



Perth and Kinross
Health and Social
Care Partnership

Supporting
healthy and
independent
lives

**Perth &
Kinross HSCP &
Care Opinion**

- What is Care Opinion?
- How can patients and service-users leave feedback on Care Opinion?
- Process of a story & Responding
- Perth & Kinross HSCP and Care Opinion

careopinion.org.uk

Care Opinion is a place where people can share their experiences of health or care services

At Care Opinion we make it **safe and simple** to share stories of care online and for people to see other stories too. The public, services and regulators can see how stories are leading to change.

We think that by sharing honest experiences of care, we learn to see the world differently. Working together, we can all help make care better. As a social enterprise, this is very important to us.



Share your experiences of UK health and care services, *good or bad*.
We pass your stories to the right people to make a difference.

Home

Tell your story

About us

▶ **Search**

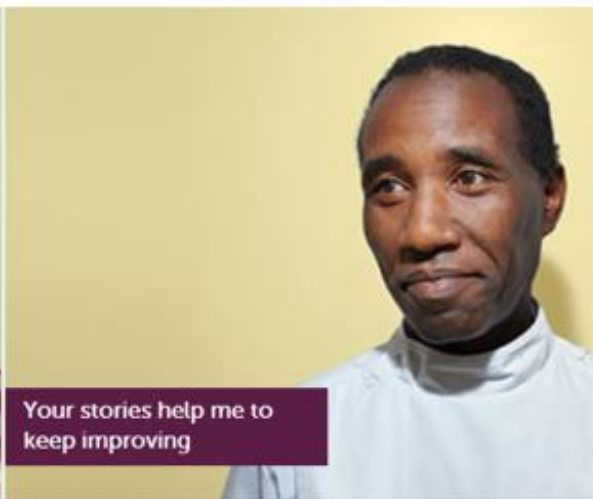


Search for stories about...

eg Leeds General Infirmary, heart surgery, dementia, S3 8EN



Now my cancer nurse knows she helped me cope



Your stories help me to keep improving



My midwives know they gave me a great start



Featured stories

▶ [View latest stories](#)

"I had to go home and make another appointment for a test. **At no time was I made aware** that "shield as normal" meant self isolate."

STORY READ



Care Opinion in 2 minutes



"I think my story is rather dull about phones! But I think it made a difference"

Ways to share a story with Care Opinion



Online

Online
careopinion.org.uk or
careopinion.ie



Freephone

Freephone 0800 122
3135 (UK only)



Freepost
Leaflet

Freepost
leaflets



Invitation Links

From an invitation
link



Kiosk Mode

Via a Kiosk link



Volunteers

With support from
Volunteers

- All stories are subject to **moderation** and are uploaded to the website
- All story authors are kept **anonymous**

Share your story via our feedback leaflet or by phone



Before you send this off we just need to know a bit more, to make sure that your story is heard by the right people.

What service did you use?

What organisation or provider was it?

When did you use this service?

Are you the...
person who was served? Care recipient Friend
other Please specify:

Your postcode:

Please check your email with us so we can let you know what happens with your story (we email you once a week) unless you tell us otherwise.

The email address is:

By completing and returning this leaflet you consent to your story being published on Care Opinion and shared online to help learning and change. Your email and postcode will not be shared. For more information see: [careopinion.org.uk/privacy](#)

If it is not possible to email you, please return this leaflet to:

Send me a copy of my story

POST BOX 10000
DUNDEE DD1 1QJ

Care Opinion
What's your story?

Tell your story and make a difference

Care Opinion
What's your story?

Tell your story with pictures

See what others are saying and share your story at careopinion.org.uk
or call us on **0800 122 3135**

Talking.com® services developed in partnership with Talking Mats

Tell us about your experiences of health and care services. Your story is about how they are doing right or how they can improve. Share your experience here...

Share your story online.
careopinion.org.uk

Or tell us your story over the phone.
Call **0800 122 31 35**

Care Opinion
What's your story?

Your story can make a difference

See what others are saying and share your story at careopinion.org.uk
or call us on **0800 122 3135**

How was your care?

