

Care Opinion Newsletter

January 2024

Welcome to our January 2024 newsletter, and especially to all of the services that have recently come on board and joined the NHS Tayside Care Opinion subscription!

NHS Tayside Realistic Medicine Conference 2023

The Realistic Medicine Conference 2023: Creating Value for a Sustainable Future took place on 1 December 2023 in the Regional Performance Centre, Dundee. The NHS Tayside Care Opinion Team was delighted to be asked to take part in the conference, which we did in the form of both a stall and a joint presentation with Lisa Dendy from Care Opinion. The presentation, entitled 'Time to Listen', highlighted ways that Care Opinion stories can be used to effectively listen to the patient voice. Thought-provoking and varied workshops formed part of the conference, during which regular mention of Care Opinion emphasised how much this feedback platform has become embedded within NHS Tayside's culture as an effective, reliable and highly functional way to hear the voice of our patients.

Lisa Dendy has written this blog about the Conference, which you can find on the Care Opinion website: [NHS Tayside Realistic Medicine Conference December 2023 | Care Opinion](#)

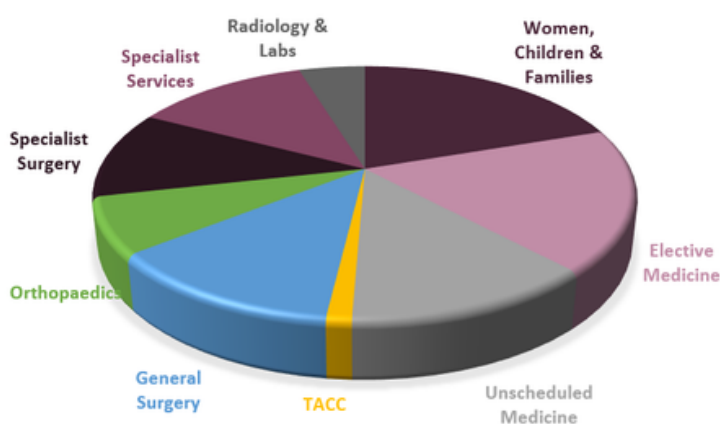


Story Numbers

We're delighted to see a whopping 180% increase in the number of Care Opinion stories received between April - January 2023/24 compared to the same time in 2022/23. This is the first time NHS Tayside has received over 1,000 in one financial year - and we still have two months left and many more stories to receive. Well done to everyone who has helped encourage patients to let us hear their voices across all of our services!



This graph shows story numbers by month in 2022/23 and 2023/24. As you can see, there's been a recent dip in stories received in January 2024 compared to previous months, so let's go into February making sure we receive more stories than ever before to keep the momentum going.

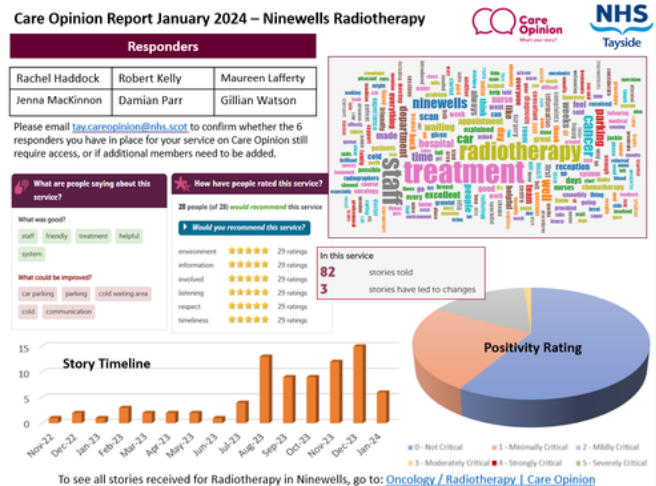
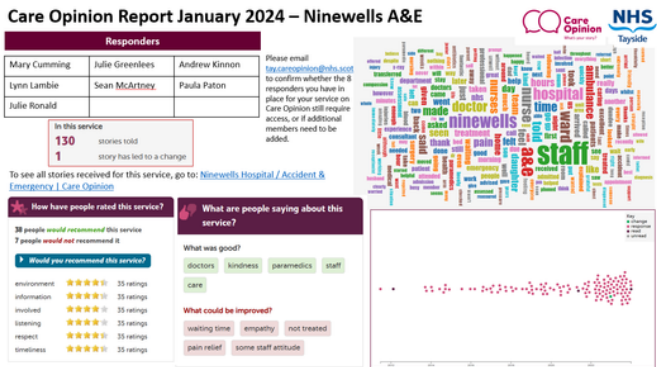


