

Borders NHS Board**PATIENT OPINION – NATIONAL ROLL OUT****Aim**

To brief the Board on the implications of the announcement by the Cabinet Secretary for Health & Wellbeing regarding the roll out of Patient Opinion across all NHS Boards.

Background

Patient Opinion is an online patient feedback platform for NHS Services. The Minister has announced that an initial funding package will be put in place to pay for Boards to subscribe to the Registration Plus level with a view to working towards Full Subscription within the next 12 months; for further details see embedded letter from Derek Feeley below. Currently NHS Borders is registered for the free basic package. Over the last three years there have been 10 online posts, with a 50/50 split in terms of positive and negative feedback. NHS Borders has an agreed approach for managing online posts. The posts and NHS Borders responses can be viewed [here](#).

Patient Opinion will prepare and agree a service level agreement with NHS Borders for Registration Plus and Full Subscription. Registration Plus subscription will mean that monthly reports will be generated and sent to the Minister, NHS Borders Chief Executive and other designated staff. An example of one of these reports is embedded below. Full Subscription will mean that Patient Opinion will put in place a promotional package to increase online traffic. The roll out will be evaluated after nine months to assess the impact and help the Minister decide whether he will extend membership for a further one or two years. The registration costs will be met by the Scottish Government.

Summary

The Board should note the implications of the roll out of Patient Opinion. It is difficult at this point to fully assess the level of traffic and the impact this will have. This will be carefully monitored and NHS Borders will have an opportunity to feed this back as part of the Scottish Government's evaluation.

Recommendation

The Board is asked to **note** the implications of the roll out of Patient Opinion.

Policy/Strategy Implications	Encouraging patient feedback is a requirement of the Patients Rights Act and a key component of the Person Centred Health and Care Programme.
Consultation	The decision was made by the Minister.
Consultation with Professional	None

Committees	
Risk Assessment	Minimal, protocols for replying are in place and Patient Opinion moderates all online posts.
Compliance with Board Policy requirements on Equality and Diversity	This is an online forum. Careful consideration will need to be given to ensure <u>all</u> patients have the opportunity to provide feedback though a variety of accessible feedback mechanisms.
Resource/Staffing Implications	Managing an SLA will require additional staff time. There is likely to be some increase in online traffic that will require additional staff time to manage effectively.

Approved by

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Evelyn Fleck	Director of Nursing and Midwifery		

Author(s)

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Chief
Executives
NHS Boards

Chairs
NHS Boards

cc Person-

18 March 2013

Dear Colleagues

PATIENT OPINION – ROLL OUT IN SCOTLAND

1. As many of you will be aware, the Cabinet Secretary for Health & Wellbeing, advised at the NHS Chairs' meeting on Monday, 11 March that he is to announce a roll-out of the Patient Opinion website across NHS Boards on Tuesday, 19 March 2013. I am writing to you now to advise you formally of the Health Secretary's intentions ahead of tomorrow's announcement and media event.
2. Eleven NHS Boards were involved in the SG funded pilot of Patient Opinion and will be familiar with the range of features and benefits it offers. Central funding will be provided for its roll out across all NHS Boards as a "close to real-time" channel, which is part of the mix of feedback mechanisms Boards have at their disposal and an important mechanism to help in the early identification of potential problems, allowing issues to be addressed promptly, as and when they arise.
3. An initial 1-year funding package will be set in place with Patient Opinion Ltd. The project will be evaluated for at a 9 month stage with the potential to extend to a further 1 or 2 years support depending on impact.
4. I appreciate, that not all NHS Boards will be organisationally ready at this stage to commit to and utilise the full range of Patient Opinion features effectively. Therefore, the approach agreed with Patient Opinion Ltd that will initially provide immediate support in the form of "full subscription level" access for the following NHS Boards who have indicated they are ready to subscribe and to respond well to stories posted:

NHS Highland
NHS Shetland
NHS Ayrshire & Arran

Health Improvement Scotland
Scottish Ambulance Service
NHS Education for Scotland

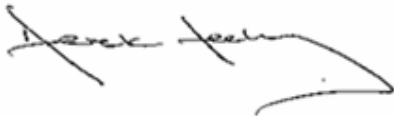
Patient Opinion Ltd will draw up and agree service level agreements with these Boards. This will cover the whole board and will include a requirement to display the Patient Opinion logo/widget and links on Board websites alongside any other feedback mechanisms.

