Quick Start Guide to Helping Tell a Story on Care Opinion Ireland

For more detailed instructions and access to Tell Your Story Form please go to …….

**Overview to Care Opinion**

A few simple facts:

* An independent public website which allows everyone to share their story about their Health and/or Social care experience
* It is safe, simple and anonymous
* Feedback can be positive, negative or mixed
* All stories are carefully moderated
* When stories are published the service/provider/GP practice is invited to feedback
* Care Opinion encourages learning through open, transparent public stories

**How can People Share their Story?**  
  
There are 3 few different ways that people can share their story on Care Opinion. You need to assess the level of support your patient requires:

**1. Does patient have access to internet?**

**2. Does the patient require help**

No

Yes

**sharing their story?**

No

Yes

Give Direct Ask Card

Give free-post feedback leaflet

Assist patient by using ‘taking a story form’

1. Submitting story directly to the Care Opinion website:This is the most common and easiest way that people share their story. People simply need to go to [careopinion.ie](https://www.careopinion.org.uk/) then click [“Tell your story”](https://www.careopinion.ie/youropinion) and follow the simple steps to do so.

2. Filling in a free-post Care Opinion feedback leaflet:  
Most services that have a Care Opinion Subscription have access to a number of feedback leaflets. These leaflets are ideal for giving to patients/service users/carers who do not have internet access or do not feel confident sharing their story using the website.

3. Submitting a story on someone’s behalf:  
For anyone who is unable to share their story via the website or feedback leaflet, you can offer to fill out the ‘taking a story form’ then submit their story via the website on their behalf.   
  
**How to Support someone to share their story as a member of staff/volunteer**

There are two ways to support someone to share their story on Care Opinion:

**1.** By sitting with the person at a computer or with an iPad & supporting them through the process to submit their story directly to the Care Opinion Ireland website.

**2.** If you do not have internet access, you can take notes using the “Taking a Story Form” whilst you are sat with the story teller, before then submitting the story to Care Opinion on their behalf. (When you do have internet access.)

**NB: If submitting on behalf of someone, you need to change the ‘Are you’ drop down from ‘service user’ to ‘staff member / volunteer’**

Before you begin:It’s important to consider and prepare for the following three aspects before starting to collect feedback…

**Environment:** Pick somewhere that feels comfortable for the author and yourself. Ensure privacy.

**Introduction:**  Introduce yourself and why you are collecting feedback.

**Explanation:** Explain that CO is a safe platform, stories are moderated and shared for learning. Services will be encouraged to respond to each posting.

**Giving Consent on Care Opinion**

**Care Opinion can only publish stories and responses if the patient/Service User agrees.**

Always ask for clear consent to publish and share feedback.Consent can be withdrawn at any time if the author changes their mind to their story being posted.