

The background of the slide is a repeating pattern of purple speech bubbles. Each bubble is outlined in a thick, vibrant purple color and is empty. They are arranged in a staggered grid across the entire page.

**Subscriber  
Survey – The  
Results!**

# Contents:


- What we learnt 'in general' - The summary
- Thank you and summary of who responded by organisation type
- Knowing who your Care Opinion lead is within your organisation
- Summary of findings:
  - Responding
  - Reporting
  - Communication from Care Opinion
  - Learning how to use the site
- Planned changes




# In general:



*“Care Opinion team are awesome! Very inspiring and have made a significant positive difference to our services and how we feedback to patients, and their families, thankyou!”*



Generally, we received some great comments. The feedback, in the main, was positive (and really thoughtful) and we discovered we are doing a lot of things right. However, we also learned what could be *‘even better when’* and have planned for changes since the results came in.



We appear to be very good at supporting and responding to our subscribers, we offer a varied training programme but there’s more we can do to improve how we support you to get the most out of your subscription.

# In general, what was good?



You think at Care Opinion we are:

- Supportive
- Responsive
- Helpful
- Inspiring
- 'Awesome'
- Helping to make a positive impact on staff who receive compliments in this way

"I would like to say that care opinion really has made a positive impact to staff who receive a compliment in this fashion. I have been pleasantly surprised at the impact it has made to the individuals and teams"

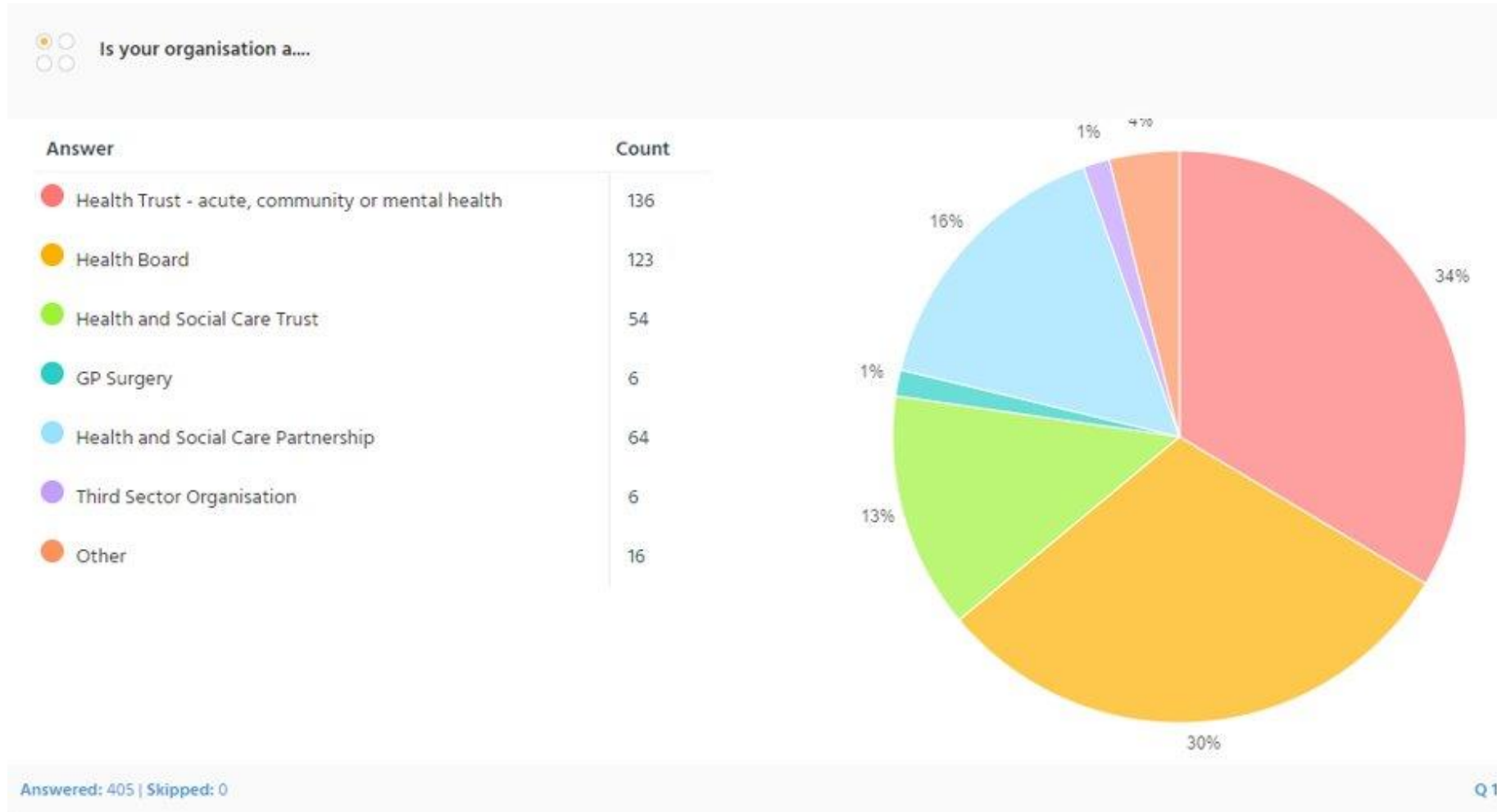
# In general, what could be better?



