

Taking a Story in Person or by Telephone

What is Care Opinion?

A free, confidential website run by an independent not for profit organisation called Care Opinion. The website encourages the public to share their views and experiences about the health and care they have recently received.

This feedback can then be viewed by the public to see what people think their local services and also by the service providers, allowing them to comment on the experience and make changes to improve the service that they provide.

Who took the story		Date of story	
Service		Month of treatment	

Patient? Relative? Carer? Friend? Service User?	Postcode	
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What year were they born in?		Male ☐ Female ☐
User name (Not your real name)		
Email address:		

Explain that their email address is used to notify them when their opinion is published and if they get a reply. We do not share emails with anyone else unless there are safeguarding reasons

If it seems appropriate ask:

Thinking of this service, how was your overall experience?

5. Very good	
4. Good	
3. Neither good nor poor	
2. Poor	
1. Very poor	
Don't know	

Ideas for questions...



- What were the best things about how you were treated?
- What could have been better?
- Are there any staff you would like to thank?

Must be read to the author to gain consent

"You consent to your story being published on Care Opinion and shared online to help learning and change. You understand that your email and postcode will not be shared. For more information You can go to careopinion.org.uk/info/consent."

Author consent given:- _____ Consent received by:- _____

