

Welcome along to introduction to care opinion for Healthwatch. My name is Tracy Malloy. I'm subscriber services manager. We've also got Emma. Do you want to introduce yourself?

0:0:11.900 --> 0:0:16.380

Emma Noonan

Hello, I'm Emma. I work in the Sheffield office along side Tracy as an engagement & support officer.

0:0:17.230 --> 0:0:20.950

Tracy Molloy

And we've also got Liz as well. Do you want to introduce yourself?

0:0:21.210 --> 0:0:28.330

Liz Bassett

Hello. Yeah, I'm also from the Sheffield office. I work alongside Tracy and Emma there and I'm a support and engagement officer.

0:0:30.310 --> 0:0:59.790

Tracy Molloy

Fabulous. So the aims of today's webinar is that we are going to give you a brief introduction to care opinion, just so you understand how care opinion works to the general public and a little bit of background information about our organisation, we're then going to move on to looking at the value for health watchers to have a care opinion subscription. We're going to have a live talk.

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Tracy Molloy

Of the care opinion sites where we're going to show you some ways to search for different stories within your area and also some advanced searching tools which you might or might not be aware of. We've got a case study from Sheffield about how Sheffield Healthwatch uses care, opinion locally, and then we've just got a couple of sides talking about ideas for partnership working within the new landscape.

0:1:48.830 --> 0:1:59.70

Tracy Molloy

OK, it should be popping up on your screen now and the question is, do you have a current care opinion subscription? Yes. No. Or thinking about it, if you want to submit your answers now.

0:2:5.680 --> 0:2:8.240

Tracy Molloy

And then give that a couple of seconds.

0:2:11.80 --> 0:2:12.200

Tracy Molloy

OK.

0:2:14.260 --> 0:2:29.180

Tracy Molloy

So we've got 60% of the people attending today have and 40% haven't. So that's a nice sort of even spread. So hopefully this oops, sorry about the cap jump in behind my friend's cats just jumped behind me, sorry.

0:2:32.780 --> 0:2:35.300

Tracy Molloy

That's good. And then one more quick poll.

0:2:36.780 --> 0:2:47.900

Tracy Molloy

How confident do you feel using care, opinion, site features and functionality to really get the best out of it? How? How confident do you feel in using it at the moment?

0:2:48.320 --> 0:2:58.880

Tracy Molloy

So we've got the options of extremely confident, somewhat confident, neutral, somewhat, not confident or extremely not confident. If you want to make your choices now.

0:3:13.40 --> 0:3:33.40

Tracy Molloy

The majority we've got 50% somewhat not confident and 25% extremely not confident and just 25% somewhat confident. So hopefully today's session webinar will you'll be able to take away some useful tips on getting the most out of your subscription or if you don't have a subscription then hopefully.

0:3:34.480 --> 0:3:38.240

Tracy Molloy

You know, you might want to start thinking about what that might look like.

0:3:38.560 --> 0:3:39.720

Tracy Molloy

Going forward.

0:3:41.400 --> 0:3:50.440

Tracy Molloy

OK, I'm gonna hand over to Emma, who is gonna take you through a bit of an introduction to care opinion. A bit of background information. So over to you, Emma.

0:3:51.900 --> 0:4:22.660

Emma Noonan

So good morning, everyone. Thank you for joining us. And so I'm going to go through the next couple of slides, which we'll cover like an introduction to care opinion and how the process works for submitting the feedback and how it might look. I'll just briefly touch on it, how it might look for a health watch as well. So this slide that's on your screen right now, this is like what we call the landing page of care opinion. So if you just Googled care opinion and you would just come straight to this page really essentially if you just clicked on it opened it, it would, it would take you here.

0:4:23.590 --> 0:4:54.70

Emma Noonan

It's pretty comprehensive, it's fairly self-explanatory. The site is quite it's, it's, it's intuitive really. In many ways you can click on absolutely everything and find out anything you want from using this search bar here. So this is this is something that would be important for you in searching for stories within inside subscriptions you can see on the page here that you can change the language so you can select a language and change that. You can change the size so it's about accessibility features. You can say change the size of the font.

0:4:54.820 --> 0:5:1.700

Emma Noonan

The contrast, there's a couple of videos as well, one in BSL and one in ISL.

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Emma Noonan

There's also a tab to tell your story tab on every single page that you go on to the site, and then the about a section you could just read more about care, opinion, and what we do there. They'll tell you a storytelling page is where it would take you to the perform sharing your feedback, and I think Tracy, are you going to share that? Are you going to go through that on the site anyway so you'll be able to open it and click on it and see. See what that looks like.

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Tracy Molloy

Yeah, I can show you that, yeah.

0:5:28.330 --> 0:5:58.610

Emma Noonan

Yeah. When you go into the live site and also on the landing page, you can read our featured stories and it scrolls down a bit. You can get to most things from the landing page, but we've got the featured stories on the site that you can click on there and they change weekly usually and they're stories that we select to go on there and they're not

always all good ones. Sometimes they've got a criticality on there as well. And then you can also find out a little bit more about the care, opinion, video from the care opinion video here.

0:5:58.790 --> 0:6:24.310

Emma Noonan

That we're going to show you in a couple of minutes. So and really we're showing you this here at this point because you might think well, how does how does a health watch use this subscription and what you can do is you can direct the general public here. So it's good to have an overview. So if you're picking up something, you might be able to sit where you can show your story here and explain how how the site works. Yep. Next slide, Tracy.

0:6:29.380 --> 0:6:30.580

Emma Noonan

OK, no problem.

