

## Taking a Story in Person

### What is Care Opinion Ireland?

A free, confidential website run by an independent not for profit organisation called Care Opinion Ireland. The website encourages the public to share their views and experiences about the health and care they have recently received.

This feedback can then be viewed by the public to see what people think their local services and also by the service providers, allowing them to comment on the experience and make changes to improve the service that they provide.

<b>Who took the story</b>		<b>Date of story</b>	
<b>Service</b>		<b>Month of treatment</b>	

<b>Is the author:</b>	Patient?	Relative?	Carer?	Friend?	Service user?
	Other, please specify				
<b>Town/County</b>					

What year were they born in?		Male <input type="checkbox"/>
User name (Not your real name)		Female <input type="checkbox"/>
<b>Email address:</b>		

Explain that their email address is used to notify them when their opinion is published and if they get a reply. We do not share emails with anyone else unless there are safeguarding reasons

### Ideas for questions...

- What were the best things about how you were treated?
- What could have been better?
- Are there any staff you would like to thank?

**Must be read to the author to gain consent**

*“You consent to your story being published on Care Opinion and shared online to help learning and change. You understand that your email address will not be shared. For more information You can go to [careopinion.org.uk/info/consent](http://careopinion.org.uk/info/consent).”*

Author consent given:- \_\_\_\_\_ Consent received by:- \_\_\_\_\_

**Remember to Thank the story tell and inform them what will happen next**

“Thank you so much for taking your time to share your feedback today. We’ll be adding your story to the Care Opinion site soon and you’ll receive an email once your story has been published & again if the service responds to your story. Do come back to the website to respond further to your story, or add a new story in future”