This pie chart lets us see our story numbers by Care Group and represents around 90% of the stories we receive. The remaining 10% of stories are concerned with mental health, public health, primary care and non-clinical services including catering, portering, domestic services, site facilities, spiritual care and interpretation and translation.

Reports

We're going to be producing detailed reports for each Care Group this year, to help you see who your responder are and how many stories each individual service receives. These reports also show you how many stories have led to a change, and the most often used words in your stories, and much more. Reports will be coming out to each Care Group throughout the year, so please do get back to us to let us know about any changes you'd like to make to your responders, or if you would like any help increasing your story numbers or creating other reports.

You can also [register](#) to attend the online Reports & Visualisations training session on 20th March 2024 here, or watch a previously recorded session [here](#).



Innovative ideas

General Outpatients Phlebotomy in Perth Royal Infirmary was very pleased to show us their novel way of promoting Care Opinion to patients in their waiting room. If you have a great way of promoting Care Opinion, please send us a picture!



Freepost Leaflets

Don't forget, we still have plenty Freepost Care Opinion leaflets available. Not all patients are keen to use QR codes or the website, with many of our elderly or younger patients preferring to provide written feedback using the leaflets, so if you would like a supply of these, please email tay.careopinion@nhs.scot

Also, if you require any additional Care Opinion promotional items such as posters, cards, post-its, pens etc, please let us know. We presently have limited stock, but your request will be added to our next order.



Care Opinion displays

1



Here are some pictures sent in by different departments across NHS Tayside - don't forget to send us your Care Opinion displays so we can see how you're helping to encourage more patients to tell us their stories.

2



3



1. PRI General Outpatient Department
2. Spiritual Care, Ninewells Hospital
3. Royal Victoria Hospital, Ward 4 team

HSCP Updates

NHS Tayside, Perth & Kinross HSCP and Angus HSCP each have separate Care Opinion subscriptions but that doesn't stop us working well together to help services the length and breadth of Tayside receive valuable feedback from all of our services. With many stories mentioning services in more than one subscription to describe their patient journeys, we work collaboratively to ensure the right responders are all on hand to thank story authors and use the feedback for service improvement.

Angus HSCP Update



Angus Health & Social Care Partnership newsletter can be accessed [here](#). For further information on the Angus HSCP subscription, contact Shona Burge on shona.burge@nhs.scot

Perth & Kinross HSCP Update

The most recent Perth & Kinross HSCP newsletter can be accessed here:

P&K HSCP Newsletter - December 2023

For further information on the Perth & Kinross HSCP subscription, contact Geraldine Knight on GeraldineKnight@pkc.gov.uk.





How to share your care experience with us



Ask for help

Volunteers, medical students and nursing staff can help you give your feedback.

Go to the website

Simply scan the QR code or visit careopinion.org.uk



Call

Call our Care Opinion team and share your story - 0800 122 3135

Write it down

Use a Care Opinion leaflet to handwrite your story and send it to Care Opinion's FREEPOST address



If you require any more Care Opinion posters or leaflets, please email tay.careopinion@nhs.scot.



YOUR STORIES HELP ME TO KEEP IMPROVING



Please get in touch if you or any colleagues have changed roles and no longer require to be part of the Care Opinion subscription. Any services that could benefit from being part of the Care Opinion subscription can arrange for a chat or further information by contacting tay.careopinion@nhs.scot.

Your story
can make a
difference