



An Update from Care Opinion for December 2023



Care Opinion News in a flash:

- ⇒ Up to and including 31st December we have had 262 stories shared on Care Opinion, these stories have been viewed on Care Opinion 19,082 times.
- ⇒ In December we had 16 stories shared on Care Opinion, which were viewed 374 times and all of which were positive.
- ⇒ Since November 2021 in total, 90% of our stories have been positive, with 10% allowing us the opportunity to learn and improve. For year 2023, our stories have been 97% positive stories shared with 3% learning and improving opportunities.
- ⇒ To date 89% of our authors have shared their story via the Care Opinion website.
- ⇒ To date 44% of these stories have been told by our patient and 34% by our service users.
- ⇒ We have 232 members of which 196 are responders, 33 members and 3 administrators, up to and including 31st December.

Welcome to Care Opinion

Although this newsletter is for December 2023, we would like to wish you all a HAPPY NEW YEAR!

In 2024, we are focusing our attention to our Prison Health services and continuing to onboard our partnership Independent Commissioned services, with a further 'Awareness Sessions' planned for the 16th January.

For those who do not know, I am Geraldine Knight, Care Opinion Engagement Worker for Perth and Kinross, Health and Social Care Partnership (P&K HSCP).



Many of you may be in the process of planning team meetings or events for 2024, if you would like me to join you to talk about Care Opinion, please get in touch; GeraldineKnight@PKC.gov.uk

Care Opinion is a story sharing platform where all P&K HSCP service users can leave feedback on the Care Opinion website. Our services are invited to respond, please have a look at the website; www.careopinion.org.uk

Angie McManus is the Allied Health Professions Lead for Perth and Kinross Health & Social Care Partnership (HSCP).



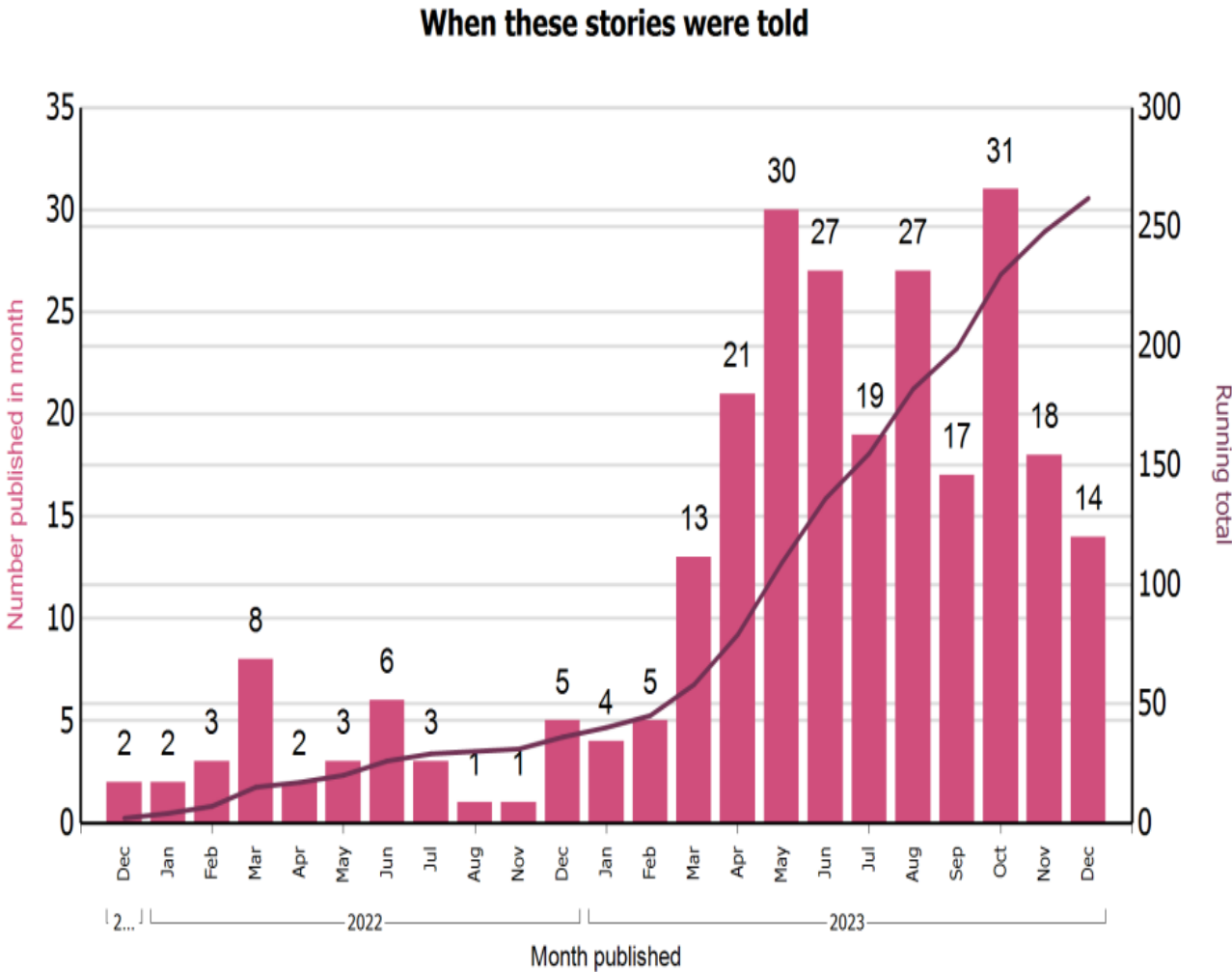
Angie is also the Executive Lead for Care Opinion for our HSCP and has been proactively supporting the roll out and use of Care Opinion with our services since November 2021.