5. For those working toward full subscription, 1 years funding at“Registration Plus level” will be provided to all other boardsto work towards full commitment and to the full subscription and associated services. This more limited level membership will allow NHS Boards to read relevant stories and to respond but does not include full promotion or reporting services. Full subscription level membership will be provided as and when these remaining Boards become organisationally ready.

6.Subscription level access will also be provided for Scottish Government Health & Social Care Directorate staff. This will help encourage public awareness and will allow close working with Patient Opinion to support agreed campaigns and work with patient organisations who wish to use the platform.

7. If you have any queries about the content of this letter please do not hesitate to contact Rhona Dubery, Patient Support & Public Involvement Manager, Person-Centred Team, Tel: 0131 244 4152 or by e-mail: rhona.dubery@scotland.gsi.gov.uk

Yours sincerely



DEREK FEELEY
Director-General Health & Social Care and
Chief Executive NHS Scotland



Stories in summary

About this report

This report shows summary information about a selection of stories published on Patient Opinion.

It was created on **04 March 2013**.

Which postings are included?

This report shows stories in the **Scottish Government Health and Social Care Directorate** subscription, which includes stories about NHS Scotland.

The report is also filtered to show only stories submitted last month (February 2013)

Frequently asked questions

How is story criticality rated?

Story criticality is rated by Patient Opinion at the time each story is moderated. It is a measure of how critical the most critical part of a story is, according to a criterion-based system. Criticality is rated in order to support Patient Opinion's filtered email alerting system for staff, and is not intended for publication.

What do the story counts mean?

To the right of an organisation/service you will see a count. This tells you the number of stories listed in the report about that organisation or service (including any services run by that organisation/service).

What does "most popular" mean?

The most popular stories are those which have been read most often per day, since publication. This measure does produce a small bias towards more recent stories, but at least it is simple to understand.

Why might unexpected services appear in my report?

The services listed in the report depend on the stories that are included, and that depends on how you have filtered the report. So, for example, if you have filtered only according to where authors live, you may find they have used services some distance away.

Sharing and reuse

Contributors to Patient Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

Postings submitted via Patient Opinion itself can be shared subject to a **Creative Commons** licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit Patient Opinion as the source.

Material submitted via NHS Choices is licenced under **Crown Copyright**.

About Patient Opinion

Patient Opinion is a not-for-profit social enterprise which enables patients and carers to share the story of their care, and perhaps help health services make changes.

For more information, contact us:

Patient Opinion, 53 Mowbray Street, Sheffield S3 8EN. +44 114 281 6256.

info@patientopinion.org.uk

This report summarises **33** stories

To date, the stories in this report have been viewed on Patient Opinion **4,284** times in all

These are the three most popular stories, out of all the stories included in this report

The death of my partner from metastatic lung cancer

Posted by **Malin** as a carer Last month

He was admitted to Glasgow's Southern General in late last summer for a scan to establish whether there was pressure from tumours on his spinal cord and to see if the Pain Management Team could help. A further metastasis in his spine was identified, but pain management was ineffectual and I felt no one took his predicament seriously. He was very afraid of dying in hospital, but his condition deteriorated and because of the holidays there was no...

