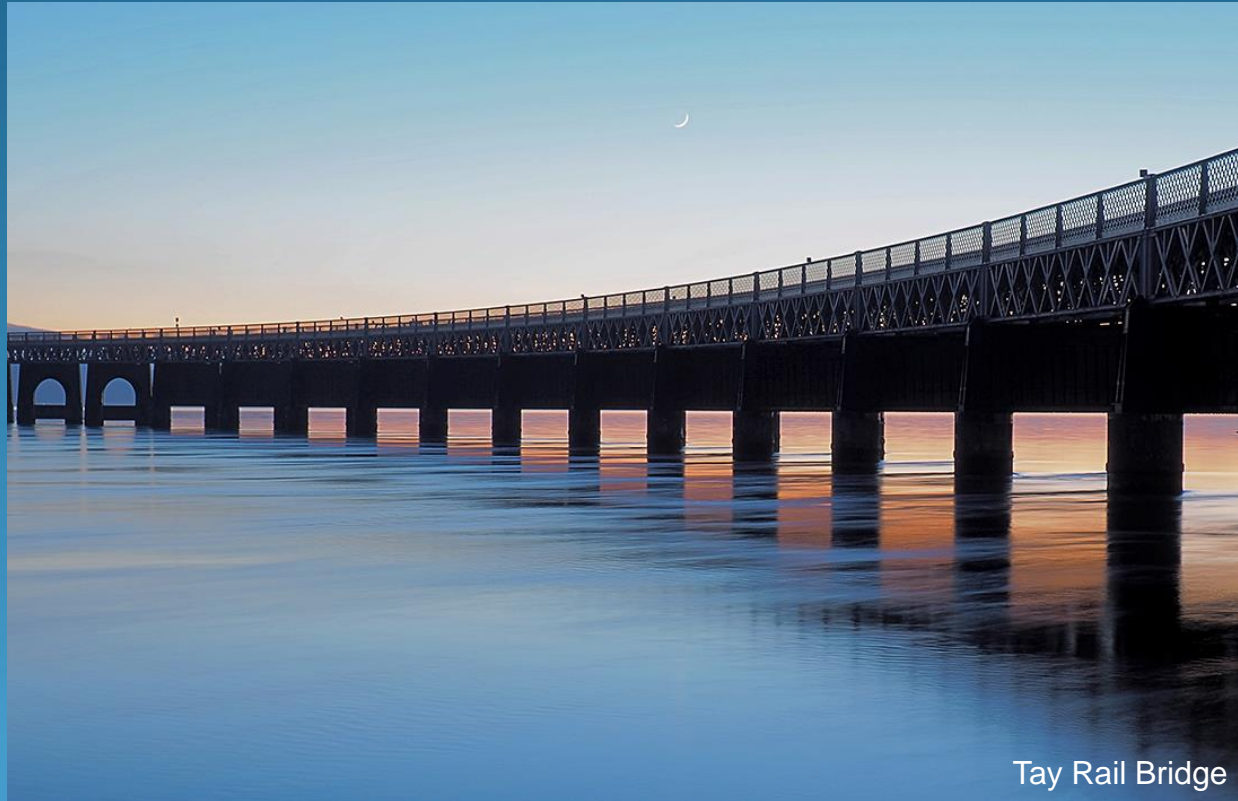


How using Care Opinion has caused a “Ripple Effect”



Tay Rail Bridge



Angie McManus

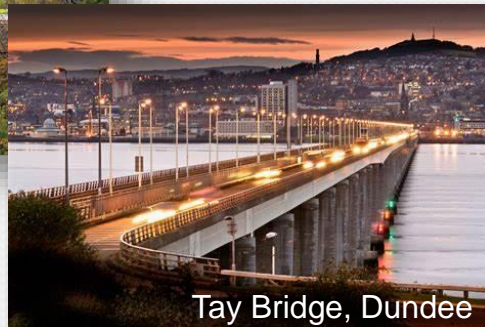
Allied Health Professions Lead,
Perth & Kinross Health & Social Care Partnership.
Executive Lead for Care Opinion

Victoria Sullivan
Care Opinion Lead, NHS Tayside



Where is Tayside?