Care Opinion

Who Care Opinion works with in Scotland

NHS Boards

- NHS Grampian
- NHS Fife
- NHS Tayside
- NHS Greater Glasgow & Clyde
- NHS Western Isles
- NHS Borders
- NHS Shetland
- NHS Orkney
- NHS Highland
- NHS Lanarkshire
- NHS Dumfries & Galloway
- NHS Lothian
- NHS Forth Valley
- NHS Ayrshire & Arran
- NHS 24
- Scottish Ambulance Service
- NHS National Services Scotland
- NHS Education Scotland
- Healthcare Improvement Scotland

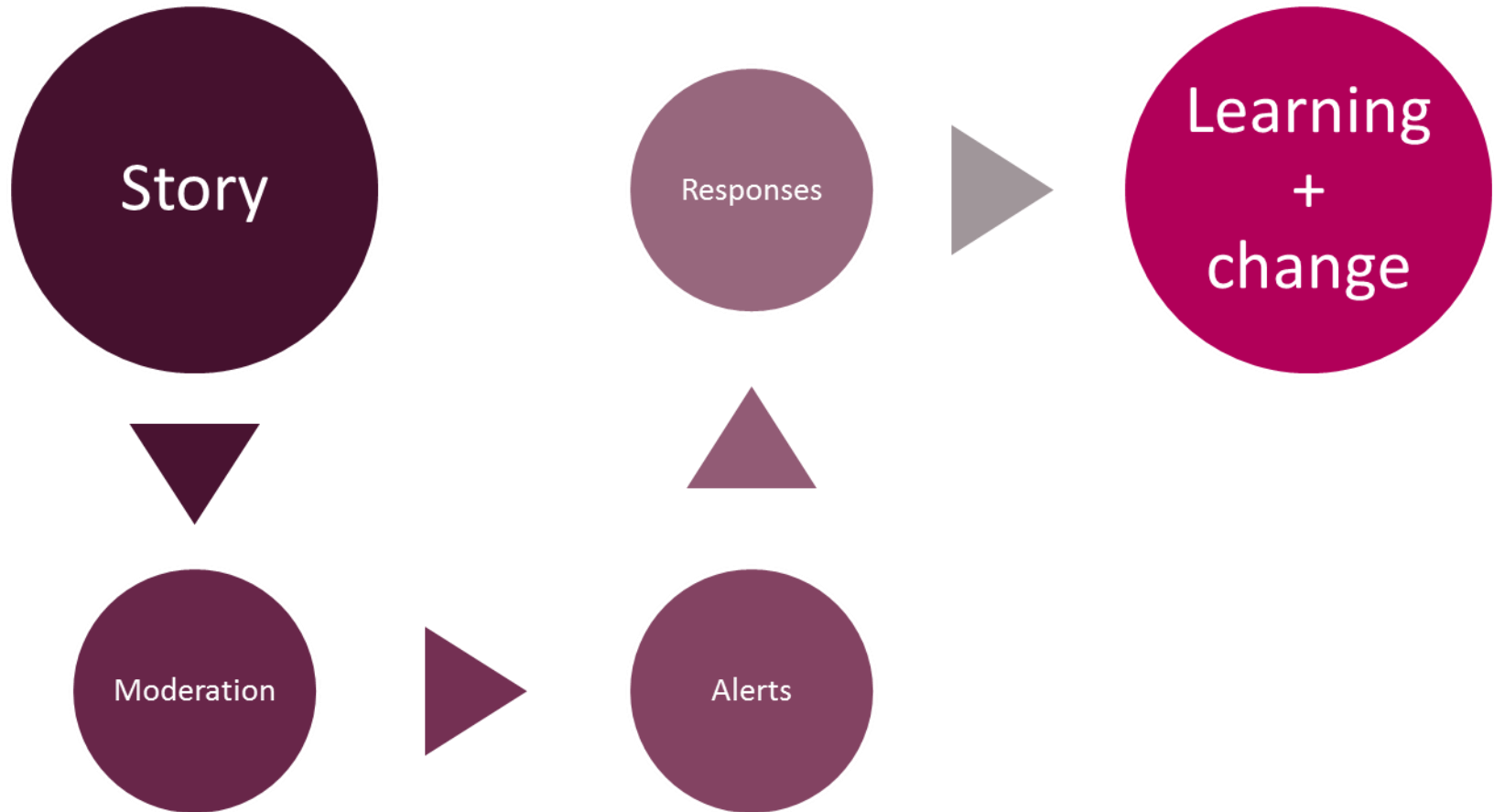
Health & Social Care Partnerships

- Fife
- North Lanarkshire
- South Lanarkshire
- South Ayrshire
- East Ayrshire
- North Ayrshire
- Aberdeen City
- East Renfrewshire
- Inverclyde
- Perth & Kinross

Who's Listening

- MSP's/ MP's
- Ministers
- Civil servants
- Care Inspectorate
- Third sector organisations
- Education/ research
- Special boards
- The public

Stories – it's about the conversation



A story's journey...