0:6:25.280 --> 0:6:33.120

Tracy Molloy

I've just realised I didn't click the sound button, so I'm just gonna have to quickly stop sharing and reshare sorry about that to include the sound.

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Tracy Molloy

There we go. OK. We're just going to play you. As Emma said the care opinion in 2 minutes video. This is on the home site home page and you can have the link as well if you wanted to embed this on your own health watch.

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Tracy Molloy

Website So it just explains in a 2 minutes what care opinion is, so I'll just click play.

0:6:55.740 --> 0:6:56.500

Tracy Molloy

Meet.

0:6:57.860 --> 0:7:5.300

Tracy Molloy

My mum was on a hospital ward but there was no phone so we couldn't speak, so I went on the care opinion website and told my story.

0:7:6.860 --> 0:7:7.260

Tracy Molloy

Meet Brian.

0:7:8.410 --> 0:7:15.330

Tracy Molloy

When I was diagnosed with bowel cancer, it was the nurses that helped me to accept what I was being told.

0:7:16.890 --> 0:7:25.610

Tracy Molloy

I wanted to let them know what they did for me and to keep doing it for the next patient. So I told my story of the care opinion website.

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Tracy Molloy

Your story comes to us at care opinion. We send your story anonymously to just the right staff so that they can hear what you think. They can then share it with other staff.

0:7:39.110 --> 0:7:43.110

Tracy Molloy

They keep doing the good things and change the things that need changing.

0:7:44.300 --> 0:7:58.780

Tracy Molloy

Hillary told us the next day the hospital put a phone for patients on my mom's ward. I think my story is rather dull for about bones, but I think it made a difference, not just for my mother, but for other visitors and patients on that board.

0:8:0.420 --> 0:8:6.460

Tracy Molloy

We hear hundreds of stories from across the country, and together we're all making health and care better.

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Tracy Molloy

What's your story? Tell us about your experience of using health and care services [careopinion.org.uk](http://careopinion.org.uk).

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Emma Noonan

OK. Have you got any questions about anything by the way? I just wanted to add you can you can ask them at the end if that's OK. So there's just a video you can share with your colleagues or even direct members of the public so they can get an understanding of as well. And I know the volume was probably not quite that, it's quite good. The voice over is very good as well. So Mission vision and values, which I really get sometimes saying actually, So what do we want to see? We want people to be able to share their

experience of health and care in a way that is safe and simple. And that just leads to learning and change. So it is a straightforward process generally the.

0:9:10.660 --> 0:9:26.580

Emma Noonan

Patient to share their feedback and then this would go on to the website and I'm going to explain this in a bit more detail, but then this will be moderated. And then as that video suggested, the story reaches the right people because we link it to the service, the service gets that and if they need to.

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Emma Noonan

Make any changes. Hopefully they can indicate that they've done that, or at least that they've listened to the feedback in some ways. And of course, a lot of the stories are very, very positive anyway, and no changes needed at all. But in instances where it is, it's a good space. It's an open space for people to be able to demonstrate that.

0:9:45.830 --> 0:10:21.550

Emma Noonan

So in a nutshell, the mission is to provide an online platform that people can share honest feedback easily and without fear. So it's an anonymous space. So we make sure that everybody is safe in this process. That's completely safe. And when I get to the next slide, which explains more about the the work process, I'll go into a little bit more detail, but a bit safety and anonymity is important. Oh my goodness. I'm trying to use too many frequents. OK, so the values then and we do we we we challenge ourselves with these values a lot as a team. We're not a very big team.

0:10:22.20 --> 0:10:54.220

Emma Noonan

We reflect on them and we adapt them and we change them and we see how we can actually live the values as staff and colleagues who work at care opinion, so they're not just words, there's meaning behind them, the substance in them. So we hope that we are innovative, which transparent to inclusive, we are positive and an essential. Everything is making sure that we are human or humane. Humanity is very important to us all and Tracy will have explained that these slides, everything on these slides is clickable.

0:10:54.540 --> 0:11:12.380

Emma Noonan

So when we share them afterwards, you'll be able to find out a little bit more about how care opinion is funded, because that's important as well to make sure that we are transparent. So you can see that. And also if you should be interested, you can read

more about us as well and our backgrounds and maybe why we're doing what we're doing here. So yeah, next slide.

0:11:13.900 --> 0:11:27.500

Emma Noonan

So this is what I was explaining about the workflow or the storytelling flow and we do say it's about the conversation. It's about openness, it's about transparency, and it's about making sure that that the public understand the public understand.

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Emma Noonan

What care opinion is but also the staff understand how care opinion works as well.

0:11:33.580 --> 0:12:0.980

Emma Noonan

So it's a simple flow really. So as I said, the service would ask the patient or the service user for their feedback, they direct them to the care opinion site through the many different ways that they can submit their story and then then they write their story and we call it a story because it's it's a space that's free, it's unrestricted. It's not Hanford by lots of questions, it's not, it's not got scales in there. It's just an open space for people to share their feedback.

0:12:1.340 --> 0:12:24.780

Emma Noonan

You can get stories. We can accept your stories because 1000 words on the site or as few as six, and we do get some really substantial stories. Actually some of the stuff, a lot of the stories are a couple of paragraphs, and I've seen in some instances stories where they've not. We've had to really edit them because there are over 1000 words and people do like to speak when they get going. So they get this space to share their story.

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Emma Noonan

Once that story's been written and submitted onto the site, it doesn't go out into the public domain.

