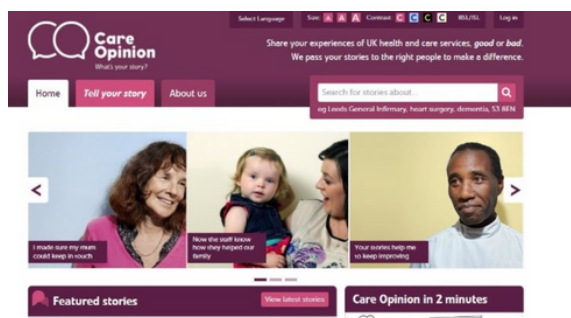


## Care Opinion FAQ

### 1. What is Care Opinion?



a. Care Opinion is an independent NHS feedback website. It is a place where people can share their experience of health or care services and services can respond to stories and feedback on the platform. It can be accessed using the following link: <https://www.careopinion.org.uk/>. It is a public platform used across the UK. This means that any feedback and responses submitted to the platform are made publicly available. More information can be found here: <https://www.elft.nhs.uk/intranet/care-opinion>

### 2. Why we are using it at ELFT

a. Patient feedback is very important to us at ELFT and we want to ensure service user and carers can share with us the good and the bad and that appropriate platforms are in place to make it possible.

b. Care Opinion is another option that service users and carers can use to share with us their experiences of care to help us understand what we are doing well and where we can learn/make improvements.

### 3. What are the benefits of the platform?

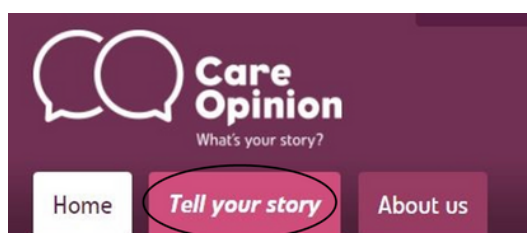
- a. It allows service users/carers to share their story and experience of care to enrich your understanding of what is and isn't working well
- b. Feedback can be submitted in various ways, including visiting the website, calling Care Opinion using the free phone or staff on service users/ carers behalf
- c. It is moderated
- d. Services get notified when you receive feedback
- e. Services can respond directly to feedback
- f. Services can also update service users/ carers via Care Opinion if they have made a change based on feedback they have received
- g. More than 1 response can be submitted

## Care Opinion FAQ

### 4. What information can people submit?

a. People can share their experiences, positive, negative, or mixed in just the way that suits them. This feedback is different from a formal complaint or survey. We want to give people a voice and share this on the public website so that everyone can see it.

### 5. How can service users and carers provide feedback?



a. Visit the website: <https://www.careopinion.org.uk/>

**b. Free phone: 0800 122 3135**

c. Staff can submit it on service users/carers behalf

### 6. Is the platform moderated and safe to use?

a. All stories submitted to Care Opinion are read by their team before publication, to ensure they meet their moderation policy <https://www.careopinion.org.uk/info/moderation>

b. Stories that raise concerns about safeguarding have their own safeguarding process - <https://www.careopinion.org.uk/info/safeguarding-process>

c. We can arrange a meeting with the Head of Safeguarding at Care Opinion to answer any questions if needed

### 7. How is Care Opinion different from the PREM survey?

a. The website is available in many languages and allows users to choose contrasts.

b. Service users and carers can call Care Opinion team using their free phone number and provide feedback that way.

c. Service users and carers can submit pictures instead of providing written feedback.

d. Service users and carers can share any feedback and are not restricted by answering our questions.

e. Services can directly respond to any feedback provided by service users and carers.

f. Several people can respond to feedback and so the responsibility doesn't lie with one person only.

g. It is moderated and you can see their policy here:

<https://www.careopinion.org.uk/info/understanding-moderation>

## Care Opinion FAQ

### 8. How is Care Opinion different from NHS choices?

- a. Care Opinion is moderated. You can see their policy here:  
<https://www.careopinion.org.uk/info/understanding-moderation>
- b. On Care Opinion, we can submit as many responses as required and we can let people know if we plan to or have made changes based on feedback. On NHS Choices, only 1 response is allowed.
- c. On Care Opinion, several people can respond to feedback and so the responsibility doesn't lie with one person only.

### 9. Do you have any examples of how other Trusts respond to their feedback?

- a. <https://www.careopinion.org.uk/705289>
- b. <https://www.careopinion.org.uk/opinions?nacs=8GA90#/?tab=2>

### 10. Where can I find posters/ leaflets?

- a. Contact [b.melicherova@nhs.net](mailto:b.melicherova@nhs.net) for customisable materials
- b. Alternatively, you can find print materials on Care Opinion website  
<https://www.careopinion.org.uk/info/new-materials>

### 11. Why do service users and carers want to post anonymous feedback online or read feedback?

- a. There are many reasons for writing feedback, including the following:
  - b. Informing other users;
  - c. Praising a service; or
  - d. Improve standards of services.
- e. Some reasons for reading feedback were the following:
  - f. Finding out about a treatment or test; or
  - g. Informing a choice of treatment or provider. Source:  
<https://www.sciencedirect.com/science/article/pii/S0738399118301587?via%3Dihub>

### 12. Do people leave mostly negative feedback

- a. No, in fact most feedback on Care Opinion is positive. Our Trust receives mostly positive feedback via the PREM survey, so we expect this to be the case on Care Opinion as well. However, service users/ carers will be able to provide negative/constructive feedback. It is up to services to decide if they can act on it and make an improvement plan or not. Please note: most service users/carers who leave feedback do it because they want to inform other users, praise a service or help improve standards of services (source:  
<https://www.sciencedirect.com/science/article/pii/S0738399118301587?via%3Dihub>)

## Care Opinion FAQ

### **13. Does Care Opinion provide any training sessions, webinars or events?**

- a. Yes, anyone who has login details will be sent regular communication about any upcoming webinars/ events.
- b. Recorded webinars can be found here: <https://www.careopinion.org.uk/info/support-webinars>
- c. Research chats (a half-hour, informal, online conversation with a researcher working in the area of patient feedback) – can be found here <https://www.careopinion.org.uk/info/research-chats>

### **14. Are there any training opportunities provided internally?**

- a. Yes, please contact Brigita Melicherova, Patient Experience Programme Lead on [b.melicherova@nhs.net](mailto:b.melicherova@nhs.net), for more information

### **15. If we decide to sign up for this platform, how much time will it take and how many resources will be needed to manage it?**

- a. Patient Experience Programme Lead will work with you and support your team in getting you set-up. As several people can respond to feedback, the responsibility doesn't need to lie with one person only. The amount of feedback you receive will grow organically. Please have a look at the examples below to see how much feedback organisations who have been using Care Opinion for a while receive.

### **16. Are there any organisations similar to ours that use Care Opinion?**

- a. Yes, please see examples below
  - i. <https://www.careopinion.org.uk/services/rha>
  - ii. <https://www.careopinion.org.uk/services/rha04>
  - iii. <https://www.careopinion.org.uk/services/f84096>

### **17. Who can I contact for more information?**

- a. Please contact Brigita Melicherova, Patient Experience Programme Lead on [b.melicherova@nhs.net](mailto:b.melicherova@nhs.net)

### **18. How can my team start using the platform?**

- a. Please email [b.melicherova@nhs.net](mailto:b.melicherova@nhs.net) to find out what support is available