Have a look at the incredible work which is happening within our partnership

The where and how of our stories

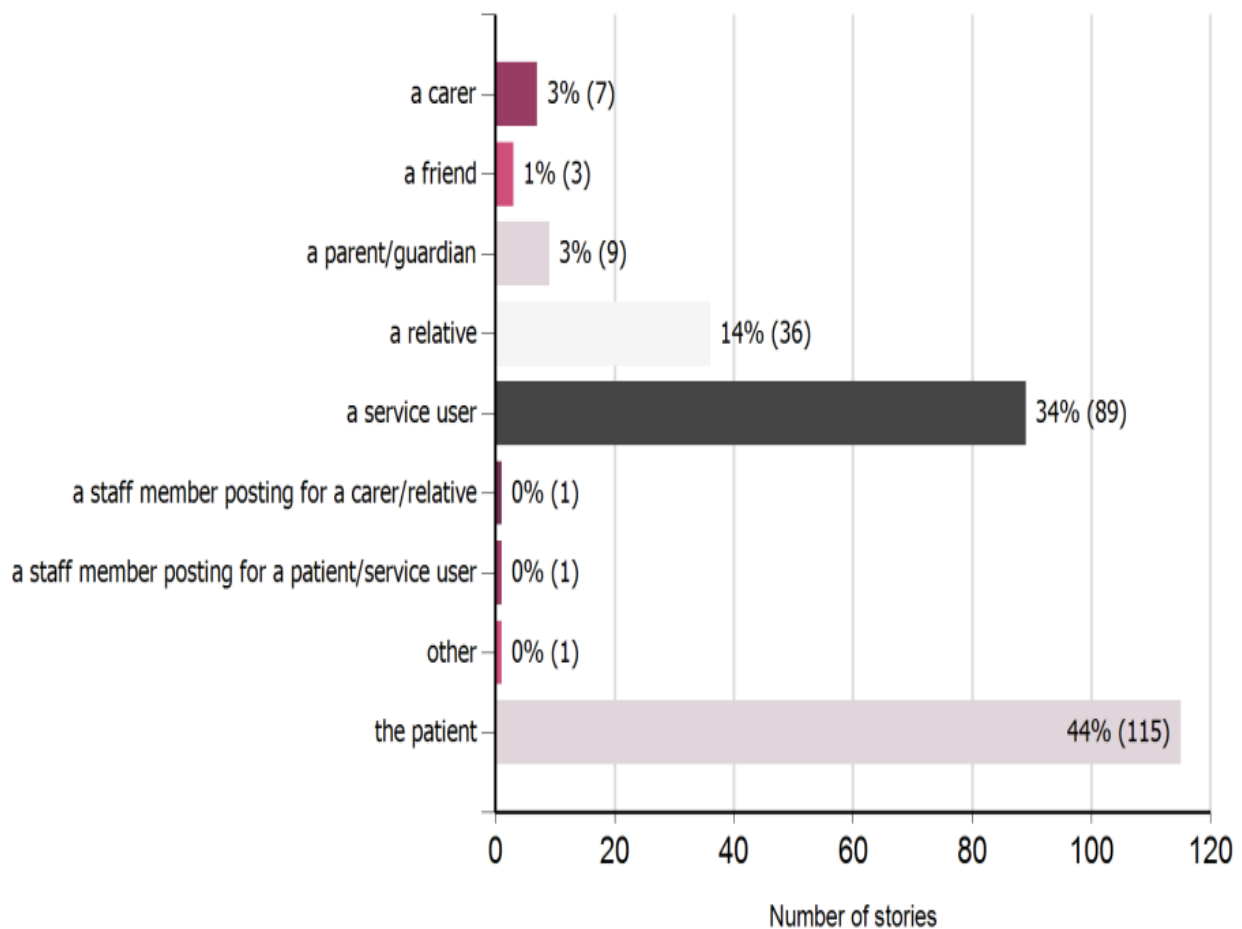
In the chart below, you can see the journey of our stories shared on Care Opinion about P&K HSCP since November 2021.