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Emma Noonan

Immediately, we don't do that. We're not like TripAdvisor ping. Just go for that. I mean, we have been referred to as the TripAdvisor of the NHS, but it's not quite the same because there is a process. The next step is moderation and we have a team of dedicated moderators who work here, but also me, Liz and Tracy, do some moderation as well because it's an important aspect of our role. We need to see all bits of of the process as well. So moderation. This is quite an important part of it. And I mentioned anonymity.

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Emma Noonan

And this is where we make sure that both the author and the staff are completely safe.

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Emma Noonan

Using before publishing the story. So for any any stories that include a staff name where there is a criticality of one or more, we remove that name. We will leave in the first name of the story where.

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Emma Noonan

A staff where the story is entirely positive. We also remove like identifying details of the author as well, so we won't let names. We won't let date of birth even like appointment times and things like that. We try to make sure that those things aren't included within the story, but we also have to make sure we keep that the central focus of the story. We don't change the content of it so that that person's having their voice altered. It's just to make sure they're in it, remain anonymous. And I mentioned criticality there as well.

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Emma Noonan

And we have a process by which stories are criticality. I call it braided. They're awarded a criticality score between nothing and five. And nothing is a story that is entirely positive. A warning, something, you know, it's linked to. It's more. It's more kind of environmental. It's not having an impact on care. So one and two, they're not having a serious impact on health or care at three. You know, even if it is an environmental problem, it's had an impact on someone's, like, recovery. And at four and five, it's very critical. But we always make sure that we do stay in touch with the with the subscriptions and the leads on the subscriptions where stories are.

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Emma Noonan

For where something's quite serious.

0:14:31.360 --> 0:14:52.920

Emma Noonan

And we give them some time and some space before we publish the stories. We let them know what the story says and if they like any support with with responding. So at that point, then the story gets published and then that goes out and we alert member the author, if they've shared their e-mail address, they'll get an alert to their story's been published.

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Emma Noonan



And so will the staff member and the service. They'll get an alert to say their story's been published too, and then at that point, this is where we hope that staff would respond.

0:15:3.160 --> 0:15:7.960

Emma Noonan

So the story so that they can see even if it's positive, even if it's just thanking them for.

0:15:10.520 --> 0:15:33.440

Emma Noonan

For, for leaving their feedback and for offering their praise, which hope that there would be a response, but also it's an opportunity the story has got a critical element in it to demonstrate like the openness that the trusted they can manage it, they can deal with this and they can learn from it, and then they can establish a change if it's needed, or even work towards one. So they could be planning a change. So that's like the basic flow.

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Emma Noonan

The workflow of how that the care opinion process works and it's quite simple really, and I think I mean I always feel like I make it sound like a really long process, but it's actually not that long from story to submission, not usually the moderator's speedy and then get the stories published as quickly as they can, OK.

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Emma Noonan

And now I'm going to hand over to my colleague Liz. He's going to help explain how you might use a care opinion subscription.

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Liz Bassett

Thank you, Emma. Yes, so is Emma has said that all our postings are independently moderated. We don't use AI, they'll get seen by a person.

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Liz Bassett

And as Emma said, we strip out any identifying features and we also have an eye to safeguarding. So we alert providers should anything concern us in a story.

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Liz Bassett

The all of our all of our postings, if you use care opinion, you'll get your nhs.uk postings too. They all channel through and there are some would have been a few problems with the new AI with NHSUK. But we're working closely with them and that's going as smoothly as possible.

We cover all health and social care providers within your area.

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Liz Bassett

And the key thing that's of value for health watchers is that we can scope your subscription to cover your area. So you would be receiving alerts to local hospitals, health and social care providers, any GP postings that arrive, care homes, etcetera. And there's a there's a lot of filtering capacity there. We can fine tune your subscription.

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Liz Bassett

The only thing we don't cover is general dentistry.

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Liz Bassett

And one of the beautiful things about posts on care opinion is that it really does cover somebody's story, their journey through care so they can link their story to multiple providers in one posting. So they could say they started out at the GP and linked to that. They could then say they they turned up at the local hospital. And what happened there, they could talk about care in the community afterwards. So you can get a really good idea of somebody's journey through their individual care.

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Liz Bassett

As as Emma said, all it's very public, it's transparent and it's it's there really to encourage learning and and to work with care providers to make changes, make improvements and be to be able to demonstrate when those have taken place and communicate that both back to the author and publicly on the site.

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Liz Bassett

Our site is very social media friendly. We support our care providers in sharing stories on social media.

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Liz Bassett

And that's that's very useful hopefully for you, because you can incorporate these stories within your own social media campaigns.

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Liz Bassett

So this slide details the structure of a health watch. Subscription is very detailed. I won't go through it all, but it it shows you how many logins you would have for your staff.

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Liz Bassett

It's demonstrating that it's fully integrated with nhs.uk. You can set up alerts and digests. You can add tags.

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Liz Bassett

We'll cover some of these points in the.

0:19:17.780 --> 0:19:19.420

Liz Bassett

In in the live training.

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Liz Bassett

One of the important things you also have is access to our ongoing webinar programme, which is a full programme of training for staff.

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Liz Bassett

So the site looks very simple, but behind it it has a huge amount of functionality right on the top there, as Emma suggested is your search bar and that's the starting point for finding stories that relate to your your area. And once you've found them, you can run off a large number of different types of reports from those you can create visualisations for feeding back and publishing in in your.

0:20:9.870 --> 0:20:14.550

Liz Bassett

In materials and you can set up alerts to stories.

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Liz Bassett

Refined down to particular areas set up for particular members of staff in your organisation so that everybody is completely on top of the stories that they would like to follow.