Supposed to be day surgery

Posted by **Zasabinks** as the patient 5 days ago

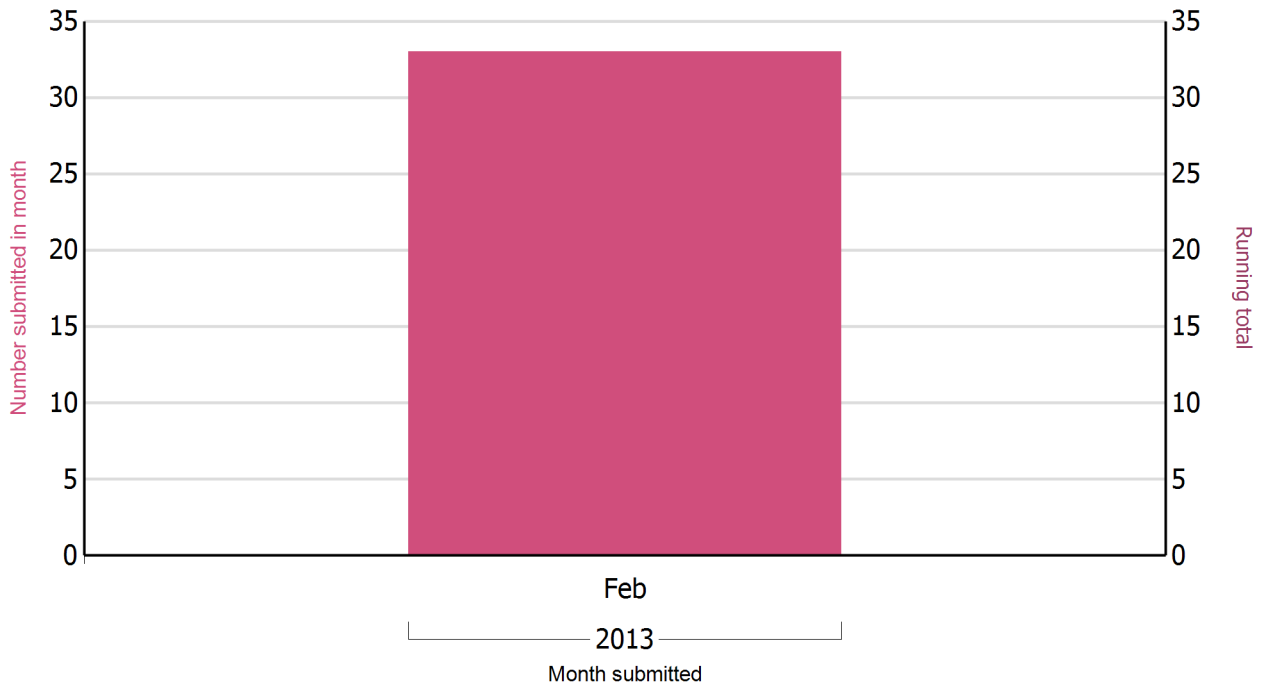
I recently had surgery which was I was only suppose to be in for the day. I arrived at 7. 45am to be taken in and I was not seen until 9am only to find out that the ward I was in did not have any beds therefore had to go find one for myself. I was taken all around the hospital until they could find me a bed, along the way we had to stop at the surgery theatres to tell them they could not find a bed for me and that they would call them and say...

My twenty year old son went to Ninewells Cardiology Dept In Aug 2012 for tests on his heart and he is still waiting for the results

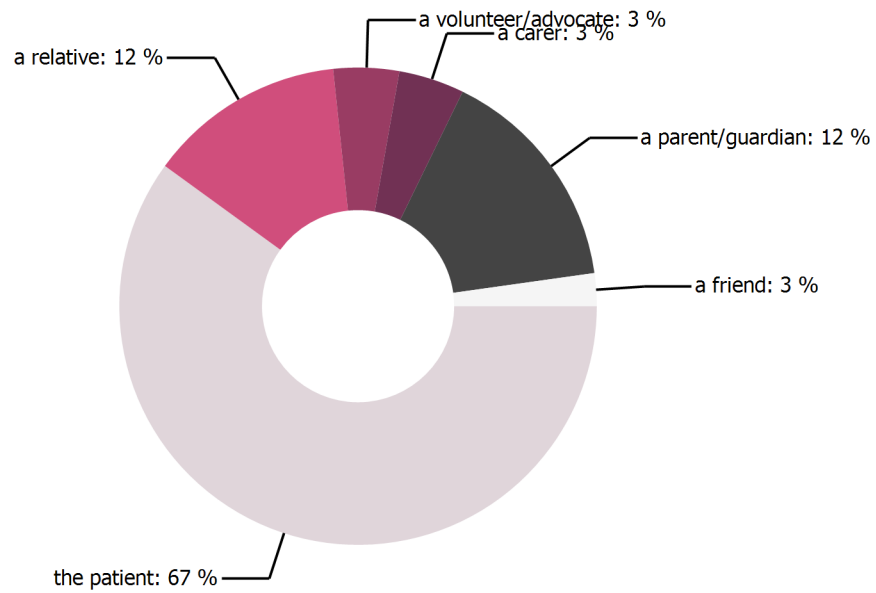
Posted by **Worried mother** as a parent/guardian Last week

He was referred by his GP for tests on his heart last summer. He was to go back for the results but they never contacted him despite repeated attempts. He then went back to his GP who referred him again. He was seen by a Dr who carried out an extensive barrage of tests and again he was to go back for the results. Guess what? They did not contact him again. He has called their Cardiology Dept at least 3 times and they always say they will call...