Author submits their story to Care Opinion



Our team moderates every story submitted to us in line with our moderation policy



If necessary, our moderators will contact an author before publishing, reasons for doing this include:

- Signposting
- If we feel the author may be identifiable from the detail in their story
- If we make a significant edit to their original story
- If the author mentions that they have made a formal complaint to the service

Continued...



We may also contact the service before a story is published, for example to provide advanced notification of publication for highly critical feedback.



If advanced notice of publication is required, we will hold off from publishing the story for an agreed period of time, to allow the service to prepare a response.



Story is published onto the Care Opinion website and we notify services who are invited to respond!

What does a story look like?

" Above and beyond "



STORY HAS A RESPONSE



This story has had a response

About: District Nursing / Perth & Kinross South District Nursing

Posted by **Crawf1960** (as a carer), 4 days ago

Recent visit of two district nurses to our home to review, check my wife's health, skin care, bed sores, incontinence issues etc, in addition to this, they both assisted me with some personal care issues and to get my wife's nightwear on etc and back into bed, they also helped with re-assurance etc after my wife had seizure activity.



The both took notice of ongoing personal care issues which required further attention (ie) skin care issues with bed sores and other skin issues which had been causing discomfort for some time, incontinence issues was another area of concern with breaks in the skin, red-inflamed etc.

They left after a time then returned with 3. Different types in incontinence pads to try, new dressings for painful, inflamed area's, different types of cream ordered for her skin and bed sores etc.

One of them, called me two days later for an update on conditions, incontinence pads etc, she then followed this up with a recent visit to check my wife's health, personal care needs.

The both could no have been more helpful, understanding with a willingness to go above and beyond the norm "excellent service" from district nursing staff in comrie, perthshire.

More about:

back

cream

dressings

incontinence

seizure

skin

skin care

Tags are added by the author to show key themes

Stories by the same person are linked by a username

Story summary

What was good?

- above and beyond
- district nurses
- helpful
- understanding

Activity

7 staff members have read this story

Who has Care Opinion told about this story?

Show your support

Have **you** experienced something like **Crawf1960** did, here or elsewhere?
If so, show your support below.

I've experienced this

Or maybe **your experience** was different?

► Download story and responses

See which organisations are reading feedback



Responses



Response from Colette Begg, NHS Tayside 6 months ago

Dear Wildwater



Thanks a lot for your kind comments about the District Nursing team providing care to your husband.

It is great that the nursing staff are able to support you and your husband with compassion and friendliness- I will share your feedback with all the District Nursing team.

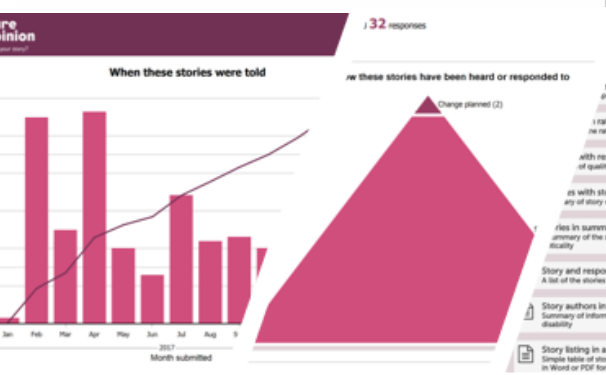
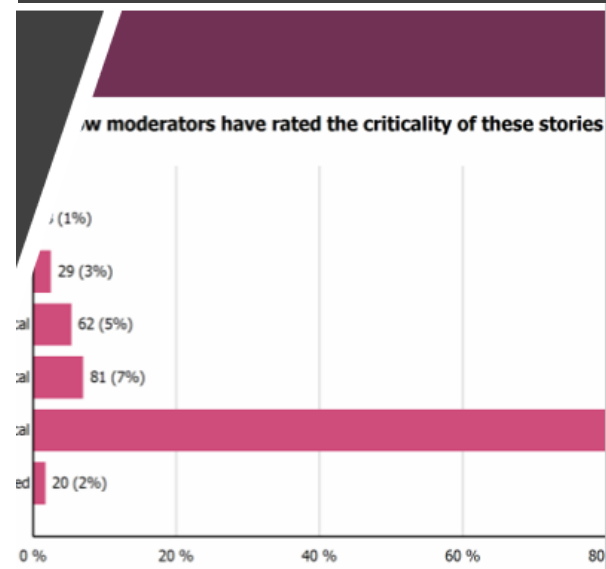
Best wishes.