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Liz Bassett

So here we look at that in a little bit more detail. So once you've popped your name, so you might say send me your stories within. For example Sheffield, you can refine it down to different different services within that and then you, as I say, you can set up e-mail alerts. So those land directly in somebody's e-mail box telling them the stories that are relevant to them, you can run off lots of different types of reports and these visualisations, which I think Tracy will show us on the live.

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Liz Bassett

Light or give us some examples of really nice kind of social media friendly drop and drag ready into reports. Nice visual visualisations that are great for popping on your website, or even just sharing and weekly digests with people.

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Liz Bassett

So just as an overview of some of that.

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Liz Bassett

You can search to find stories about specific services. You can save your searches so you keep using them every week or periodically you can set up the site will actually run those searches for you, and you can set up and it will produce weekly digest that gets sent to you or to people within your organisation that you nominate. You can create and schedule reports and run the run these visualisations.

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Liz Bassett

In in many, many different ways, there's a huge amount of capacity there and we are very happy to support you in getting the best out of that functionality. And I'm going to hand over to Tracy now who is going to do some a live a live demo.

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Tracy Molloy

You, Liz? Yeah. So hopefully that's given you a bit of background information into who care opinion is and what we're all about. So now we're going to move on to a bit more of the practicalities of using the site and like Emma and Liz have just talked about, there's a lot you can have only scratch the surface when you're just reading stories. And we say this to staff in services as well. You know, just asking for feedback and responding to it is just scratching the surface really. There's so much more functionality.

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Tracy Molloy

That you can get out of a care opinion subscription. I just wanted to touch on it. Just made me think while Emma was talking around the criticality.

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Tracy Molloy

That actually when you are talking to the your you know the public in your local area if they are talking about certain things what when they've accessed care and then they want in a way to feedback and you want to recommend care opinion, there's just an

important point to bear in mind that actually we're not a place for formal complaints. So if somebody is.

Is very adamant that they want to make a formal complaint. Then they would need to do that direct with the provider themselves. We're happy to publish once that complaint process has been completed, but we wouldn't. We would advise them to hold off posting on care opinion during that particular investigation or what's going on within the particular service. So that was just something to bear in mind when you are, if you are obviously promoting care opinion to your general public.

0:23:51.310 --> 0:24:0.190

Tracy Molloy

OK. So moving on to certain, I am going to stop sharing in a second and we're going to move on to the to the live site, but.

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Tracy Molloy

So there's different ways that you can search on care opinion. You can search for a service so you can search for your local hospital care home.

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Tracy Molloy

Or GP practise. You can also search by speciality or type of care. Sometimes we refer to this as a treatment function when we add services to the site we give the service what we call a treatment function.

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Tracy Molloy

This helps when people share their stories based on what they've said in their story and their post code 'cause that's all we ask for is their post code. It tries to suggest the correct service based on what they're talking about and their location.

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Tracy Molloy

You can also search for tags, so tags are added to each story by the author because during that tell your story process. We ask what was good, what could be improved and how did you feel. So the author adds those tags as part of when they're sharing their story.

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Tracy Molloy

Moderation. Our moderators also enhance those tags, so if they've not added something and we think it would benefit that story, the moderation team may add additional tags as well, which are really useful helping.

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Tracy Molloy

To join stories together so you can search on particular tags and they're really come in handy within the reports and visualisations which you will see.

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Tracy Molloy

And then finally moving on to slightly more advanced searching on care opinion, you can do what we call a phrase search.

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Tracy Molloy

O just by popping a word into.

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Tracy Molloy

Speech marks, as you can see there scan and blood transfusion. If you're interested in a particular topic, you can search and that search the body of the stories for that particular word. So it's kind of a way of widening out your search within your local area or how you're if you're for example, if we're going to look at Sheffield as an example today because that's where we're based, but obviously you would be searching over that kind of patch.

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Tracy Molloy

For those particular words I have linked there a blog which gives you a lot more detail on the advanced searching phrase searching and what we call stem searching as well sounds incredibly complicated, but the blog is really a really good guide so I would really recommend that you have a click on that when we send you the the slides.

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Tracy Molloy

So I'm just make that slightly bigger so you can see it. So here we are. Here we are on the live care opinion site. If you do have a subscription, you will have a login and you know you're logged in because you get this welcome message at the top and you also get this navigation panel down the left hand side which is your navigation.

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Tracy Molloy

To all the different site features and functionality that you have access to for today's purpose, we are going to predominantly be looking at the search function so you can search those stories and themes within your local area. But like Emma mentioned the the tell your story Workflow tab is there and if you wanted to have a look or even share

your own story, anybody can share a story on Kevin. You don't have to be asked by a staff member if you've had local.

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Tracy Molloy

Episodes of care, whether it's about your GP or your secondary care providers, feel free to go on and and try that for yourself. You it's very simple. We ask you what your story's about and what happened. How did you feel? We also have picture tiles as well that people can use if they need a little bit of extra help in sharing their story. These are great for people with learning disabilities or sometimes lower level literacy skills, and they're split into two categories, environment and care.

0:28:28.890 --> 0:28:41.570

Tracy Molloy

And they can just drag and drop these and then move them along the scale from happy to not happy. And you can, and the offer can use a combination of the pictures and and words and you just work along this process.

0:28:42.810 --> 0:28:56.770

Tracy Molloy

To Share your story, and that's how you would submit your story. The third tab is just a tab about us as care opinion. Again, if you want to, there's the video and there's a bit more information about us and how we moderate etcetera on there.

So feel free to have a good play around on the site.

OK. So we're going to go to our main search box. I'm going to use Sheffield as an example. That's like I say that's where we're based.