If you would like to read all full stories and responses, go on to the Care Opinion website; www.careopinion.org.uk

The where and how of our stories

This chart below shows how our authors identify themselves

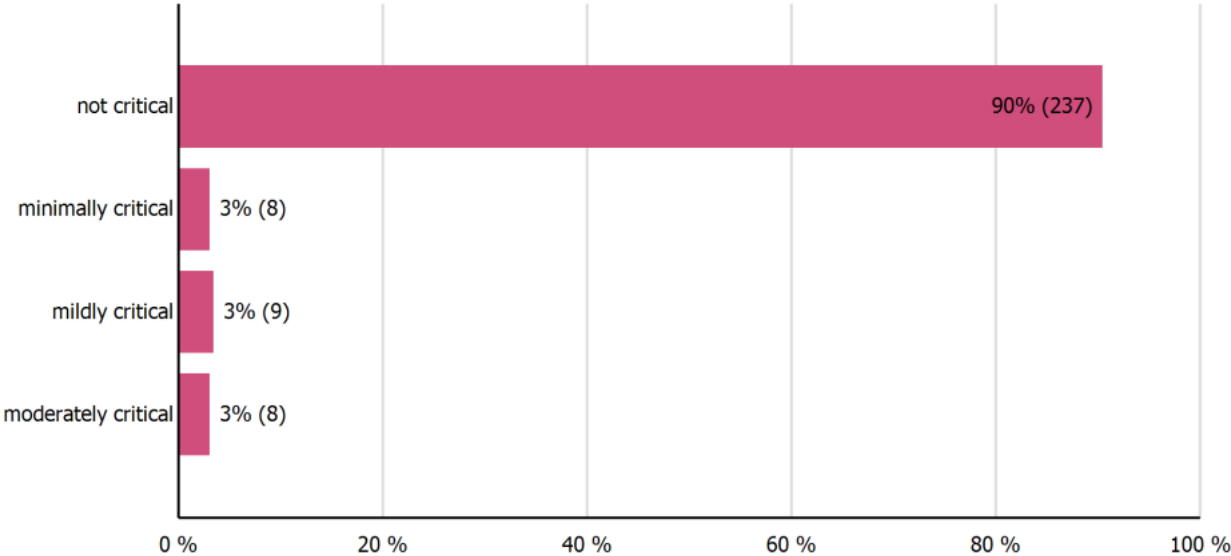


If you would like to create reports for your service,
click here to learn how;