Colette Begg, Community Nursing Team Lead, South Locality, Perth and Kinross Health and Social Care Partnership, NHS Tayside.


Was this response helpful? [Yes](#) | [No](#)


Beyond responding, to individual stories, you can create reports on stories and replies.


Using online feedback in QI projects, workshops and staff training means authors only share their story once but it can have a huge reach and impact.





 **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.



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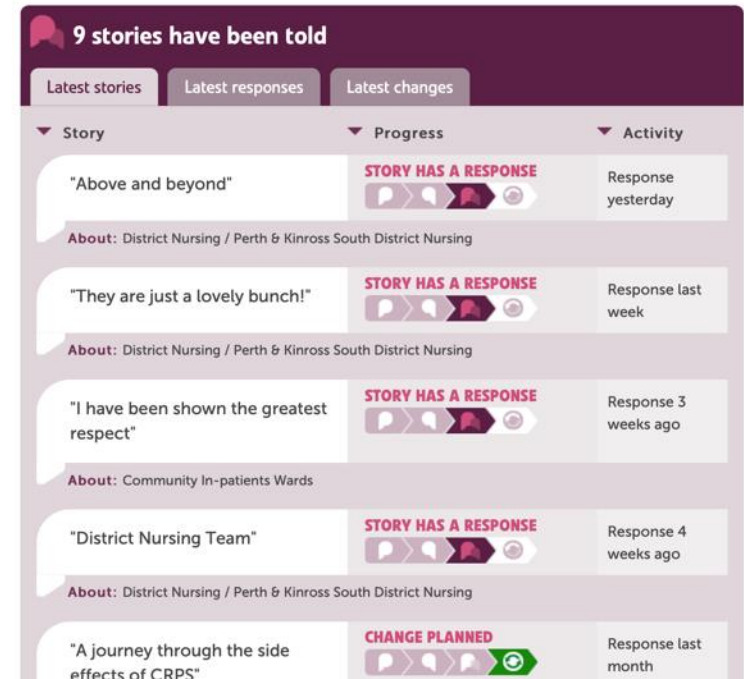
Perth & Kinross HSCP Care Opinion: from test to subscription



Test Phase: December 2021 until 31st March 2022. Services which were listed on the test phase include;