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Tracy Molloy

And my first example is we're going to be searching for a service, so I'm going to choose the Sheffield.

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Tracy Molloy

Teaching Hospitals NHS Foundation Trust.

0:29:27.590 --> 0:29:42.190

Tracy Molloy

OK. And it takes us through to this page, which is called recommended pages within care opinion and you can see that we are looking there's been 4028 stories that have been shared about the Sheffield Teaching Hospitals, NHS Foundation Trust.

0:29:43.270 --> 0:29:58.670

Tracy Molloy

OK, so to your left, now we look at the current search, OK, you've got a little pink refine button and if you wanted to drill down and look at a particular hospital within that trust, you could certainly do that. So I could click on the northern general.

0:29:59.240 --> 0:30:7.120

Tracy Molloy

Even go as far as looking at a particular service and seeing which stories are tagged to that particular particular service level.

0:30:9.450 --> 0:30:19.490

Tracy Molloy

But for this purpose, you can we're going to try out some of the story search options and there's lots and lots of different filters that you can apply to your search.

0:30:21.380 --> 0:30:53.620

Tracy Molloy

So we're looking at the whole trust and we're looking at all stories we might want to look at a particular date range when we're searching for stories. And there's two ways about doing this. You can look at stories submitted on or after or you can look at stories published on or after. It really doesn't matter which one you choose. I would recommend that you just pick one and stick to it, and that way you're not going to get any kind of skewed figures. I tend to recommend using the published on or after. OK, sometimes there may be a delay from when somebody submits their story.

0:30:53.690 --> 0:31:7.610

Tracy Molloy

You might have to if it is critical, we might have to contact the author to verify something. We might have to speak to the staff in services, so that's why there may be a little delay. So I think the most accurate way is using published on or after.

0:31:9.520 --> 0:31:39.120

Tracy Molloy

OK. So we're also going to, I'm just going to show you how we can search for a type of care. So because we're looking at a whole trust here, we might be particularly interested in looking at emergency care within a trust. So I'm just going to select emergency medicine, OK, and we're looking at the hospitals within the trust and we can see now that we've got 156 stories that have been told about emergency care.

0:31:39.340 --> 0:32:0.60

Tracy Molloy

Across the trust. OK, so that's great. We could run a report. We could turn that into a visualisation and we could look at the data that's come through in those stories. But if you wanted to go one step further, we might also want to drill down into a particular theme, such as wait times. Wait times is something that we hear a lot about.



0:32:1.300 --> 0:32:8.340

Tracy Molloy

So again, there's a couple of ways of doing this. You could then go on to add A tag so I could type in.

0:32:13.80 --> 0:32:22.200

Tracy Molloy

Time and you can see there they come up and it tells you what that it's A tag and I could select that and it would drill down into.

0:32:23.960 --> 0:32:27.320

Tracy Molloy

Less stories. For example, let's just have a look what that does wait time.

0:32:30.410 --> 0:33:1.650

Tracy Molloy

It's given us no stories because that tag's not being used. So This is why I've got a different way of showing you the way that widens out. That search is by using the phrase searching. So this time I'm going to add speech Marks and I'm just going to type the word weight. OK. I don't click any of these. I go to the little green circle and I'm going to add that phrase. Search now. So within that 156 stories I'm looking for how many times. So weight has been used in 33 stories.

0:33:1.870 --> 0:33:18.750

Tracy Molloy

So we've got a bit more of a pool of stories that we can look at and see what's been happening locally. So now I've created the search that I want to do. I would Scroll down and look what I can create within my subscription and I'm going to choose create report.

0:33:22.10 --> 0:33:27.650

Tracy Molloy

Now, OK, so you've got a whole host of all these lovely reports to choose from.

0:33:29.130 --> 0:33:33.50

Tracy Molloy

And for this example, I think we're going to choose the.

0:33:34.890 --> 0:33:50.10

Tracy Molloy

Story and response listing report and basically that's exactly what it says it is, the story and the responses in a list so you can and you with any of the reports. You can choose whether you download them in Excel, PDF or word.

0:33:51.530 --> 0:33:55.610

Tracy Molloy

You can obviously set these as well if they're regular reports that you want to.

0:33:55.930 --> 0:34:19.970

Tracy Molloy

Receive, whether that be weekly, monthly, quarterly or annually. You can save them and then you can set a schedule as well. I'm not going to show you how to do that today, but like we touched on earlier, you do have access with a subscription to come along to any of our how to training webinars and we do always run one on using the reports and visualisations and that one would show you how to do the scheduling.

0:34:21.410 --> 0:34:22.810

Tracy Molloy

So this.

0:34:23.290 --> 0:34:26.10

Tracy Molloy

To generate the report ad hoc.

0:34:26.500 --> 0:34:55.20

Tracy Molloy

Click generate & in Blue Peter style. I have one. Here's one I made earlier and I've got this ready or already downloaded. You would just click that the report would run and then you would Click to download it. So here you can see it tells you what you're looking at in this story and response listing. We're looking at all stories about Sheffield Teaching Hospitals NHS Foundation Trust which provide emergency medicine containing the word weight.

0:34:55.380 --> 0:35:21.100

Tracy Molloy

And then I Scroll down, I can see where the story's about. I can see the body of the story. I can see when it was submitted. I can see how many public views it's had, which is quite impressive. I think you'll agree 2300 views on this one particular story. And again, 2000 views here, car parking and then they can go through and you can read the stories and you can see what's happening locally within.

0:35:22.420 --> 0:35:25.380

Tracy Molloy

Around the wait times on that particular topic.