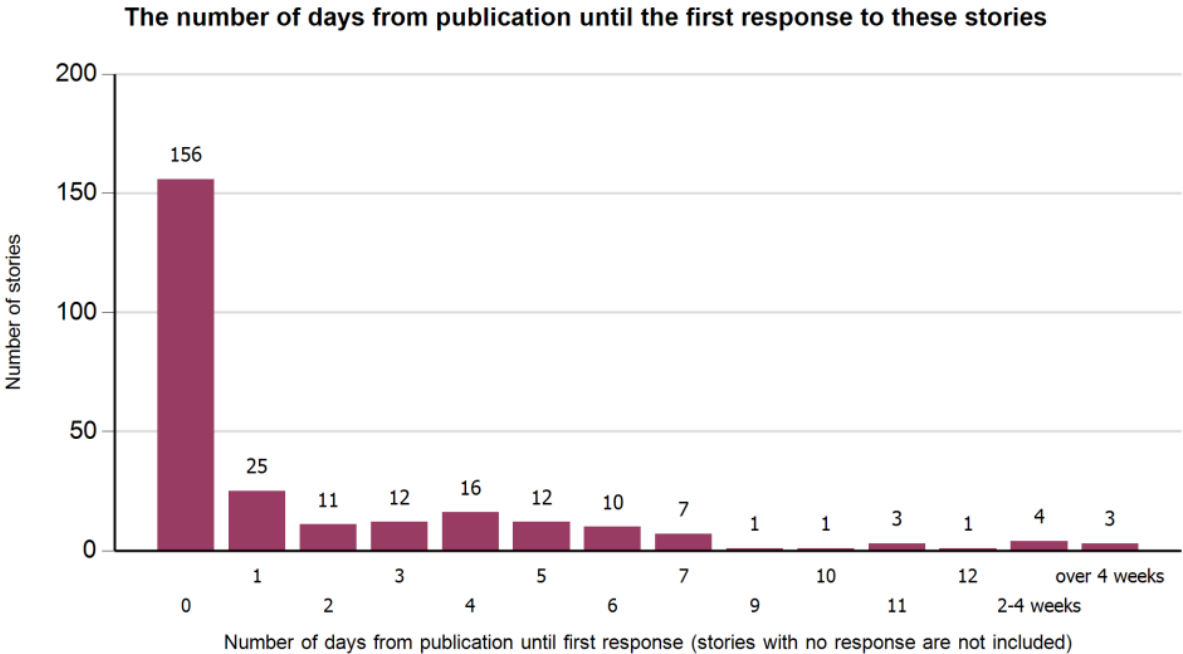
[Help with reporting | Care Opinion](#)