You think that:

- You generally **know about and enjoy** the training sessions however, you'd like the sessions to be **more succinct** and run over a **shorter period of time**
- You would like a **training session** on how to **create your own materials**
- You would like a more detailed explanation and understanding of **QR codes**
- If new to Care Opinion, you would like a **simpler introduction to the site**
- It would be good to have a **screen shot training directory**. *"The training videos are great, but a screen grab, step by step pictorial guide would be great for reference."*
- Should be **more accessible to parents of very young children** and getting the views of children and young people

# Thank you!

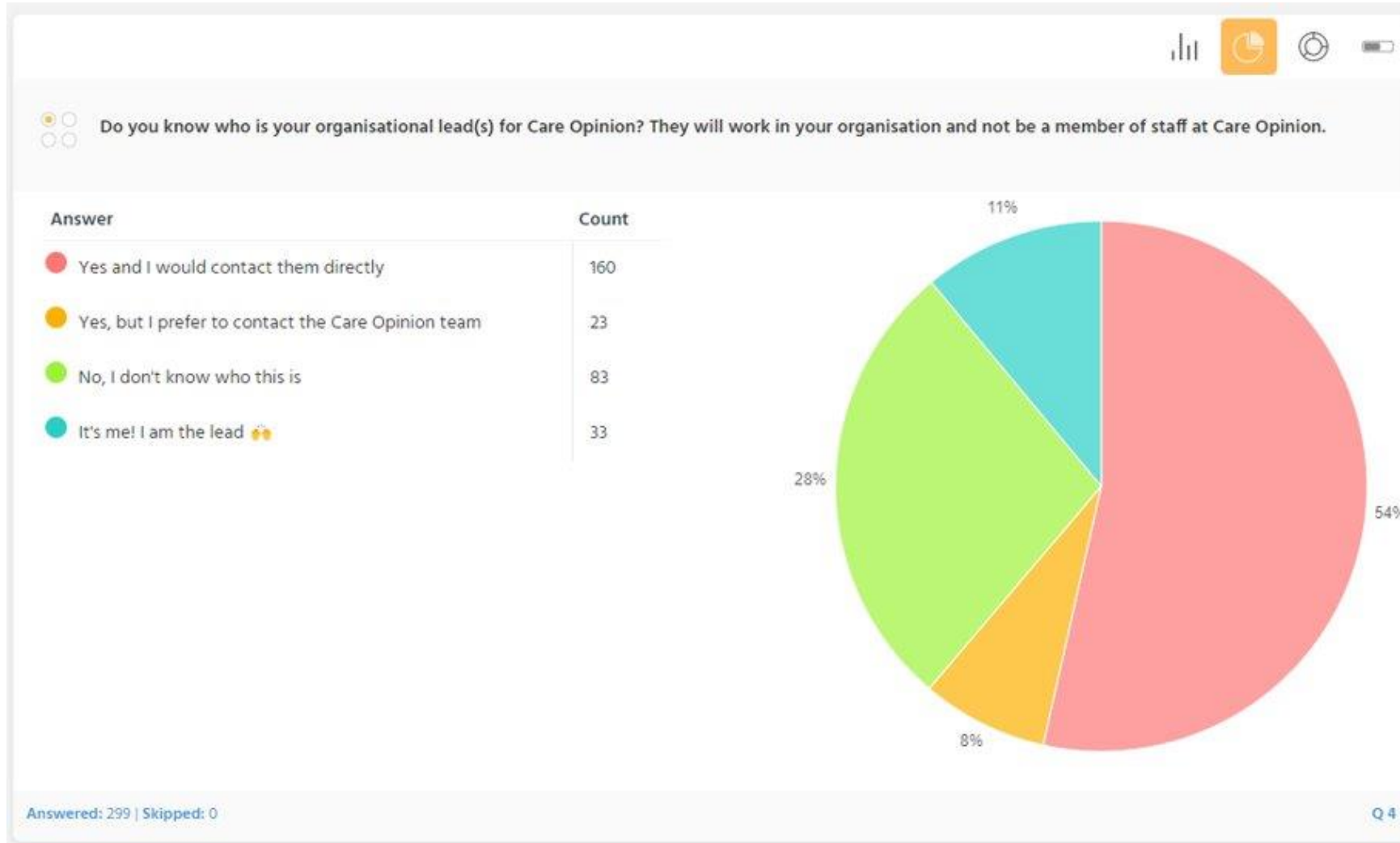


Many thanks to all of you for responding to the Subscriber Survey.

We, too, cannot make changes without your feedback.

Here's a summary of who responded.

# 28% of you told us you don't know who your Care Opinion lead is within your organisation



If you aren't sure who your organisational lead is, then we can tell you!

Email us @

[info@careopinion.org.uk](mailto:info@careopinion.org.uk)

# Summary of findings: Responding

- Out of 239 people only 5 found it difficult to add a response to a story
- 75% of you know you can add a second follow up response to a story
- 81% of you knew the author can also reply publicly on Care Opinion
- Only 59% of you knew that you could highlight a change planned or made
- And only 65% knew you can add a profile picture to your reply
- People told us it can be frustrating when the story alert only logs you in the first time you click on the story link. This is for security reasons, but we will look at how to improve this experience