0:35:26.120 --> 0:35:28.400

Tracy Molloy

So that's my first example.

0:35:30.250 --> 0:35:49.570

Tracy Molloy

Our second example you might be interested in looking at local GPS, so again I'm going to type in. There's a couple of ways to do this. It can be sometimes a little bit fiddly to find the GP, so I definitely recommend you set up a saved search once you've found where the GPS are listed within your.

0:35:51.930 --> 0:35:53.90

Tracy Molloy

With on the site.

0:35:54.370 --> 0:36:6.130

Tracy Molloy

I'm going to show you probably the most straightforward way of doing it, but if you ever get stuck doing this like I said, please contact myself, Liz or Emma and we will happily show you how to do this. So for this example, I'm going to go back in with the.

0:36:6.850 --> 0:36:10.850

Tracy Molloy

I'm just going to pick a local trust again, so the Sheffield teaching.

0:36:12.320 --> 0:36:42.600

Tracy Molloy

Hospitals and this is quite a good little trick. So when we go to the pink refine button to open up what we call the service tree, we can go back up the tree. So I'm just going to go up to the Integrated Care Board level and this is where I will find the GPS will be sat under the CCG for that area. We are in the process of moving that across onto the the new terminology and here you can see now we're looking at all the GPS.

0:36:42.800 --> 0:36:55.360

Tracy Molloy

In Sheffield, so once I found that on here I'm just going to wait for that to upload, OK and you can see we've got over 4000 stories that have been shared about Sheffield GPS. What I would do is I would click save search.

0:36:56.440 --> 0:36:59.360

Tracy Molloy

In fact, I'll just do that now. I'll show you how that works.

0:37:0.800 --> 0:37:23.320

Tracy Molloy

It'll pop up there. I just click save and then the way you would access that so you don't have to run that search again is by going into your very unoriginally named saved things and there you can see that save search so I wouldn't have to do that step every time

when I'm logged in, I can go straight to my saved things and I can view all the stories about Sheffield GPS.

0:37:29.220 --> 0:37:59.500

Tracy Molloy

OK. So we're back on to the correct page when we're building our search. So for this example, we're going to be looking at the story activity report. So something that we hear a lot about in GPS is appointments, appointment, availability, appointment wait times again and often communication. They're really hot topics in well communication comes up in any organisation, but appointment availability is something that's quite.

0:37:59.950 --> 0:38:2.550

Tracy Molloy

Then I'm going to look at across the whole patch there.

0:38:3.990 --> 0:38:16.710

Tracy Molloy

I'm also going to refine it down because obviously we've got quite a lot of stories, so I'm going to just add a date range this time, and I'm probably going to just look for the past, say, year or two. Let's go to the 1st of January.

0:38:17.990 --> 0:38:22.470

Tracy Molloy

2022 and now we're looking at 15 just over 1500 stories.

0:38:24.70 --> 0:38:29.270

Tracy Molloy

And then I want to refine that even more and I'm going to add the phrase.

0:38:31.150 --> 0:38:32.110

Tracy Molloy

Appointment.

0:38:34.280 --> 0:38:48.80

Tracy Molloy

Remember, we don't click on any of these because that would add A tag. I'm going to click the plus and that will give us our phrase search. So we're going from down. It's OK. So now that's taken us down to just over 600 stories.

0:38:49.400 --> 0:38:59.200

Tracy Molloy

Around appointments. So you're really getting a good understanding of what people are sharing. As you can see, we've not got many Sheffield GPS.

0:38:59.400 --> 0:39:3.80

Tracy Molloy

Responding at the moment, we do actually have quite a lot. In fact, when I show you the report.

0:39:4.560 --> 0:39:15.960

Tracy Molloy

You'll be quite surprised. There's quite a lot of use of care opinion within Sheffield within the general practise. So again I would click on on whether I wanted to create a report or a visualisation.

0:39:19.530 --> 0:39:22.810

Tracy Molloy

For this purpose, we'll choose report.

0:39:25.490 --> 0:39:37.570

Tracy Molloy

There we go and we're going to this time, look at the services with story activity. Like I said, I've already run this as well, so we can. I didn't have to wait for it to kind of download.

0:39:39.390 --> 0:39:46.30

Tracy Molloy

You always get some FAQs at the beginning of any of the reports. Just helps you explain what's included within the report.

0:39:47.790 --> 0:40:19.30

Tracy Molloy

And this one we're looking at now at all the different GPS within the area and it's showing us which GPS are actually engaging and getting quite a lot of feedback as you can see, we've got 159 for Holly's medical Centre which is fantastic and they're responding to it. This report also shows whether they're making changes and whether they've come via care, opinion or through nhs.uk as well. If I again this wouldn't be the report if you wanted to read the text.

0:40:19.290 --> 0:40:24.930

Tracy Molloy

I would probably recommend the one that we use prior, which was the story in response listing.

0:40:26.490 --> 0:40:51.370

Tracy Molloy

Or the next report that I'm going to show you, which is the story listing in a table report, but it gives you a nice idea of which GP practises are actually open to feedback and quite engaged with it. Hopefully we're in discussions with the ICB at the moment as

whether they'd be interested in doing a little project, funding some GPS to actively promote care opinion. So that might be.

0:40:54.710 --> 0:40:59.670

Tracy Molloy

OK. And then I've got one final example to show you.

0:41:2.280 --> 0:41:35.400

Tracy Molloy

And this is where it gets a little bit more complicated where that blog that I LinkedIn before about the phrased searching, advanced searching and stem searching, I'm going to show you a brief example of how to do that. So this time I'm not going to start with an actual service, I'm just going to type in the word Sheffield, OK and that and that way we're going to be looking at all the stories based on the population. So when people share their story, we ask for their post code. So now anybody who is got a Sheffield post code, their story will be included within this search.