The where and how of our stories

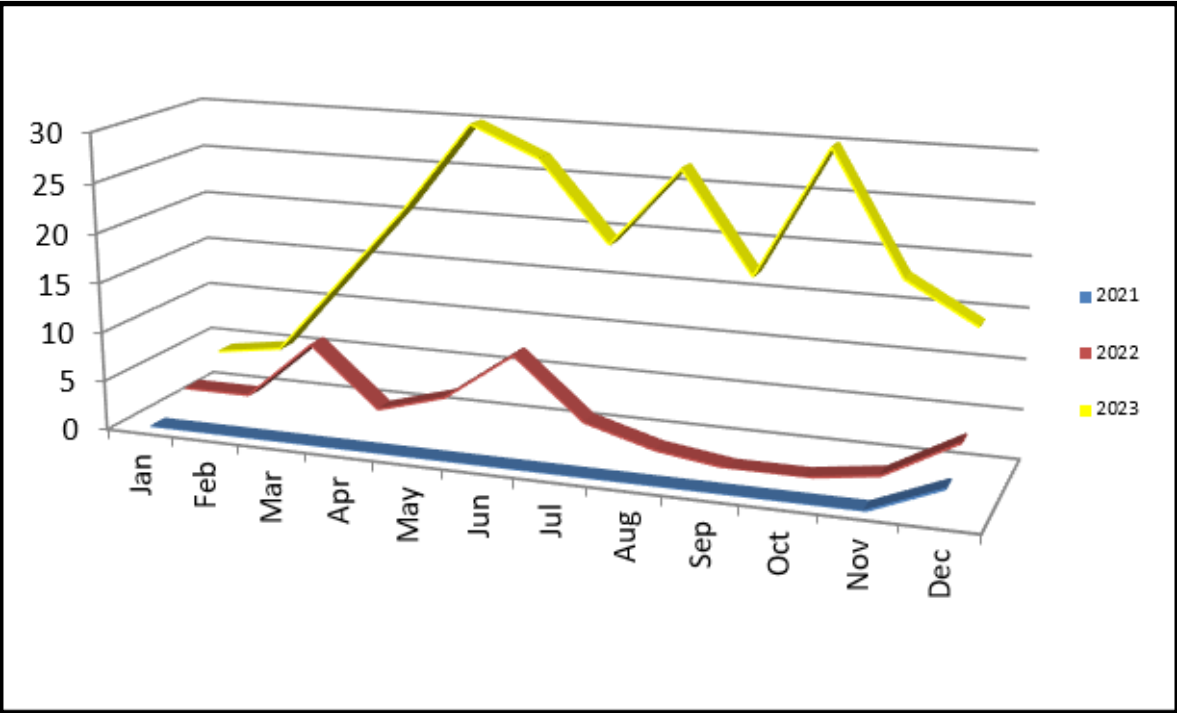
Below demonstrates how Care Opinion moderators have ranked the criticality of our stories cumulatively since November 2021



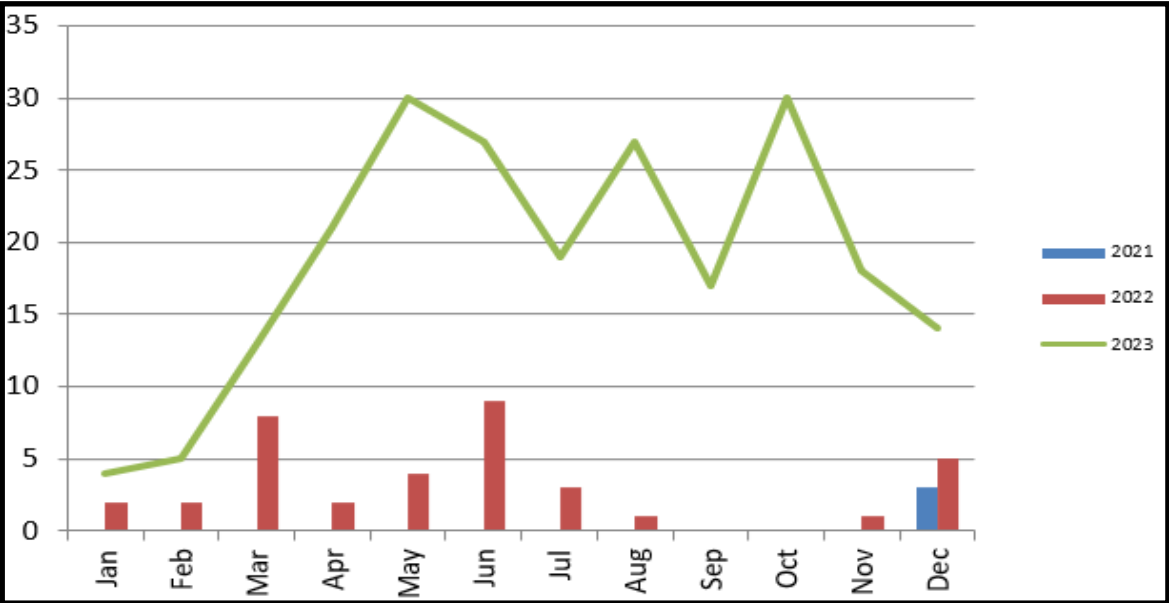
In this chart, of our 262 stories shared on Care Opinion 249 have received a response within 7 days, fantastic work from all our responders!



Year on year comparisons



Displayed in different formats these charts above and below visually demonstrate the growth year on year since the P&K HSCP journey began in November 2021.