Population
417,650



Angus Council

Dundee City Council

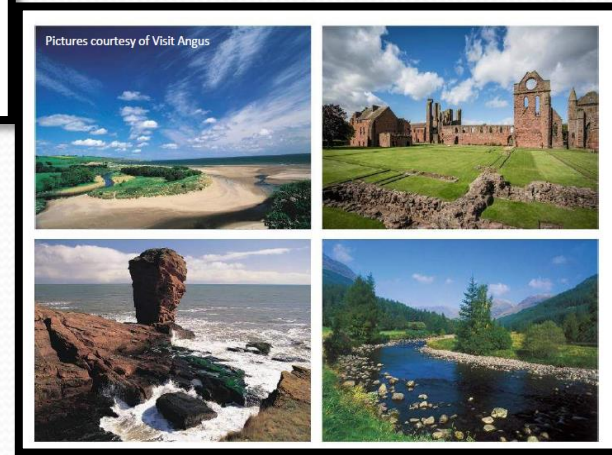
Perth & Kinross Council



Dundee City
147,720



Perth & Kinross
153,810



Angus
116,120

Introducing ...



Angie McManus
Allied Health Professions Lead, Perth &
Kinross Health & Social Care
Partnership. Executive Lead for Care
Opinion



Victoria Sullivan
NHS Tayside
Care Opinion Lead



The Ripple Effect



Newsletter

Performance

Culture

Service
Improvement

Shared
Learning
Opportunities

Value of the
Patient Voice

Celebration

Feeling
Valued

Planning

Safe
Environment

Welcoming
Change

Engagement
Appetite

Enthusiasm

Impact on
Services and
Workforce

Closing the
Loop

Communications

Sharing

Inventiveness

Gratitude

Embracing All
Feedback

Sense of
Community

The Tide is Turning ...

- Proactive engagement from colleagues
- Utilisation of data and visualisations in reporting routines e.g. Clinical, Care & Professional Governance Forums, Annual Performance Reports, Assurance Reports, Team Operational Reports, Audit & Performance Committees...
- Connectivity & Awareness- some stories span lots of different services
- Closing the loop on improvement suggestions



Arbroath

What staff tell us...

I found the support was great, prompt response and guidance and reassurance provided to me before, during and after I completed my first Care Opinion response.

It's been great to see the staff and public so engaged with the feedback process. The platform is obviously quite user-friendly and I have had another team express an interest in using it too.



I was able to share the story with the team to highlight what good work we are doing which then empowers the staff to continue with the good practice.

I found it easy to use, easy to navigate around the system

I am so pleased we can hear the voices of women and families and it is a real honour to be able to respond and let them know how appreciative we are of the feedback. I honestly can't express how much I love this ability to hear stories, respond and allow families to be heard.

How are we helping to navigate?



Social Media
Developments

Connected
Forums/Meetings

Communication &
Engagement
Events

Volunteers

Sharing great
practice and great
feedback

Developing
Newsletters

Connecting with
other Board areas

Creating
promotional
resources for
sessions

Keeping staff side
partnership in the
loop

Reporting to NHS
Tayside Board

Reporting to
Executive and
Operational
Leadership Teams

Development of
Posts to support
Care Opinion
implementation

Expanding the
service tree



Perth & Kinross HSCP

Developments



- New Funded Post: Care Opinion Engagement Worker
- Boarding our Services, over 70 teams/services & counting....
- Over 85 stories so far, read over 13,500 times
- Developing Reporting Routines/Newsletters
- Growing the CO profile in H&SCP
- One of the best performing CO H&SCPs in Scotland



NHS Tayside Developments



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 for stories about: []

Home Tell your story About us

"Not calling the BSL interpreter"