0:41:36.340 --> 0:42:5.300

Tracy Molloy

OK, so I might be doing a particular project I might be doing a deep dive into a particular area I'm going to use the example diabetes care so again I could start to type in diabetes and I could add A tag because people share their feedback as a story and in their own words they might not use the same terminology in every single story. Every author's going to use slightly different word in so they might talk about being diabetic.

0:42:5.480 --> 0:42:28.760

Tracy Molloy

Or they might talk about diabetes, or they might talk about their diabetes test or their diabetes nurse. OK, so you might want to be able to actually, but I want to see all those stories where diabetes is mentioned. And this is where the stem searching comes in. And all I would need to do, we're going to use the speech marks again, and we're just going to use the first part of the word.

0:42:31.560 --> 0:42:42.200

Tracy Molloy

So we're gonna type diabet and then I'm just gonna simply add an asterisk. Close the speech Marks and this way we will incorporate any word.

0:42:43.560 --> 0:42:49.200

Tracy Molloy

That has that in it. So that would include diabetes, diabetic, diabetic, nurse et cetera.

0:42:51.430 --> 0:42:56.150

Tracy Molloy

I'm just going to click that O we're looking at nearly 9000 stories.

0:42:58.310 --> 0:43:1.470

Tracy Molloy

And this takes us down to 89 storeys.

0:43:3.670 --> 0:43:20.430

Tracy Molloy

And then I'm going to click on my report and this is the one that I I said is probably if you're a fan of Excel, I would highly recommend using this story listing in a table report, which is the one right down at the bottom.

0:43:20.550 --> 0:43:27.150

Tracy Molloy

It basically takes all the information that we gather as part of the tell your story process and it pops it into an Excel spreadsheet.

0:43:28.270 --> 0:43:31.270

Tracy Molloy

And again I have run this.

0:43:31.870 --> 0:43:32.390

Tracy Molloy

Report already.

0:43:34.590 --> 0:43:40.870

Tracy Molloy

And here we are. We're looking at stories from Sheffield area, which contain the word diabet.

0:43:42.390 --> 0:44:5.830

Tracy Molloy

OK. And then a click on to the second tab and there you can see the source, the link to the story, the body of the story and again it goes on and on and on with all the different information that we collect. So you can philtre out the information that you need as well. There's a really great example of a good report. And if you if you do want to run this again frequently.

0:44:6.390 --> 0:44:13.550

Tracy Molloy

You need, you know, come along to the other sessions and learn how to schedule those reports so it saves you having to run them ad hoc every single time.

0:44:15.440 --> 0:44:33.680

Tracy Molloy

OK, I'm just going to stop sharing for a second and we're going to flip back to the slides. I am conscious of time. I know there's only hours I'm going to just rattle through the last slides because I'm hoping there'll be some lovely questions or comments that we can answer at the end.

0:44:38.420 --> 0:44:39.20

Tracy Molloy

OK.

0:44:45.890 --> 0:45:15.410

Tracy Molloy

There we go. OK. So we didn't show you any of the visualisations, but this is an example and I've linked it as well on the slide so you can click on to that when you receive the slides and it will show let you click on to the bubbles and it is interactive. So if I'm interested in communication which we talked about earlier, I could click on that bubble and it would take me back to the stories where obviously the larger proportion is what could be improved and the green is what was good and it will allow me to read those stories on that particular theme.

0:45:16.600 --> 0:45:36.280

Tracy Molloy

We have some really nice word clouds, tag word, clouds of what was good, what could be improved. Again, the bigger the word, the more times it's been used, so communication, more staff funding, again coming up. And again these are interactive. So you can click on the word and it always takes you back down to the stories. We're all about the stories at care opinion.

0:45:39.90 --> 0:45:53.810

Tracy Molloy

This example of the different word clouds that you can use and just as a reminder, all reports can be saved for later. They can be downloaded either Excel, PDF or word. They can be tailored really specifically and they can be set on a schedule.

0:45:55.210 --> 0:46:7.210

Tracy Molloy

This is what the weekly Digest looks like when we work with staff within services. Often they want an alert to every time a story's published about a particular service, but you can also have a weekly digest, so that might just cover, say.

0:46:7.620 --> 0:46:31.740

Tracy Molloy

If you've got this saved, search for all the GPS within Sheffield or in your area, you could



choose to save that as a weekly digest. So every week you just get an e-mail letting you know the top three stories, how many stories have been shared last week, and how many have been responded to and how many have had changes planned or made. So it's a nice little overview of what's going on in your local area.

0:46:33.140 --> 0:47:9.740

Tracy Molloy

We're thinking about promoting care opinion on your web websites. You can have access to our widgets. We've got two types of widget. We've got the latest stories widget and again, this could sit on your web page and it would. It stays up to date with real time. I think it's the last hundred stories shared and that will just play the stories and people can read what's happening. If they're interested in what other people are talking about, about local care, you can also have the share. Tell your story widget, which again is just a widget that's based on your website. They can use the tell your story process, but without leaving.

0:47:10.110 --> 0:47:18.310

Tracy Molloy

Healthwatch website and also if you wanted to embed the video which we played earlier, we can also let you have that link too.

0:47:19.730 --> 0:47:37.450

Tracy Molloy

OK. So we're moving on to slightly how, how would this be used within a health watch? And Healthwatch Sheffield have been using care opinion for quite some time now. I've got a really good relationship with them and this is just an example of what they've got on their website and they link to care opinion directly.