December's story

Here's to a bright, smiley future!

" I just had complete trust in her so I was always very relaxed "

About: [Fife and Kinross Health & Social Care Partnership / Public Dental Service \(Tayside\)](#)

Posted by [fnejh56](#) (as the patient), 2 weeks ago

I first phoned Broxden dental centre just a little over a month ago as I had braces up until a few years ago, but due to the passing of my mum in 2019 when I was only 20, I was extremely depressed and all oral hygiene just wasn't a priority to me for a long time.

Over time, along with not having my braces removed correctly previously (there was still basically glue on my teeth causing things to stick to my teeth more) my teeth became extremely yellow, damaged & completely decayed.

The reason I phoned Broxden was I am not currently registered with an NHS dentist, but I had early signs of gum disease at just 25 years old. All of my gums would bleed constantly, I couldn't eat or drink properly so they sent me for an emergency appointment.

The initial appointment was with a fully qualified dentist there, who once I explained the above to her suggested I maybe go to the student wing to see if they could help me further, as finding an NHS dentist at the moment to fix my issues was proving extremely difficult.

When I first went to the student wing, they had a look at my teeth and listened to my story above and decided they would be willing to help me as much as they could, something I never expected at all. I then regularly started seeing Orla, who made me feel so comfortable throughout the entire treatment process, especially as I was so embarrassed about my teeth, she never made me feel self-conscious about them once which was a huge relief as previous dentists have not been as understanding. Orla checked multiple different issues I had and very quickly put together a treatment plan for me.

It started with getting the gum disease cleared with anti-biotics and anti-septic mouthwash so my gums were healthy again. The treatment then went on to include removing the glue on my teeth from the previous braces, removing a tooth that had broken in half causing me a great deal of pain, removing plaque and filling in damaged parts of my teeth as well as various other things to try get my teeth as healthy as possible while making sure they looked as nice as possible, giving me my confidence to smile back.

This was all done just in the last month as Orla wanted to try do as much as she could to restore my teeth and give me my confidence back before she finished her training at Broxden for the year as she will then be fully qualified in the new year. The time she has dedicated to me is absolutely incredible and I am so extremely grateful to have had this opportunity.

The change and impact this has on my life is beyond words, I even started crying when I first seen my front top teeth looking normal and healthy again as it has been so long since they have been like that, the difference really is insane. Orla kept me informed throughout the entire process, signposted each step at every appointment so I always knew what was happening and I just had complete trust in her so I was always very relaxed when visiting.

Also the supervisors at Broxden who checked everything throughout the entire process, not sure of all the names unfortunately but Mark being one of them. Also again not sure of all the nurses names but Steph and Ben were a massive part of this process and again, made me feel so comfortable and at ease.

All the nurses there were just so excited and happy for me when they seen the end result and if any of you read this, I just want to say thank you all so much, honestly you really have changed my life and I will be forever grateful for all you have done for me.

STORY HAS A RESPONSE

This story has had a response

Story summary

What was good?

- above and beyond
- excellent service
- life-changing
- result
- treatment
- understanding

How did you feel?

- confident
- grateful
- kept comfortable
- listened to
- made a difference
- put at ease
- relaxed
- thankful

Activity

7 staff members have read this story

Who has Care Opinion told about this story?

Show your support

Have you experienced something like [fnejh56](#) did, here or elsewhere? If so, show your support below.

[I've experienced this](#)

Or maybe your experience was different?

Download story and responses

[Share](#) [Tweet](#) [Email](#)

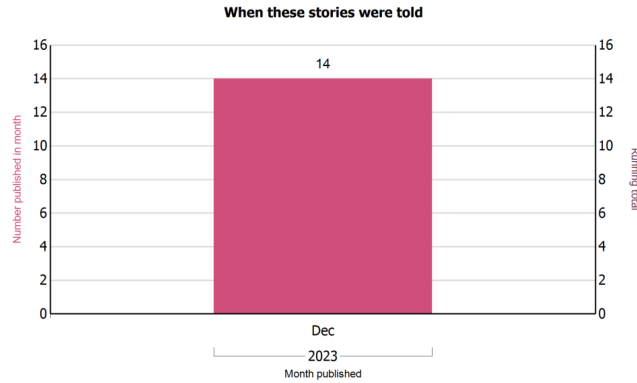


If you would like to read all our stories and responses, visit the Care Opinion website;