This story has had a response

Story summary

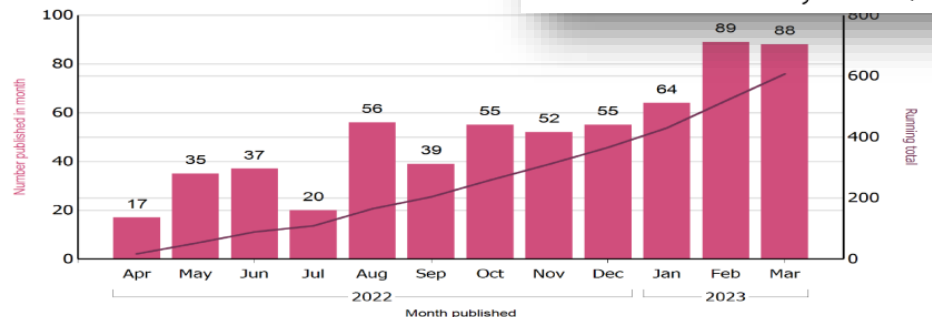
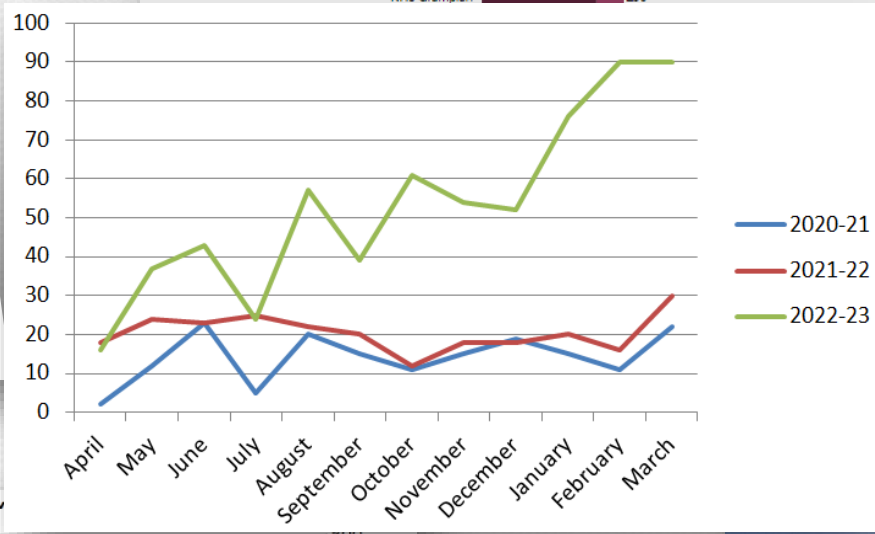
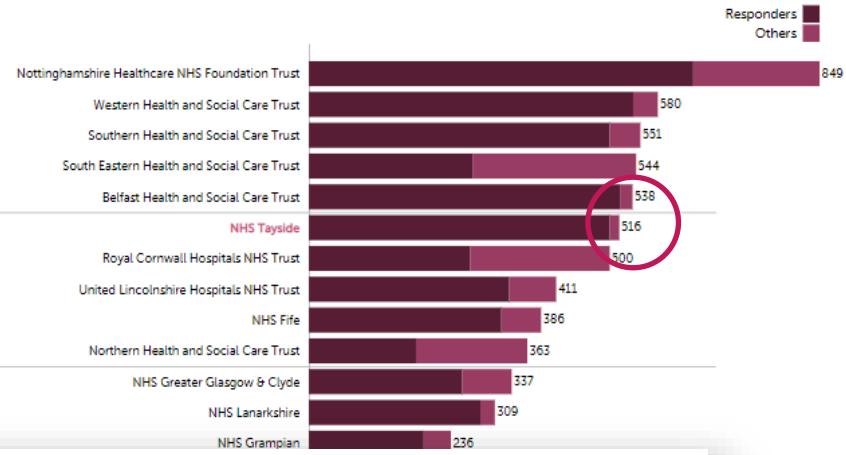
What could be improved?

How did you feel?

Activity

Show your support

When these stories v



Care Opinion Newsletter January 2023

Welcome to the first NHS Tayside Care Opinion newsletter of 2023.

A very special welcome also to all the new services and providers that have recently joined, and to all who are joining their Care Opinion journey. We are delighted to have you on board.

First British Sign Language Story

Picture Stories

Care Opinion Newsletter March 2023

A very warm welcome to our second newsletter of the year and to services that are new to Care Opinion.

These include Physiotherapy, Neurosurgery, Acute Fracture Units at Ninewells and PFI, the Teenage Cancer Trust Specialist Muscular Service, Palliative Care, Outpatient Local Anaesthetics, Spiritual Care, Listening, Bereavement and Chaplaincy Services.

Our story numbers have been a dramatic spike in recent months. Thanks to all the services producing the use of Care Opinion, trying patients to give feedback using QR codes has helped this increase immensely so please continue producing this fabulous material to all our service users. Continue reading to see our full story numbers.



Tayside's Ripple Effect



 **Care Opinion**
What's your story?



Please tell us about your experience of Perth & Kinross Health & Social Care Partnership

Your story can make a difference
careopinion.org.uk

 **Care Opinion**
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Please tell us about your experience of NHS Tayside

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Thank you for listening..



Lunan Bay

