

Patient Opinion is an independent website where anyone can share stories about their health care experiences. When a service user or family member shares their story on the Patient Opinion website, it provides us with an opportunity to identify areas where services went well and to thank staff, but it also means that the service user/family member can help to make our service better.

As frontline staff, we receive feedback all the time. Asking the service user/family member if we can feedback their experience through Patient Opinion can help us to evaluate the service that we are delivering. A service user/family member may decide to contact Patient Opinion themselves directly or we can ask their permission for us (a member of staff) to share the feedback they have told us about online through the Patient Opinion Website.

Taking a story

Be polite and friendly; pitch your language at the right level. Listen in a sympathetic way, trying not to take sides or make judgements. Value each story. Thank them for sharing their story!

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| --- | --- | --- | --- |
| **Who took the story?** |  | **Date of Story** |  |
| **Service Area/MHT** |  | **Time of Treatment**  **(if known)** |  |

Who is sharing their story? (tick box)

|  |  |  |  |
| --- | --- | --- | --- |
| **Service User** | **Family Member** | **Carer** | **Other (please state)** |

|  |  |
| --- | --- |
| **Email Address (optional)** |  |
| **Explain that their email address is used to notify them when their opinion in published.**  **Note:** *Patient Opinion will never reveal email addresses to anyone outside Patient Opinion* | |

**Ideas about Questions**

*Tell me about your experience of the Sligo/Leitrim Mental Health Service….*

*What do you find helpful about our service?*

*What has been unhelpful?*

*What do you think we could do to improve things about the service?*

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**End of the call/session: *T****ell them the story will be shared on the Patient Opinion website to help other people who attend our service. They can see their story (and hopefully the response) by visiting the site. Explain this may take a few days. Thank them for their feedback.*

All Forms to be given to the Patient Opinion Responder in your team/service area.

They are: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please remember **not** to share service user/family member names with other staff members if discussing feedback you have received.

Note: Patient Opinion is *not* a forum for formal complaints. Ensure you direct the service user/family member to HSE Your Service Your Say if appropriate.