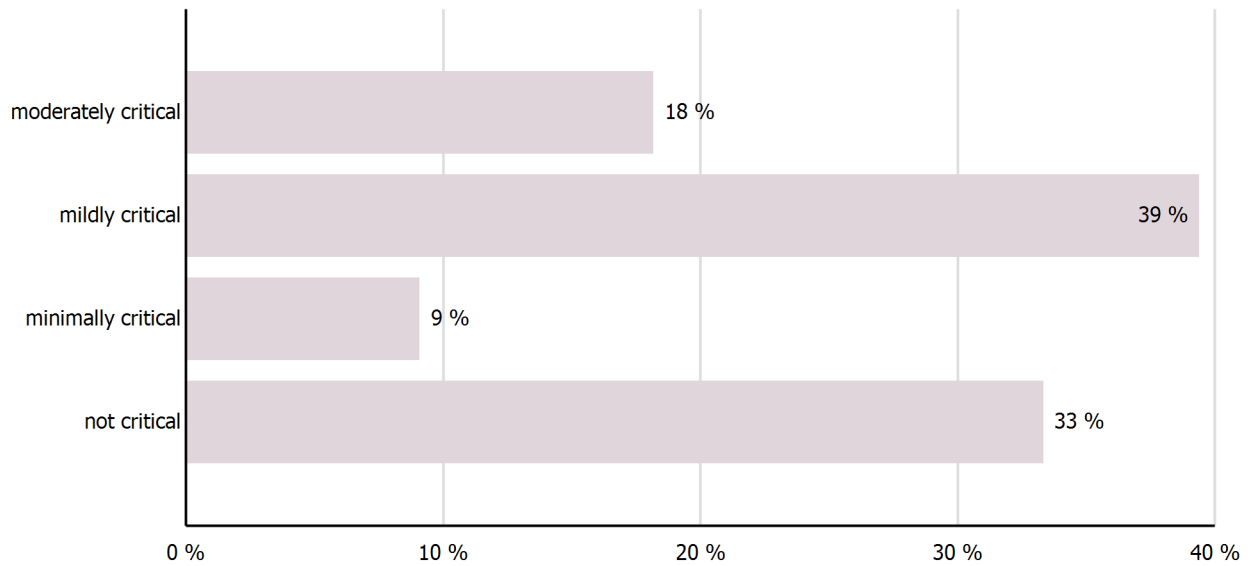
When these stories were told













How the authors of these stories identify themselves



How Patient Opinion has rated the criticality of these stories



Where these stories have come from

NHS Greater Glasgow & Clyde	10	
NHS Highland	6	
NHS Ayrshire & Arran	4	
NHS Lothian	3	
NHS Lanarkshire	2	
Unknown	2	
NHS Shetland	2	
NHS Tayside	2	
NHS Dumfries and Galloway	1	
NHS Lincolnshire	1	

Most common tags added by authors to these stories

<i>What's good?</i>		<i>What could be improved?</i>		<i>Initial feelings</i>	
hospital	3	hospital	5	disappointed	4
information	2	attitude	3	happy	4
A&E	2	doctor care	3	angry	3
doctor care	2	nurses	3	anxiety	2
excellent care	2	information	2	appalled	2
excellent service	2	appointment	2	Lack of care	2
staff	2	waiting	2	let down	2
admissions	1	access	1	upset	2

