

How to Respond to a Story on Care Opinion

Requirements for posting a response:

1. To post a response, you must be a member of a subscription on Care Opinion and have responding access.
2. You must be logged into your Care Opinion account.

How to respond to a story on Care Opinion

- 1: Log into Care Opinion (click *log in* in the top right of the website) or if you have clicked a link in an email alert from Care Opinion you will be automatically logged in the first time.
- 2: go to the story you want to respond to and scroll to the bottom of the page. There will be a response box which say 'Post your response'.
- 3: Write your reply as you would like it to appear on the Care Opinion website.

If the box isn't there, check that the 2 key requirements for posting a response have been met (see above). An easy way to know that you are not logged in, is to check for the 'Welcome message' in the top left hand corner of the page, if this is not there, then you are not logged in.

The response box will look like this:

Write your reply
Preview

This response is from Me Another member

How would you like to sign your response?

Name, job title, organisation
Job title, organisation
Organisation

Write your response

B
I
🔗
🖼️
↺
↻

Type something

Are you planning a change in response? [More about changes](#)

Not at the moment
We're planning a change
We've made a change

Your consent
 I consent to my response being published on Care Opinion and shared online to help learning and change.

Activity

1 staff member has read this story

[Who has Care Opinion told about this story?](#)

Show your support

Have you experienced something like [septemberkm53](#) did, here or elsewhere?

If so, show your support below.

▶ I've experienced this

Or maybe [your experience](#) was different?

▶ Download story and responses

[Tweet](#)
[Like 0](#)
[Share](#)

[Email](#) [Embed](#)

Signing your response

You can then choose how you would like to sign your response (note that this appears at the top of your response and so we recommend signing off your response in the text box also). You can choose from 3 options of how to sign off your response depending on how personal you would like your reply to be. We recommend the default option as it is more personal – Name, job title, organisation. If you have uploaded a profile picture we will show this is you use your name.

Additional formatting in your response

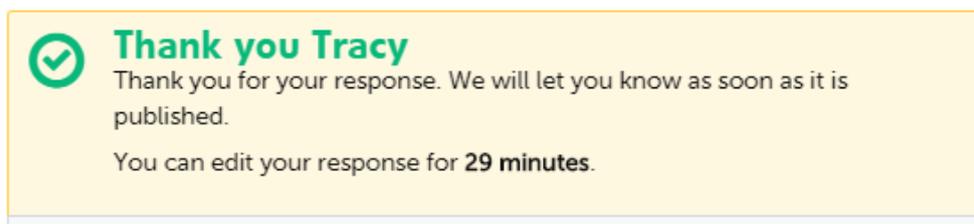
You can use the buttons to change text to bold or italics. You can add pictures or links here too. We have some helpful guidance for writing your response above the response box. Click the pink links to view, or [join one of our webinars](#) for more advice.

Showing that you are making a change

You have the option to add a marker to your response showing that you are planning to make a change/ that you have made a change because of the feedback in the story that you are responding to. If there is no change, then you don't need to do anything as the "not at the moment" option is set as the default. You can always post a further response in the future if anything changes.

Submit your response

To submit your response we ask for you to consent to your response being published on the site, simply tick the box, then click "send your response". You have 30 minutes to make any edits to your response.



Moderation

Once you have submitted your response you will see a green tick. This means that we have received your response. When you start using Care Opinion, your response will be read and approved by one of our moderators. When you are more confident with Care Opinion responses will be automatically approved. This means they will be published after half an hour editing window has closed.

You will receive an email informing you your response has been published and we will also automatically email the author of the story to let them know that their story has a response.

If you require any further help or advice, please contact Care Opinion by phone or email.

Guidance for writing a response: What to include

New research based on Care Opinion stories and responses has identified the five most important features to include in a helpful Care Opinion response. See the five features detailed in the table below. If you'd like more help or advice with responding to stories on Care Opinion, why not join our next "How To" webinar session, where we'll discuss different examples of responses and best practice. The session is part of our ongoing [webinar programme](#), simply click the link to view the upcoming dates and register to join.

About you	<ul style="list-style-type: none">• Your name, role and responsibilities• Your picture• Why you in particular are responding
Speed	<ul style="list-style-type: none">• Within 7 days at most• If slower, apologise and explain why
Content	<ul style="list-style-type: none">• Personal and specific• Thank author for feedback• Apology and offer of help as needed• Offer of follow up if wanted
Signposting	<ul style="list-style-type: none">• Other relevant services, with contact details, times and a named person• Offer more than one way to contact a service
Sign-off	<ul style="list-style-type: none">• Polite and personal• Would you be satisfied receiving this response?