**You can follow this [link](#) to our 'know how' pages on responding to stories**



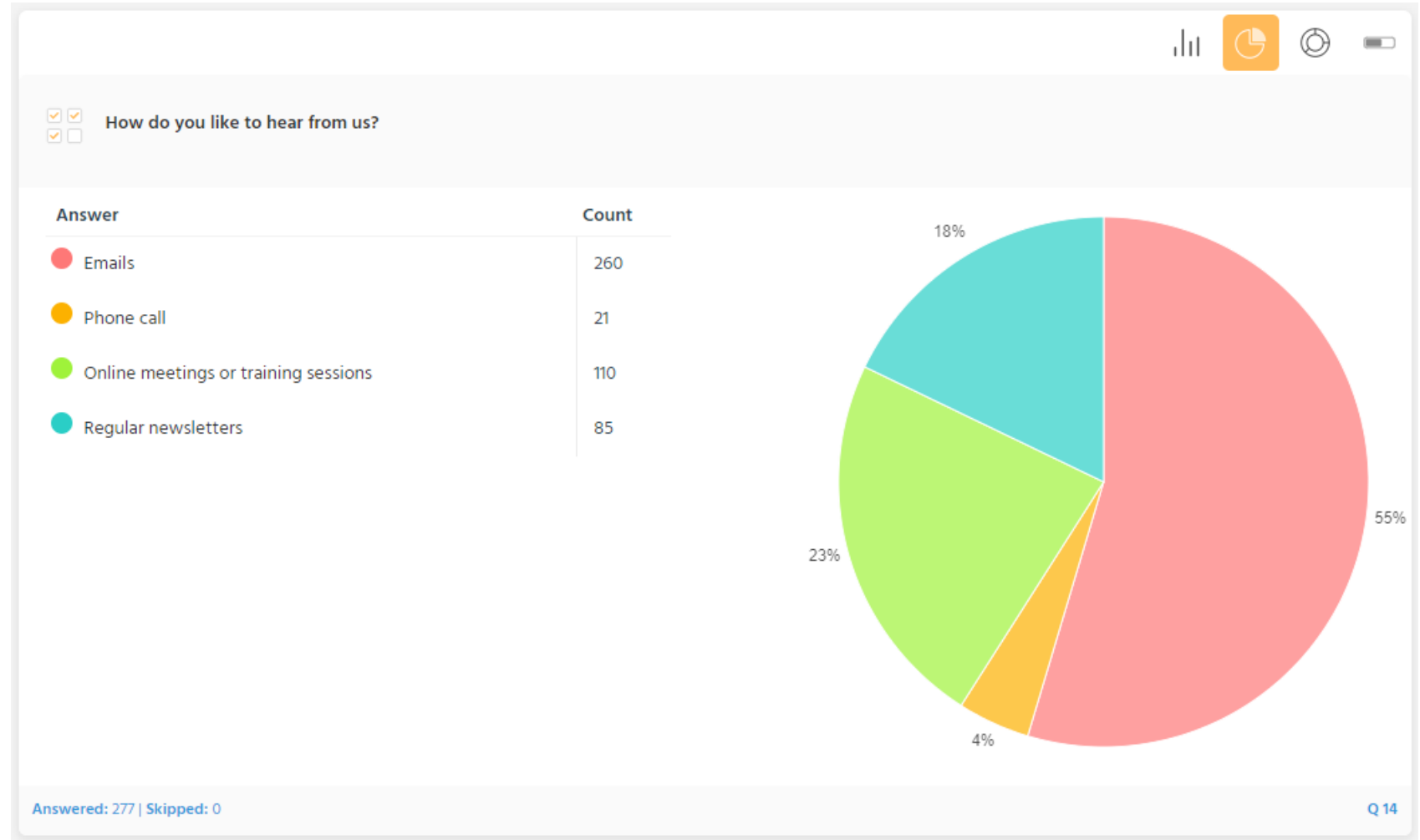
# Summary of findings: Reporting

- Most people use Care Opinion for **reading** and **responding to stories**
- However, 27% of people use the reporting and visualisations features
- You gave us lots of information on what you need to report on, and we will be looking into these suggestions further
- Lots of people didn't realise you can report just on your clinical area(s). If that is you, we can help! Just get in touch.

**You can follow this link [link](#) to our 'Know how' pages on reporting**

# Summary of findings: Communication from Care Opinion

Perhaps due to changes in how we work in the pandemic, most people prefer to communicate over **emails** and **MS Teams sessions**



# Summary of findings: Learning how to use the site



You gave us lots of suggestions on how to improve our training sessions and what topics you would like us to cover.

Over the coming weeks you will see the results of this with more webinar sessions available for you to book on to, more topics and shorter session lengths.

**We really do enjoy learning from you too!**

## Comments that we just couldn't help smiling at:



"As a starting org and a brand new staff member to it I have found the team to be the most supportive, responsive, helpful , efficient and effective system supplier I have used."

