

Care Opinion Newsletter

September 2023



Welcome to our newsletter for September 2023 which features our new look! A very special welcome also to Tayside's newest Care Opinion services, including Children's Continence Services, Orthotics, General Surgery and Surgical Acute Frailty Teams, Oncology Specialist Nurse teams, the Clinical Research Imaging facility, Surgical Outpatients in Ninewells Hospital, Angus Outpatient departments and the Diabetic Dietitians.



A list of some of Care Opinion's upcoming events can be found using this link: [Care Opinion Events | Care Opinion](#). Included in this list is the Autumn Conference on 16 November where NHS Tayside Care Opinion Lead, Victoria Sullivan will be speaking about Unheard Voices. Further details will be provided to register for the Conference.

Research chats, exploring topics including 'can positive patient feedback help improve healthcare?' and 'what's the value of online patient feedback to healthcare policy and strategy?', will be held online during October. If you're interested in hearing about this research, register using the link above.



Milestone Achievements

Congratulations to NHS Tayside's Vaccination Services on receiving over 100 patient stories between July and September! Vaccination staff members have been hugely successful in promoting the use of Care Opinion across their three sites, resulting in this fabulous milestone achievement. The vast majority of their stories is positive, with most stories mentioning vaccination staff by name.



Did you know?

You can customise your service page on Care Opinion. If you provide a service descriptor of up to 250 words and a picture to tay.careopinion@nhs.scot, we can add this information to your own Care Opinion link. A team photo, your logo or signage, or the entrance to the location of your service can be featured - it's up to you how you would like your service to look on Care Opinion, just like in the examples shown below.

Arbroath Infirmary

(NHS Tayside)

Description

Arbroath Infirmary is a community hospital in the Tayside area. Healthcare services at this hospital include general medicine, geriatric psychiatry, a minor injuries unit, a renal unit and a community maternity unit.

Address

Rosemount Road, Arbroath, DD11 2AT

Resources

[Arbroath Infirmary](#)



Perth Royal Infirmary

(NHS Tayside)

Description

Perth Royal Infirmary is a district general hospital in Perth with 335 beds. The hospital provides a variety of services for the Tayside area.

Address

Taymount Terrace, Perth, PH1 1NX

Resources

[Perth Royal Infirmary](#)



NHS Tayside

(NHS Scotland)

Description

NHS Tayside provides health care services for people in Angus, Dundee and Perth & Kinross. NHS Tayside has 3 major and a number of community hospitals and over 60 GP practices and health centres.

Resources

[NHS Tayside](#)



Dundee Dental Hospital

(NHS Tayside)

Description

NHS Tayside and the School of Dentistry, part of the University of Dundee, work together to provide deliver undergraduate and postgraduate dental education, specialist dental treatment and oral health research at Dundee Dental Hospital.

Address

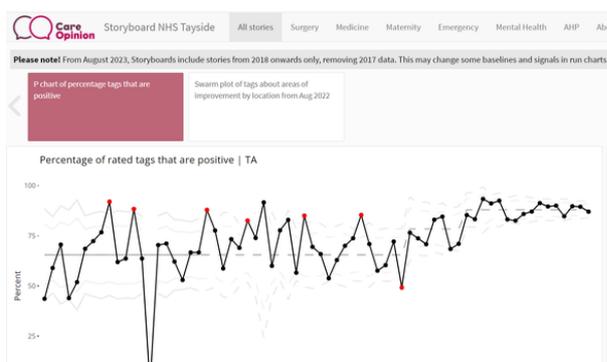
2 Park Place, Dundee, DD1 4HR

Resources

[Dundee Dental Hospital](#)



Care Opinion Storyboards



Care Opinion Storyboards summarise the experiences of people using health and care services shared on Care Opinion.

Storyboards are produced by Healthcare Improvement Scotland under the Creative Commons licence for non-commercial re-use, and are intended to help NHS organisations understand the experience of service users including the main themes and how experience changes over time, using a range of charts and visualisations to summarise the tag information. To access NHS Tayside's storyboards, go to [Storyboard NHS Tayside](#). Separate tabs within the website feature Surgery, Medicine, Maternity, Emergency, Mental Health and AHP stories individually.

Featured Responder: Bob Kelly

In this newsletter, we feature Radiotherapy Clinical Support Worker, Bob Kelly who goes out of his way to very swiftly provide personalised, heartfelt responses to patient stories, demonstrating how valuable the feedback is to his service. You can see some of the responses Bob's posted recently here: [Bob's Responses](#).

We asked Bob to write a little something for our newsletter on what he enjoys about responding to stories, his views on the importance of responding well (and quickly) and tips he has for other responders...

My name is Bob Kelly and I work as part of the Clinical Support Team within the Therapeutic Radiotherapy Department in Ninewells Hospital, Dundee.

It is my privilege to read and respond to the stories provided by our patients. Given that our patients have taken the time to share their experience within our department, I think the least I can do is to respond in a timely manner. I certainly aim to respond within the three days that Care Opinion suggest.

I love to hear the individual aspects of our service delivery that each patient picks out in order that I can feed this back to our team as a whole and also on an individual basis if a specific name has been provided. This certainly provides our team with a boost, especially during busy periods. Whilst much is made of the professionalism and efficiency of our Therapeutic Radiographers, the majority of the compliments received relate to the caring and friendly welcome received throughout our whole department, including Clinical Support Workers and Oncology Support Nurses.

Featured Responder: Bob Kelly cont.



Initially, I was unsure of how to put responses together but given the support from Care Opinion staff and my own line managers, I have become very comfortable in this role. I ensure that I put myself in the patients' shoes and pick out what I have taken to be important to them and respond personally, accordingly.

Of course, it is important that we receive honest, constructive criticism where applicable and whilst thankfully this has been almost negligible, these comments are discussed with line management in order that the appropriate response is provided to the patient, ensuring that any negative comments are acknowledged. We can then work on any improvements possible.

My advice to any new or anxious responders is to simply write out your response, pass it to a senior colleague and ask (honestly) if it addresses the comments provided. Once happy, simply post and do likewise with a few until completely comfortable. Thank you, Bob! We look forward to seeing many more fabulous responses from you and hope that your advice and tips have been useful for other responders.

Did you know that you can add a link to online surveys in your Care Opinion QR codes? If your service has specific questions you need answers to, try including a survey which authors will be prompted to complete in addition to the feedback they're providing. You can also include a link to your survey within any responses you post.

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 recent Perth & Kinross HSCP newsletters can be accessed here:

[P&K HSCP Newsletter - August 2023](#)

[P&K HSCP Newsletter - September 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

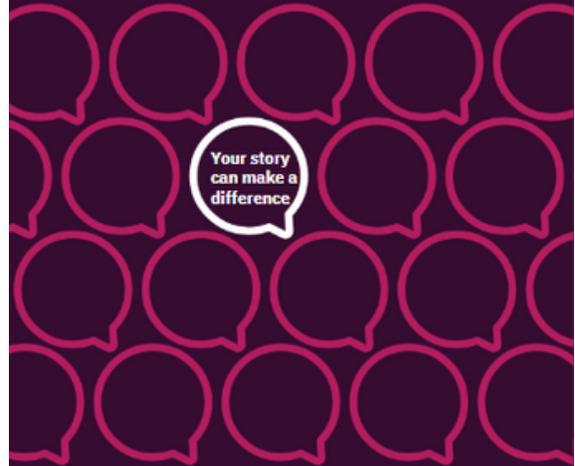
Call our Care Opinion team and share your story - 0800 122 3135

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.



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



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**

