

What people are saying about Patient Opinion...

"Manchester PCT finds Patient Opinion very helpful in providing our patients and the public with a simple, independent alternative to let us know how well we are commissioning & providing health services. As more people use the site, it will help us to build a better picture of what really matters to our patients."

Phil Parkinson

Assistant Director - Customer Experience
Corporate Affairs Directorate - NHS Manchester

"Independent, well designed, cost-effective and deeply respectful of patients and health workers alike, Patient Opinion is a breath of fresh air. This is how we should use the contemporary Internet to improve public services."

William Heath

idealgovernment.com
and ctrl-shift.co.uk

"If a driving force for public service innovation is the patient experience, Patient Opinion has provided an easy way for service users to tell others how they were treated and to talk about their experience of care. Without this feedback staff will never know how to improve services."

Dr Su Maddock

Director - National School of
Government, Sunningdale

"Giving patients the opportunity to directly influence the improvement in services has got to be a priority for all NHS services in the 21st century -

Patient Opinion will support you in delivering this priority and work with you to help you respond."

Melanie Ogden

Associate Director (Quality Assurance), NHS North West

"Web-based feedback has great potential. It is easy for many service users to access and can help frontline staff focus on service users' experience. Patient Opinion can also be a good way to tell how a trust is improving its services and in addition might be used as evidence in quality accounts"

Hugh Griffiths Deputy National Director for Mental
Health, Department of Health

"My feeling about patient opinion is that it's the first time there has been an opportunity to give real times or interactive feedback to provider services. The complaint system is very time consuming, there is never any feedback and there is a wait of about six months before you get anything back and by that time you have moved on. So for me patient opinion fills that gap."

Mental Health Service User

"It's great to have an opportunity to give feedback like this. I was worried about giving feedback directly to the hospital."

A patient on www.patientopinion.org.uk

There's more on the back



What people are saying about Patient Opinion continued...

"Patient Opinion's development of innovative web-based approaches to enable mental health service users and carers to share their experiences online, and feed that back to providers and commissioners in order to shape the services they want."

Siobhan Edwards

Fellowship Development Manager,
Clare Social Leadership Programme

"In my view, the fundamental thing is shifting the balance of power further towards the view of the people who receive the service away from the people who deliver it. So, bring it (Patient Opinion) on."

Mental Health Service User

"I find the service useful, a good source of information to inform patients about what to expect and what is acceptable or not."

Dr Charles Heatley

GP, Birley Health Centre, Sheffield

"When we first heard of Patient Opinion, there was an apprehension about its purpose, a concern that here was another method of complaint, anonymous voices that would not reflect a true picture. But that has not been our experience. It is an opinion, open and honest, and at times refreshingly to the point. Many are positive. It gives us the live feedback we need, to reflect and go about changes and improvements. Overall it's been simple to implement and is having a positive impact in our services."

Mike Kenny

Assistant Director of Adult Services, 5 Boroughs Partnership NHS Trust

"Principia feels Patient Opinion offers a valuable independent resource, to our patients to find information on local healthcare services, and also from a commissioning perspective when reviewing the qualitative aspects of the services that our patients receive."

Vicky Bailey

General Manager, Principia (a non-profit PBC organisation in Nottinghamshire)

"Nobody knows better than patients, and their partners and relatives, about what it feels like to use the service – and how it could be better. Services for women who miscarry need to hear the voices of their users, and Patient Opinion helps make that possible."

Ruth Bender Atik

Director, The Miscarriage Association

"Patient Opinion means we can look at what patients are saying about any issues or concerns."

Annis Green

Patient Public Involvement Department, NHS Doncaster

"Patient Opinion provides easily accessible information. They provide something different; real people's experiences, rather than spreadsheets full of numbers and percentages. Both are important, but real stories from real patients are particularly powerful when it comes to successfully improving services."

Azizzum Akhtar, LINK Co-ordinator, Sheffield LINKs

"Patient Opinion gives us the chance to really hear about the things that are important to local people in their health care. The ability to respond and offer information or explanations is invaluable. I also really like the fact that people can write to Patient Opinion, or contact them by phone, it does not limit contact to email, so is more accessible for people. As the number of stories builds, the information will be increasingly useful and important."

Helen Wyatt

Patient and Public Engagement Manager, NHS Rotherham