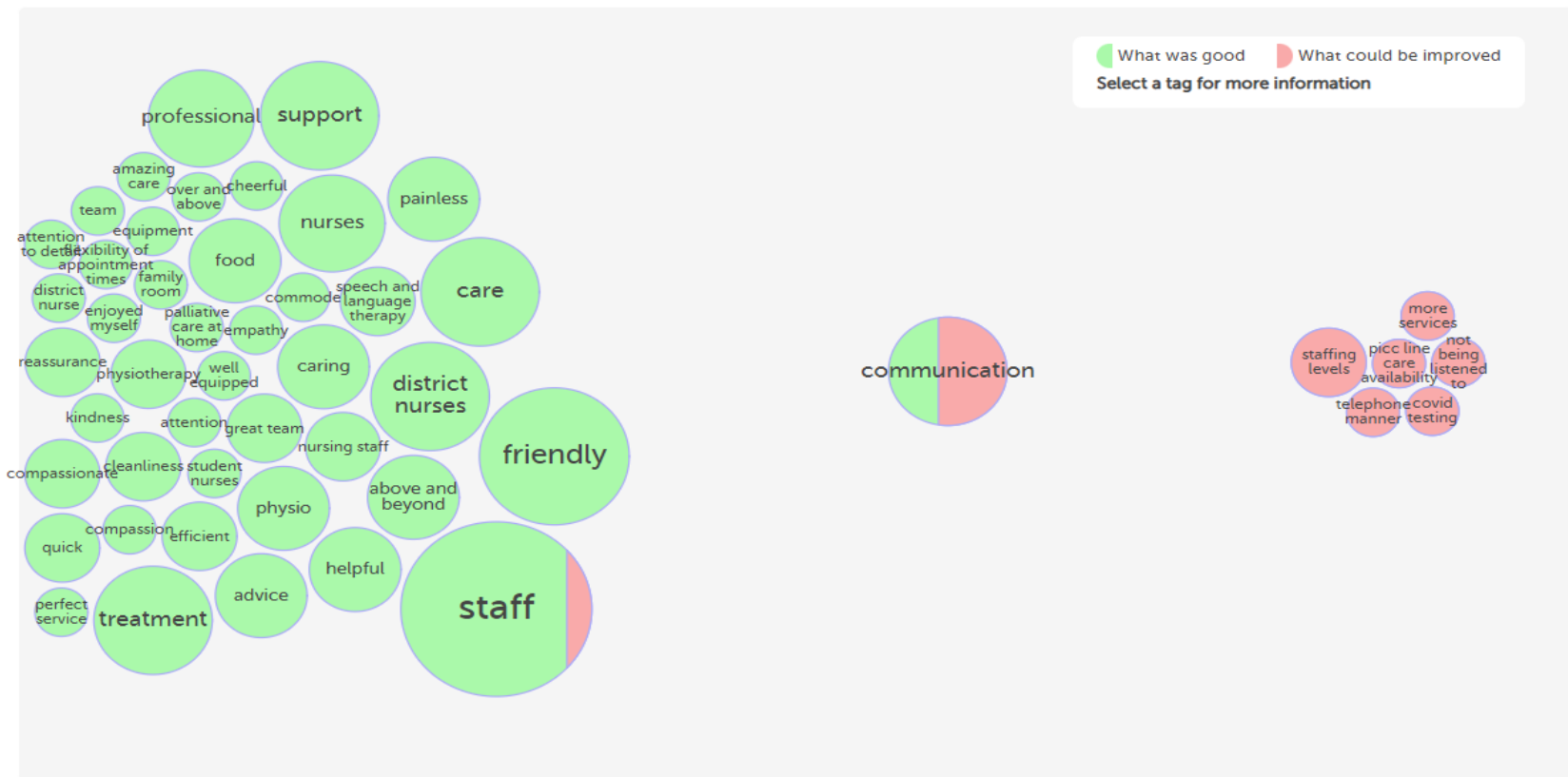
- Community Care & Treatment Services (CCATS) X5
- Community Physiotherapy
- District Nursing Services
- Community Hospital Inpatient wards X4
- Care of the elderly (Tay Ward@PRI)
- Stroke unit (@PRI)

- **New services in the process of being added to our service tree as we now have a subscription-plan to roll out to all HSCP services**



Of **the 34 stories** that have been told so far, here is a visualization on the top tags that were used in stories;

