **All HSCP services are encouraged to incorporate Care Opinion into existing means of asking for feedback**
- **Champions Group and Monthly staff bulletin to keep staff up to date**

The story trend 2022 to 2026 -157



Supporting Care Opinion in the HSCP

- **Most stories are noncritical -88%**
- **Oversight from Chief Nurse as sponsor, Laura Moore**
- **Feedback is highlighted at governance meetings, the Clinical and Care Governance Annual Report and Senior Management Team**
- **The service tree is the starting point to think about responders and visibility in teams – structure builds from this and it's a work in progress**
- **Bespoke and existing training very good and helpful to staff**



Key messages

1. Think about your key staff team – internal communications team are crucial. Take every opportunity for Champions to raise the profile.
2. Care Opinion brings the organisation visibility and accountability in feedback – You said we did – Inverclyde 34th in staff listening!!!
3. Never, ever underestimate the impact on staff of a good story
4.Care Opinion is national and international in scope - benefit from the expertise and support
5. Bespoke training needed – Mental Health, Homelessness, Criminal Justice and Children and Families – for the “that’s very well BUT…….”
6. Care Opinion is whole system feedback – a plea for Hosted Service consideration
7. Think on the power of reflection for the service user and informal carer when a real positive difference has been made. They also want to tell you if a change was made, how it could have helped them or help someone else. Positive or critical you are empowering people to tell their story to help themselves and others.