GETTING STARTED WITH CARE OPINION:
IMPLEMENTATION CHECKLIST FOR SERVICE MANAGERS

These are the key actions to support the implementation of Care Opinion within your service. Don't forget that you can always seek advice from both the Care Opinion leads in your organisation and the subscriber support team at Care Opinion who can also help with a range of resources and tools for you and your service.

CHECKLIST

- Check that your service is listed correctly on the Care Opinion website. If it isn't, contact Care Opinion who can alter this.

- Decide who is responsible for responding to stories. Ask the organisation's Care Opinion lead to ensure they have access to do this.

- Ensure key staff within your service understand Care Opinion (you can use the introductory resources and PowerPoint to introduce them to the key information they need to know about Care Opinion).

- Identify the key opportunities to encourage service users to share their story. E.g. by encouraging staff to ask people to do so after clinic appointments, at the end of treatment, group sessions, appointment letters, discharge from service etc.

- Ensure you have asked the organisation's Care Opinion lead for access to Care Opinion resources for your service e.g. Posters, flyers, self-sealing leaflets, promo cards, pull-up banners.

- If you have a service specific webpage, you can add a story telling widget to it, or embed the 'kiosk mode' so that people can share their story on Care Opinion directly from your service's webpage. Email Care Opinion to ask for help with this.

- Identify any volunteers, staff, service users, or patient experience/recovery champions, who may be able to support service users to share their feedback. Again, you can email Care Opinion to ask for support with this.

- Incorporate Care Opinion into current feedback methods e.g. survey and FFT. Ask Care Opinion for examples of this.

- Liaise with staff members responsible for comms so that they can post on Twitter and Facebook, asking people to share their feedback, and can share examples of stories.