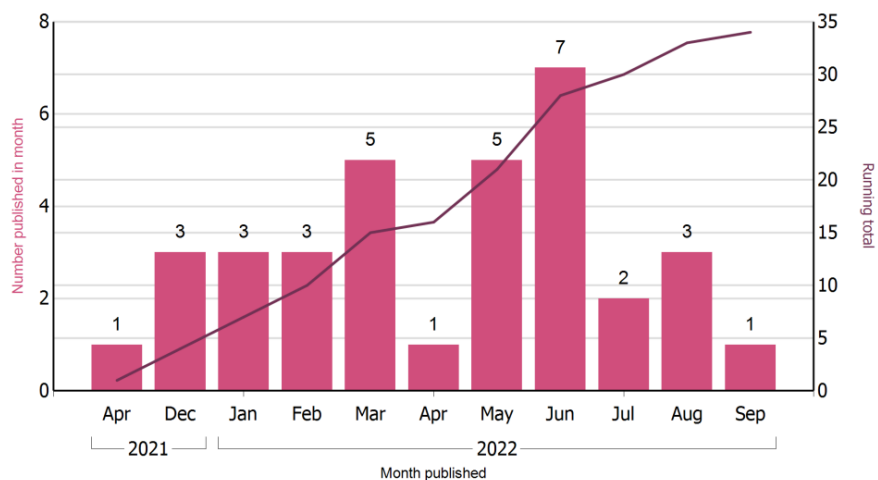
Tag bubbles



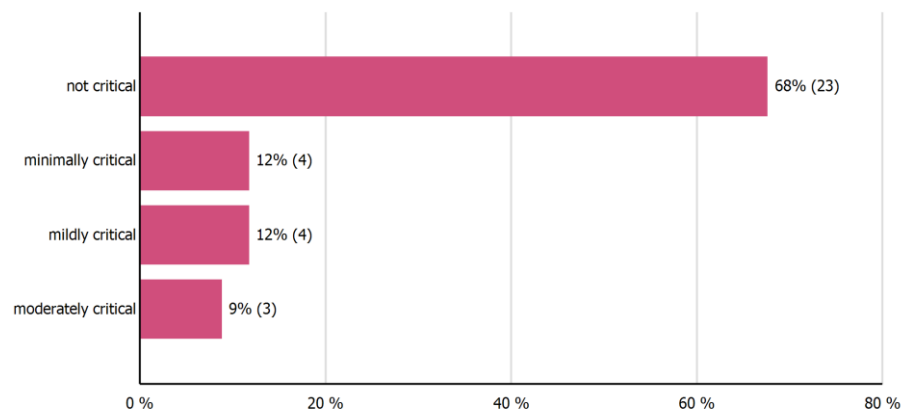
Perth & Kinross HSCP Care Opinion

Of **the 34 stories** that have been told so far, you can see below, when these stories were told and their criticality;

When these stories were told



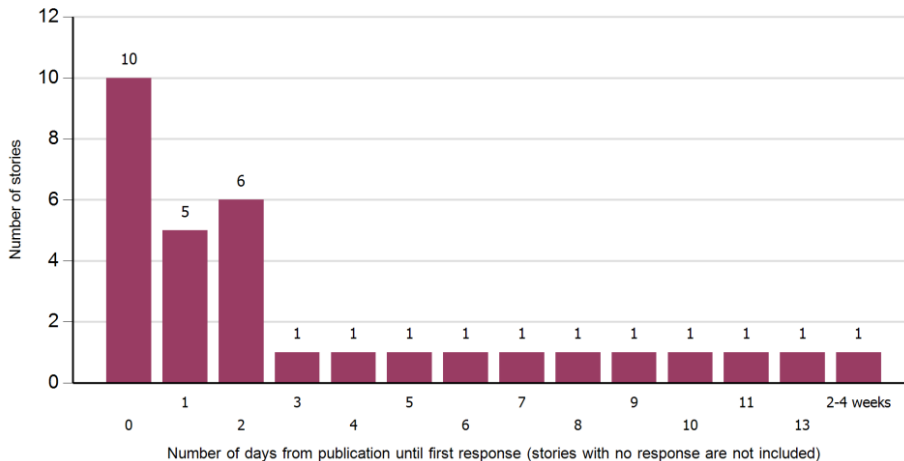
How moderators have rated the criticality of these stories



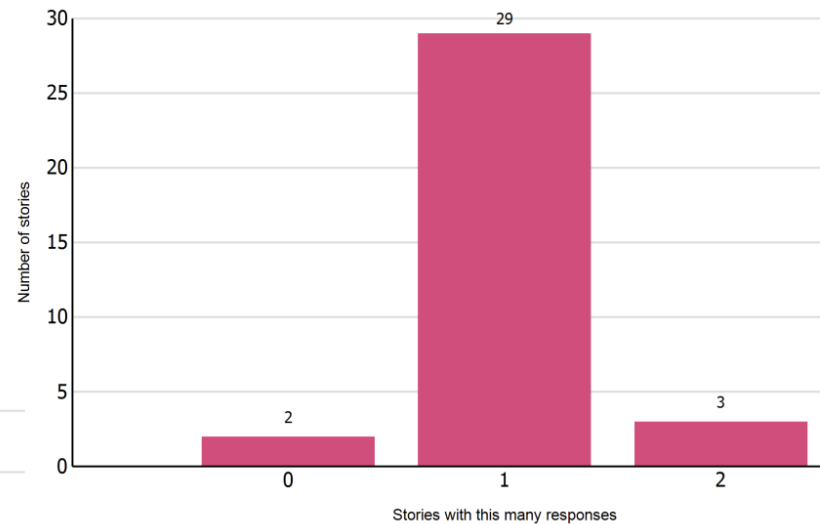
Perth & Kinross HSCP Care Opinion

Of the **34 stories** that have been told so far, you can see below how many responses stories received and how quickly stories were responded to; (majority = **3 days**)

