

<b>Paper No. Service Presentation</b>	
	<b>Tick One ✓</b>
For discussion	✓
For approval	
For information/noting	

**Date of Trust Board Meeting:** 24<sup>th</sup> February 2021  
**Confidential or Public Agenda:** Public Agenda  
**Agenda item:** Care Opinion Presentation

## 1.0 Introduction

Care Opinion is an Online User Feedback platform widely used by healthcare providers across the UK. It is a place for people to be able to share their experiences of health and care in ways which are safe, simple, and lead to learning and change. PHA selected Care Opinion as the NI HSC Online User Feedback System platform. Launch took place across all 6 x NI Trusts on 03.08.2020.

With the system now six months into operation, the Trust wishes to update Trust Board on early implementation activity, planned next steps and share some Patient Stories posted.

## 2.0 Background information

Programme for Government 2016 – 21 includes the priority that “we should have high quality public services” (Outcome 11) within which the measure of “percentage of people who are satisfied with health and social care” has been set.

Aligned to this, the Quality Healthcare Experience Framework includes Regional Online User Feedback as one of its four overarching priorities.

## 3.0 Brief summary of key points contained in the paper/s

The presentation to Trust Board will showcase Patient Stories via Care Opinion Online User Feedback system and changes made as a result, the activity to date, successes, challenges and next steps.

## 4.0 Recommendation/s for the Trust Board (please state if the paper/s is for information/noting or for approval by Board members)

Patient Story - For Discussion

**Lead Director:** Ms Nicki Patterson

**Designation:** Director of Nursing, Primary Care and Older People

**Date:** 15/02/21