

CARE OPINION NEWS



Care
Opinion

What's your story?

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Care in precarious times: stories for motivation and meaning



The stories people share on Care Opinion – well over half a million now – have created an extraordinary and globally unique resource for teaching and learning. At our education conference in July, we heard how those stories are being used in all kinds of ways to support medical, nursing and AHP teaching.

This was our first ever online education conference, and we hadn't anticipated the remarkable level of interest: over 350 people registered for the event and over 200 attended on the day, with speakers and participants from right across the UK.

Our speakers were both inspiring and practical. Theresa Martin, of Portsmouth University, spoke of the current healthcare

crisis in the UK and how online feedback makes plain the impact on everyday lives, while Kate Owen, of Warwick Medical School shared a moving experience of her own as a patient and how this had convinced her that authentic patient stories need to be "at the heart of the medical curriculum".

Some sessions shared practical examples of using Care Opinion in teaching, for example in "simulated placements" for nursing students and teaching patient safety with medical students. There was enormous interest when Lucy Kirkham of Sheffield Hallam University shared the game, she had designed for students to learn about service improvement. Read about it [here](#).

We also heard from Dan Newton, a

graduate-entry student who recently completed the St Andrews/Dundee medical degree, on how learning from Care Opinion had shaped his understanding of what person-centre care might mean. And many of our speakers talked of how patient stories gave them, and their students, access to "the bigger picture" of healthcare, opening up access to the experiences of patients and carers, and understanding also how much people "care for the care" they receive.

All the sessions from the conference were recorded and are available online [here](#). We hope you will find them both informative and inspiring!

Fancy writing a blog?

We love a good blog here at Care Opinion. The site blogging feature allows you to add your own posts and once you publish a post it will appear in your own blog (you'll find this in your navigation panel when logged into the site). You can use social media to let everyone know about a blog post and even allow people to post responses, if you like. We can also help you to write and publish a post on your behalf too-just ask us!

Here is a snippet of Rocio's fantastic blog which discusses how Care Opinion is a vital tool for collecting and sharing feedback. Read on to find out how they are doing with this, and maybe borrow some ideas for your own Care Opinion journey whilst you there.

Feedback February – Widening out Care Opinion across an NHS Trust, by Rocio Muina Lopez.

"At the Belfast Health and Social Care Trust, we have implemented Care Opinion as a vital tool for gathering feedback. However,

being the largest Trust in Northern Ireland with services spanning across 3 acute hospitals, 2 secondary hospitals, and 7 Wellbeing and Treatment Centres, it can be challenging to ensure widespread visibility of Care Opinion among all teams. To address this, my team and I devised and launched "**Feedback February**", a month-long campaign aimed at raising awareness about Care Opinion amongst:

- Service users, visitors and the wider Belfast area public.
- Staff at the BHSCT Trust, irrespectively of their place of work.
- Senior management at the BHSCT.

There's just so much passion and enthusiasm for the work they're doing with Care Opinion-it really does keep us inspired. Please do read the full post [here](#).



We told you we loved a good blog...

Here is another fine example of a blog published on Care Opinion. Here, Uzo Chukwumonye, Deputy Practice Manager, at The Lawson Practice in City and Hackney shares a detailed and through account of how they improved their appointment system with stories told on Care Opinion. "Care Opinion helped us identify these issues and address them promptly".

In this blog Uzo discusses how they value their patients' opinions and use Care Opinion to hear what they think and how they can do better. They really are using Care Opinion to its full potential, which thrills us all here. Our platform is a place where authors can share their positive feedback, but also a space for sharing their thoughts on what might not be working. When more critical feedback is seen through a positive lens real learning and physical changes can happen, for the better.

We hope you enjoy reading Uzo's full blog [here](#)

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The work continues

The subscription team at Care Opinion has been pleased to see so many providers and others contact us [subscribing@careopinion.org.uk] to discuss options for engaging with online feedback. These options include single service subscriptions and also work with Virtual Wards. You can see [here](#). Royal Devon used the single service as a bridge between a registration to a full subscription. "The Care Opinion team continue to support and encourage me on our journey, and

I see Care Opinion as a valuable tool for developing our services in the future" a reflection of subscribers being supported on their journey by our expert support team.

The Virtual Ward work in Hampshire, and other planned projects elsewhere are an indication of how Care Opinion can be used flexibly to support engagement in new and developing services. Do please continue to contact the Care Opinion team to discuss options for your organisation.

Stand out story

We value all stories posted on Care Opinion. As we know, feedback is crucial for the learning journey of services provided by the NHS and Health and Social Care sector, but sometimes we come across a story that really stands out to us. These stand out stories confirm to us that the Care Opinion platform is a space where people can share their experiences in an unrestricted way and in as much or little detail as they need to. Here are two stories told this month that especially stand out-one story just wouldn't do.

Our first stand out story is a lovely little story of thanks shared by a parent whose child received care from the paediatric team at Somerset Foundation NHS Trust. You can see, and even feel, the gratitude expressed here-what a brilliant way for both the author to share feedback and for staff to know just how good they are and the impact they are having on the lives of their patients. There is a fabulous response too, by Angela Giles-Lead ward administrator for the Children's unit. Enjoy! [Thank you for giving us our happy little girl back.](#)

Our second stand out story was posted by an author giving thanks and praise to Craigavon Area Hospital and the Northern Ireland Ambulance Service for the treatment of their Nanny after a fall. Stories on Care Opinion don't need to be lengthy or contain lots of details to capture our attention-this short story did exactly that. It was great to see so much staff engagement in the response section too-thank you all, a great job done! [My Nanny's Care.](#)

Our Star Responders

Responding is a key feature of the Care Opinion story-telling process and is considered as important as the story being told. It not only acknowledges the author's experience, it can also provide a way forward and even closure. Daily, we read some superbly thoughtful responses, but we decided we should recognise some responses more formally. We came up with the idea of giving special credit through having a monthly nominated 'star responder'. A star responder inspires us and hopefully inspires others too.

"As Lead Nurse I was very disappointed to read this feedback and wish to apologise that you were made to feel this way – this is not what we would expect or want for our service."

Some responses can be tricky to manage, especially if the feedback is a little bit critical. This month we thought we'd give a big shout out to Lead nurse, Kate Gribben at Southern Health and Social Care Trust-

Contraception Service. Here the story mentions some points that the service didn't do so well at. This brilliant response by Kate shows the impact responding does have in keeping the patient/service relationship strong through acknowledging the critical aspects and recognising where changes need to be made. The author responded, too showing it is all about the conversation. Well done, Kate!

Please do read this [brilliant response](#).



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