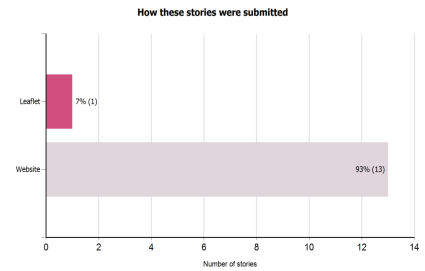
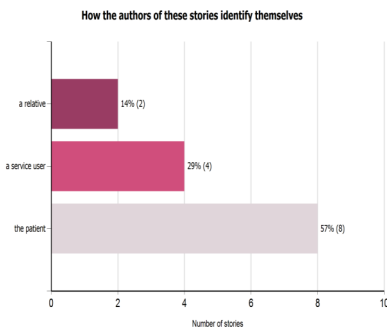
www.careopinion.org.uk

What did we achieve in December

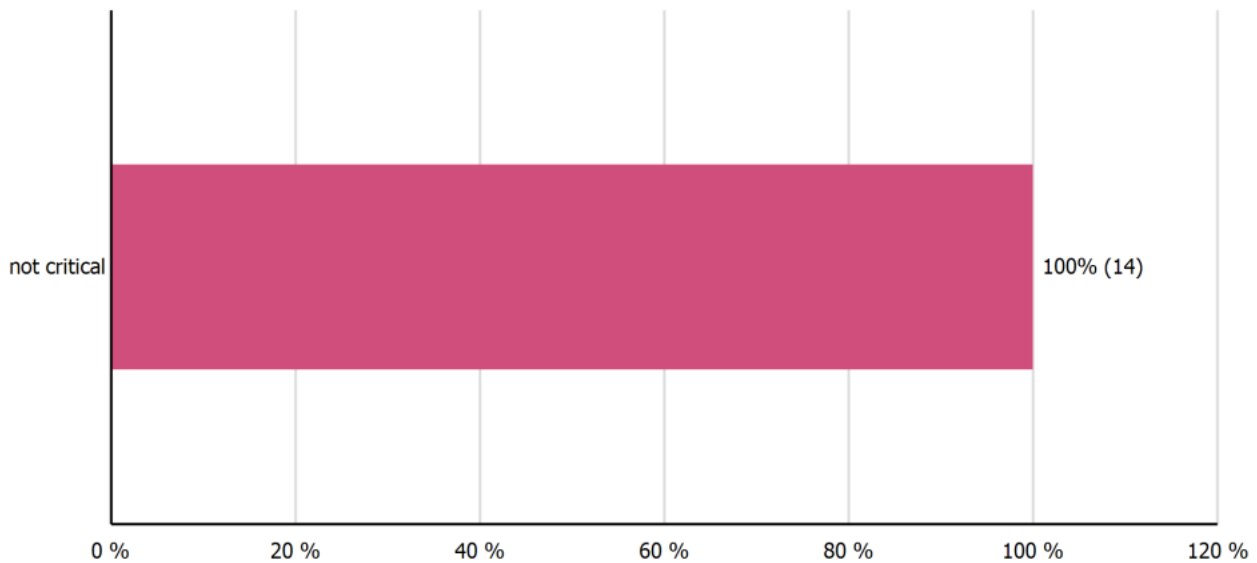
We had 14 stories shared on Care Opinion, which have been viewed 374 times.



In these charts, we see that 57% of the authors identified themselves as the patient, 29% as the user of the service and 14% as a relative. We also see that 93% of the stories were submitted via the Care Opinion website and 7% were shared by using the free-post leaflet and that Care Opinion rated all stories in December 100% positive



How moderators have rated the criticality of these stories



Please share this newsletter with your teams, especially those who may not have access to emails. You could print a copy and leave in your staff area.