ambulance service	1	advice	1	worried	2
appointment	1	Appointment times	1	annoyed	1
attitude	1	appointments	1	compassion	1
cancellation	1	bad service	1	concern	1
care in the community	1	bathroom	1	confident	1
caring	1	beds	1	crisis	1
check in	1	best	1	friendly	1
cleanliness	1	care home	1	frustrated	1
cleanliness excellent	1	care in general	1	grateful	1
compassionate	1	Care of the elderly	1	gratitude	1
consultant	1	changing	1	helpless	1
dedicated	1	closed ward	1	Hope	1
dedication	1	coffee shop	1	ignored	1
doctors	1	day centre	1	neglected	1
emergency care	1	decor	1	sad	1
excellent	1	delay	1	sadness	1
excellent communication	1	delays	1	satisfied	1
few nurses were caring	1	dirty	1	scared	1
first class care	1	discharged	1	stressed	1
food	1	dismissive	1	thank you	1
good care	1	doctor	1	Thankful	1
GP	1	duty of care	1	uncaring	1
involvement	1	ENT	1	very upset	1
listened	1	environment	1		
Macmillan	1	facilities	1		
NHS24	1	food	1		
nurses	1	GP	1		
praise	1	gynaecologist	1		
surgeon	1	information	1		
wonderful	1	information to patients	1		
		listen	1		
		nursing staff	1		
		on call service	1		
		paintwork	1		
		patient care	1		
		referral	1		
		smell	1		
		treatment	1		
		waiting times	1		
		website	1		
		Xray	1		

Services the stories are about	Number of stories	Latest story
NHS Scotland	33	27/02/2013
NHS Ayrshire & Arran	3	25/02/2013
Crosshouse Hospital	2	25/02/2013
Accident & Emergency	1	10/02/2013
General Psychiatry	1	10/02/2013
Trauma & orthopaedics	1	25/02/2013
Kirkcaldy Hospital	1	11/02/2013
NHS Dumfries and Galloway	1	12/02/2013
Dumfries & Galloway Royal Infirmary	1	12/02/2013
General Medicine	1	12/02/2013
NHS Grampian	3	23/02/2013
Aberdeen Royal Infirmary	1	19/02/2013
Clinical haematology	1	19/02/2013
Royal Cornhill Hospital	1	23/02/2013
Woolmanhill Hospital	1	16/02/2013
NHS Greater Glasgow & Clyde	15	27/02/2013
Glasgow Royal Infirmary	4	13/02/2013
Cardiology	1	13/02/2013
Ear, Nose & Throat	1	09/02/2013
Gynaecology	1	10/02/2013
Urology	1	04/02/2013
Inverclyde Royal Hospital	1	06/02/2013
Geriatric Assessment	1	06/02/2013
Larkfield Unit	1	06/02/2013
New Victoria Hospital	5	20/02/2013
Day surgery	4	11/02/2013
Physiotherapy	1	20/02/2013
Royal Hospital for Sick Children (Yorkhill)	1	27/02/2013
Southern General Hospital	2	27/02/2013
Paediatrics	1	27/02/2013
Pain management	1	02/02/2013
The Greenlaw Practice	1	06/02/2013
Vale of Leven General Hospital	1	04/02/2013
Urology	1	04/02/2013
Victoria Infirmary	2	04/02/2013
Accident & Emergency	1	01/02/2013
NHS Highland	4	10/02/2013

Raigmore Hospital	4	10/02/2013
Gynaecology	1	04/02/2013
Maternity care	1	04/02/2013
Trauma & orthopaedics	1	10/02/2013
Urology	1	04/02/2013
NHS Lanarkshire	2	20/02/2013
Monklands District General Hospital	1	09/02/2013
Ear, Nose & Throat	1	09/02/2013
Stonehouse Hospital	1	20/02/2013
Wishaw General Hospital	1	09/02/2013
Ear, Nose & Throat	1	09/02/2013
NHS Lothian	3	20/02/2013
Royal Infirmary of Edinburgh at Little France	1	08/02/2013
General Surgery	1	08/02/2013
NHS Shetland	1	15/02/2013
Gilbert Bain Hospital	1	15/02/2013
Accident & emergency	1	15/02/2013
Ward 3 (medical)	1	15/02/2013
NHS Tayside	2	27/02/2013
Ninewells Hospital	2	27/02/2013
Cardiology	1	25/02/2013
General Medicine	1	27/02/2013
General Surgery	1	27/02/2013
Scottish Ambulance Service	2	25/02/2013