0:47:38.730 --> 0:47:40.930

Tracy Molloy

So you can see people can share their stories.

0:47:42.490 --> 0:47:45.10

Tracy Molloy

And they can read again other stories that people have shared.

0:47:46.660 --> 0:48:22.20

Tracy Molloy

And another way that they include care opinion is in their monthly briefing briefings. And I've linked the kindly shared one with me and this is from December to January about everything that's been happening in the local area. And this is just basically the summary of that report. And I'm, I'm, I'm pretty sure you'll be running similar reports within your local health watch too. So it just gives you that a snapshot of those key issues that are coming through. But what health watch Sheffield do is they use the

experiences that the members of public have shared with them through information advice services.

0:48:23.10 --> 0:48:43.250

Tracy Molloy

From feedback shared by voluntary Sector partners who support clients within Sheffield, and finally via stories shared through care, opinion, who we've partnered with to provide this. So it's really nice way of interacting and using care opinion within the reports that you're pulling together in your local area.

0:48:45.190 --> 0:49:13.870

Tracy Molloy

OK, Tim, our head of safeguarding and partnership working was hoping to be with us here today, but he is unfortunately at a funeral, but he has asked us just to share a couple of points. We've talked about this already. So it's just a bit of a reminder that Healthwatch can generate postings in various different ways for staff, volunteers and volunteers. If you've got any volunteers within your local health watch, they can also undertake projects.

0:49:14.830 --> 0:49:16.30

Tracy Molloy

In a particular area.

0:49:16.230 --> 0:49:45.390

Tracy Molloy

Or type of care if something is of interest there, they could definitely do a little campaign and and talk to the local people about about what's been going on in their care and and help them to kind of share their story and care opinion. And then you can track those postings that you've helped to generate as well. And again, there's more functionality. There's different things that we can help you to create campaign links, invitation links that help you track those postings. If if that's something you're interested in doing.

0:49:45.860 --> 0:50:17.340

Tracy Molloy

By focusing on a particular service area or theme and also it fits really nicely into the integrated care agenda and we'd say in that building those local partnerships is really important to us, as Liz explained earlier, one person can share their story about multiple providers. So from their GP getting referred into the the hospital or then having community care as well. And it's really important for the local icbs as well to have.

0:50:17.710 --> 0:50:30.870

Tracy Molloy

Eyes on what's happening in those areas for commissioning reasons, so feel free to use

care, opinion, use the information that you're extracting from care, opinion and share that in reports at local meetings with providers, with Commissioners.

0:50:32.470 --> 0:50:49.30

Tracy Molloy

And you can also integrate with other data that the ICB collect as well. Sometimes they have what we call the dashboards where they can pull in streams of data and you also they can have access and you can have access to our API which basically for those techie people.

0:50:49.430 --> 0:51:1.950

Tracy Molloy

Basically pulls all the information that we collect and it's a way of integrating the API with your own feedback systems and amalgamating all that data in one place.

0:51:3.780 --> 0:51:36.780

Tracy Molloy

So that's what you can do locally and we would really encourage you to have those conversations with your local Commissioners and we should all be obviously taking that interest in what's happening locally. OK, nearby there. Finally. Just ongoing support, which you can access at care opinion via the support team. We've got a fantastic subscriber. Know how page now and you can access this when you're logged in by just clicking on the little help button there. And it takes you through to this page and there's loads of quick links on how to do certain things.

0:51:37.890 --> 0:51:56.370

Tracy Molloy

To help you get the most out of your subscription, you can always contact us at [info@careopinion.org.uk](mailto:info@careopinion.org.uk). Give us a call. I've also linked the support webinars there. We've just started our next six months worth of webinars, so feel free to have a look at those and sign up to any.

0:51:57.770 --> 0:52:11.90

Tracy Molloy

OK, we're at the end. We've got one more poll and I'm hoping you've taken something away from this webinar. Whether it's just you want to go away and have a little play with care, opinion, or if you actually decided we could really benefit from having a subscription.

0:52:11.680 --> 0:52:19.760

Tracy Molloy

I'm happy to have those conversations. Please get in touch with us after and we can. We can set up a call to if you wanted to find out more.

0:52:21.850 --> 0:52:27.170

Tracy Molloy

K So I'm just going to launch the very final poll.

0:52:34.640 --> 0:52:48.520

Tracy Molloy

Hey, here we go. So, again, how confident are you in using the care opinion site features and functionality after our webinar I'm really hoping that it doesn't give us exactly the same results, so please enter now.

0:53:2.940 --> 0:53:5.460

Tracy Molloy

Yeah, another minute. Everyone voted.

0:53:10.580 --> 0:53:11.140

Emma Noonan

Looks good.

0:53:8.780 --> 0:53:13.220

Tracy Molloy

Brilliant. So it looks like we've done our job.

0:53:13.260 --> 0:53:25.780

Tracy Molloy

Somewhat confident. Fantastic. That's really. That's really great. OK, I'm going to just stop sharing now and if anybody has got any questions, comments, we've got 5 minutes left.

0:53:27.380 --> 0:53:37.20

Tracy Molloy

Anything you wanted specific, obviously we'll feel free. We can always set up an additional call, but yeah, barely open the floor to yourselves. Anybody like to ask a question or make a comment?

0:53:36.380 --> 0:53:38.700

Emma Noonan

Can I stop recording Tracy the questions? Yeah.

0:53:37.810 --> 0:53:38.970

Tracy Molloy

Yeah. Thank you, Emma.