The number of days from publication until the first response to these stories



The number of responses these stories have received



Perth & Kinross HSCP Care Opinion

Of the **34 stories** that have been told so far....



Stories Read on Care Opinion: 2,819 times



**Authors: 12% Carers
38% relatives
18% service-users
32 % patients**



**How Stories submitted: 91% website
9% phone**



Criticality: 68% completely positive



Changes: 5 Changes planned in services!



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Of the **34 stories** that have been told so far, some of the positive feedback that authors have given has included;

Could not have been more helpful, understanding with a willingness to go above and beyond the norm "excellent service" from district nursing staff in comrie, perthshire.

I have felt listened to, cared about, and valued by all of the members of the team, and I have always had a warm reception and a high standard of care.

From the outset staff have been friendly and compassionate; have made us feel relaxed at a particularly stressful and emotional time in our lives and at times we have laughed together.

In a rural setting like ours the District Nursing service provide the vital link to keeping the elderly out of hospital. The service provided that vital and needed level of care enabling the elderly to remain in their own homes where they prefer to be.



Perth & Kinross HSCP Care Opinion



We also received some feedback from our staff regarding their experience using Care Opinion;

Its 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 to.

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

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.

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.

Perth & Kinross HSCP subscription

Perth & Kinross Health and Social Care Partnership have demonstrated support for the **active participation and engagement** of people using services and their families in helping to develop services.



We will listen to, respect and learn from each other

We will celebrate the richness of perspective and understanding that new collaborative relationships will bring.

Everyone has a piece of the jigsaw that others do not have. By working closely together, with a better understanding of each other, we will complete this picture and better understand how to plan and deliver to meet local needs.

The challenges and opportunities ahead will only be met if everyone plays their part and if good partnership working applies at all levels.

Communities are the engine rooms of integration and it is essential that the right cultures and behaviours are embedded in localities right from the beginning.

Locality planning will require genuine listening and being influenced by local communities and practitioners. This will require our partnership to share skills and knowledge, enable local voices to be heard and commit to ongoing dialogue, relationship-building and shared responsibility for solutions and better outcomes. Central to establishing trust will be ensuring clarity and transparency of where this dialogue has resulted in decisions and actions.



Excerpt from Perth & Kinross HSCP Participation & Engagement strategy

Perth & Kinross HSCP subscription

Care Opinion complements current and planned mechanisms for engagement and participation in a uniquely transparent and innovative way. Care Opinion can:-

- Ensure the Partnership and providers have an innovative and independent mechanism to engage with a wide range of people locally
- Provide a safe, easy-to-access, consistent feedback mechanism across the Partnership and all associated providers of health and care
- Enable point of care providers and the Partnership, if they wish, to demonstrate how they are listening, learning, responding and improving services in relation to feedback.
-All of this in a way that is open and transparent.





Perth & Kinross HSCP subscription



Active engagement with online feedback will:

- Enable staff across services we deliver *and commission* to publicly demonstrate how we listen to and learn from online feedback
- Help monitor and analyse feedback about services we deliver *and commission*;
- Use our HSCP Care Opinion reports and visualisations to quickly identify areas that need *improvement* and to see how all organisations are engaging with feedback
- Enhance our local provision by engaging with feedback that covers *full care pathways across services*
- Meet our HSCP statutory and regulatory obligations to engage with, listen to and improve services based on feedback from people who use services and their families.



Be included

- I receive the right information, at the right time and in a way that I can understand.
- I am supported to make informed choices, so that I can control my care and support.
- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered.
- I am supported to participate fully and actively in my community.

Care Opinion can support the Partnership to realise the principles of the Health and Social care standards generally and more specifically the “Be included” principle.

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**Thank
you**