

Roll out of Care Opinion in Falkirk Frequently Asked Questions

Falkirk Health and Social Care Partnership is rolling out a new online feedback tool, Care Opinion, to local community services.

We're preparing to launch the platform in Falkirk this spring, when we will be asking partners to help spread the word and encourage local people to share their stories. Until then, please see below some key information about the platform.

What is Care Opinion?

Care Opinion is an independent not-for-profit website which has been backed by the Scottish Government for use across all NHS boards in Scotland since 2013.

The platform collects anonymous feedback and stories, encouraging people to share a true account of their experience.

The online feedback tool complements services and organisations existing complaints process, which are designed to address formal concerns. The majority, at least 70%, of stories submitted to Care Opinion are positive pieces of feedback.

Why?

We're making it easier for local people to feedback and for staff to hear how their work has made a difference to the communities they serve.

The online feedback tool complements our existing complaints process, designed to address formal concerns, and contributes towards a culture of openness, fairness, and transparency.

People in Falkirk and the wider Forth Valley area have already been using Care Opinion to provide feedback about many NHS services – such as health promotion, health visiting, sexual health, and psychological therapy.

Which services will be involved?

Services will be added to Care Opinion in the following phases:

- April: Adult Social Work services, Community Nursing services, Falkirk Community Hospital, and Bo'ness Community Hospital
- June: Commissioned Providers, Allied Health Professionals, Health Promotion Service, Tissue Viability, Continence Care, and Palliative Care services.
- August: Community Mental Health services and Primary Care services

Some local services may already be active, as people in Falkirk and the wider Forth Valley area have been using Care Opinion to provide feedback about many NHS Forth Valley services – such as health promotion, health visiting, sexual health, and psychological therapy.

As the Partnership joins Care Opinion, some services may appear under both Falkirk HSCP and NHS Forth Valley names – making it easier to feedback and find stories.

How will Care Opinion be used?

Care Opinion is a feedback tool – a safe and simple place to share stories and experiences. It will complement our complaints process which is used to address formal concerns.

The majority, at least 70%, of stories submitted to Care Opinion are positive pieces of feedback.

How can I access Care Opinion?

We will promote Care Opinion through media activity, updating our website, printed materials, and social media channels.

You can already use Care Opinion to submit or read stories about services in the Forth Valley area by visiting careopinion.org.uk

The Partnership will provide further updates and ways you can share this information with your networks and audiences closer to the time.

When will this be available in Falkirk?

We're currently training Care Opinion Champions in each local service area. They will be responsible for reviewing and responding to feedback – ensuring that each story receives a response from a team member that is close to the subject area.

Services will be added to Care Opinion in the following phases:

- April: Adult Social Work services, Community Nursing services, Falkirk Community Hospital, and Bo'ness Community Hospital
- June: Commissioned Providers, Allied Health Professionals, Health Promotion Service, Tissue Viability, Continence Care, and Palliative Care services.
- August: Community Mental Health services and Primary Care services

CONTACT

Falkirk Health and Social Care Partnership
Policy, Planning, and Performance Team
HSCPcomms@falkirk.gov.uk