"I have had occasion to respond recently and would like to complement the Care Opinion staff who supported me to respond. They were very helpful and did not tell but rather coached me to provide a balanced and empathetic response."

'I don't think enough patients or staff know about Care Opinion and the value that it holds'

## Comments that have made us stop and think:



"It would be good to have a screen shot training directory. The training videos are great, but a screen grab, step by step pictorial guide would be great for reference."

"Sometimes I'm halfway through a response and have stop because something urgent comes in that's separate to Care Opinion. It would be great if you could save your progress in draft form (I know it tends to stay on the page if you don't close it down but for peace of mind it would be good to save it)".

# Changes we are planning

**CHANGE PLANNED**



We are:

- in discussion with our dev team about the **location of the subscriber support pages**
- reformatting some of our **webinars**
- planning to include a **basic site tour in our introduction** to CO webinar
- planning to produce a blog **explaining QR codes** - so watch this space!
- We are considering ways we can make CO **more accessible to children, teenagers and young adults**

# Thank you!

Remember if you have any questions, thoughts or suggestion please get in touch with the Subscriber support team at Care Opinion

- Email: [info@careopinion.org.uk](mailto:info@careopinion.org.uk)
- Sheffield Support team Tel: 0114 281 6256
- Stirling Support team Tel: 01786 583 662

