



“Lessons learned from implementing online feedback in healthcare settings”

Care Opinion Online Conference October 2021



**Change
Grow
Live**

Introduction

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The story so far...

Why Care Opinion?

- Stories Matter!
- Public Platform
- Offers Anonymity
- Its Inclusive
- Comprehensive Support Package

Stand Out Moments...

- Southwark
- Birmingham
- Cambridgeshire
- Edinburgh
- Pandemic Stories...

Lessons Learnt...

- Consistent, Considerate, Contact
- Realistic Expectations
- The Power of Stories
- Organic Service Peer Support
- Intrinsic Value

Thank You!

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