



Taking a Story in Person or by Telephone

Note:

After intake use the leaflet upload process to input this onto the Care Opinion Canada website to enter the moderator cue.

Someone with feedback may also call Care Opinion Canada during operating hours to tell their story **1-844-215-5511**. **Please note this is not a customer service line. This is for story receiving feedback on healthcare services.**

What is Care Opinion?

A free, confidential website run by an independent not for profit organisation called Care Opinion Canada. The website encourages the public to share their views and experiences about the health and care they have recently received.

This feedback can then be viewed by the public to see what people think their local services and by the service providers, allowing them to comment on the experience and make changes to improve the service that they provide. (It may be useful to explain that we call their feedback a story).

This must be read to the author to gain consent:

“You consent to your story being published on Care Opinion Canada and shared online to help learning and change. You understand that your email and postcode will not be shared. For more information You can go to careopinion.ca/info/consent.”

Author consent given: Yes / No

Staff member recording the story		Date of story intake	
Which service did they use?		When did the treatment/care take place?	

Are they:

Patient	Relative	Carer	Service User	Friend	Volunteer
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About you (the Author) (Postal code, email, username is required for posting)

Explain that their email address is used to notify them when their story is published and if they get a reply, and that we do not share emails or personal data with anyone else unless there are safeguarding reasons. We use this information for our own demographical purposes only.

Postal code (or patients)	
Email address	
Preferred username	

Feedback

Ideas for questions...

- What do you feel were the best things about your care?
- Do you feel that anything could have been better?
- Are there any staff you would like to thank?
- Did you feel involved in your care?
- Were you kept informed about the care plan going forward?

Enter Responses:

If it seems appropriate ask:

How likely are you to recommend this service/hospital/clinic to friends and family if they needed similar care or treatment?

Story taker notes or comments: