

**PATIENT  
OPINION** AUST  
BE HEARD.

**CARE  
OPINION** AUST  
BE HEARD.

HOW DO  
YOU GIVE  
YOUR  
PATIENTS  
A VOICE?



**PATIENT OPINION AUSTRALIA WAS ESTABLISHED IN 2012 AFTER SUCCESS IN THE UK. AS AN INDEPENDENT, NOT-FOR-PROFIT, CHARITABLE INSTITUTION, PATIENT OPINION IS ABOUT HONEST AND MEANINGFUL CONVERSATIONS BETWEEN PATIENTS AND HEALTH SERVICES. WE BELIEVE PATIENT STORIES CAN HELP MAKE HEALTH SERVICES BETTER.**

**THE ANONYMITY OF PATIENT OPINION ALLOWS PATIENTS, SERVICE USERS OR THEIR RELATIVES TO SAFELY TELL THEIR EXPERIENCE WITH A HEALTH CARE SERVICE. SERVICE PROVIDERS ARE ABLE TO EASILY HEAR, RESPOND AND RECTIFY ANY ISSUES MENTIONED IN THE FEEDBACK.**

**AS A RESULT, PROBLEMS ARE RESOLVED, RELATIONSHIPS ARE RESTORED AND HEALTH CARE SERVICES CAN USE PATIENT FEEDBACK TO IMPROVE THEIR PATIENT EXPERIENCE.**

**"KEEP UP THE GOOD WORK,  
YOU GUYS ARE DOING AN  
AMAZING JOB. ALSO THANKS  
VERY MUCH FOR MAKING EASTERN  
HEALTH PART OF PATIENT  
OPINION - WHAT A GREAT WAY  
TO SHARE, LEARN AND IMPROVE."  
- [WWW.PATIENTOPINION.ORG.AU/  
OPINIONS/61822#61826](http://WWW.PATIENTOPINION.ORG.AU/OPINIONS/61822#61826)**

**PATIENT  
OPINION** AUST  
**BE HEARD.**

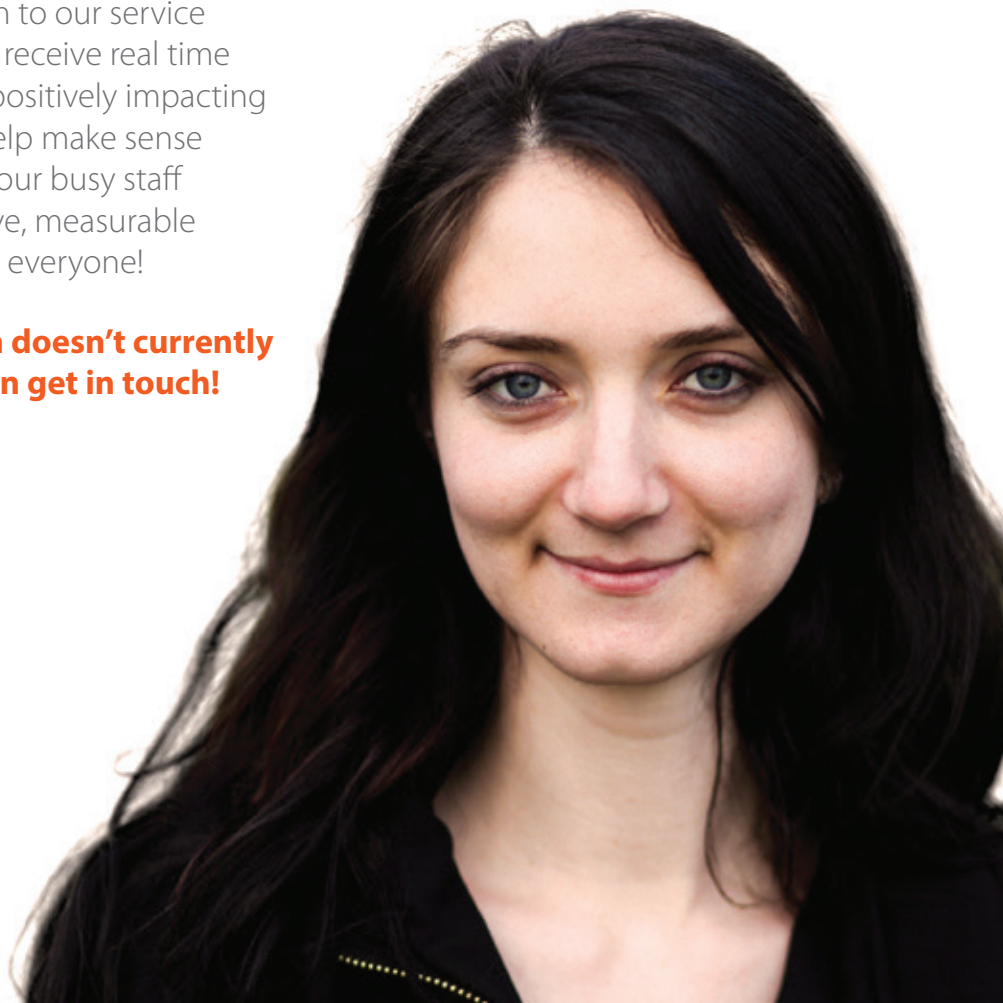
# FACILITATING CHANGE

Patients can often find it difficult to communicate with their healthcare providers. This is where Patient Opinion comes in. What we aim to do is to promote meaningful dialogue between patients and services. By acting as a third-party mediator in this exchange, both patients and service providers are protected. Most importantly, Patient Opinion provides a platform for services to really learn from their patients' experiences. Listening to patient stories, both positive and negative, can then encourage changes and improvements within health organisations.

**"NO SYSTEM WILL CHANGE  
UNLESS PEOPLE WHO USE  
SERVICES MAKE IT VERY  
CLEAR WHAT WORKS,  
WHAT DOESN'T AND HOW  
IT CAN BE IMPROVED"  
-SUBSCRIBER COMMENT**

Patient Opinion works because healthcare organisations are able to easily hear and respond to patient feedback. A subscription to our service helps busy organisations give and receive real time feedback with the overall goal of positively impacting and improving their service. We help make sense of the feedback and data, giving your busy staff a simple way to make cost-effective, measurable improvements – that are visible to everyone!

**If your healthcare organisation doesn't currently work with Patient Opinion, then get in touch!**



# SHARE

## 1.

### A PATIENT SHARES THEIR STORY

I was admitted a couple of weeks ago for an adult Tonsillectomy. Having been informed by the bookings nurse and doctors regarding how painful this procedure is for adults, I was extremely anxious regarding my surgery.

The only negative I will put forward was the check-in process at Surgical Admissions. I was the second patient to arrive at Surgical Admissions, and was one of the last patients to be consulted / admitted. After asking the clerk / admissions nurse I was told that patients are seen in order of surgery not arrival - which makes sense and is understandable, but I was anxious that I had been forgotten as there was no communication.

Once I had been brought around for consultation, I was seen by the ENT doctors who were fantastic. I was then seen by the admissions nurse who was fantastic.

Every nurse I encountered in my stay was fantastic. All in all, a very positive experience.

See the original story here:

<http://www.patientopinion.org.au/opinions/61306>

# LISTEN

## 2.

### ORGANISATIONS LISTEN TO THE STORY



#### Activity

8

[staff members have read this story](#)

- ▶ 6 at Eastern Health
- ▶ 1 at Department of Health (Victoria)
- ▶ 1 at Australian Commission for Safety and Quality in Health Care

[Who has Patient Opinion told about this story?](#)



#### Who's listening to your stories?

1,470

stories told

801

staff listening

In the past 90 days...

81%

of stories received a response

12%

of responses to concerns led to change

[More...](#)



# LEARN

3.

**ORGANISATIONS  
RESPOND TO THE  
STORY**

Dear PONOVO8,

Thank you for taking the time to tell your story on Patient Opinion. The staff are always extremely grateful to know where they have done well and also to hear about opportunities for improvement. I am pleased that overall your experience was a positive one and I will pass this on to the staff. Thank you also for your suggestions for improvement.

I will make sure we follow up on the communication in the Surgical Admissions process. Thanks again, and I hope you have made a full recovery from what I know can be a painful procedure.

Kind Regards

# CHANGE

4.

**SERVICE IS  
IMPROVED WHEN  
A CHANGE IS  
ENACTED**

Dear PONOVO8,

I just wanted to provide an update in regard to the two improvements that you suggested to us.

Firstly, in relation to the Admission process for surgery, we are currently trialling a change to the admission time to reduce waiting prior to surgery. This trial is happening at one of our other hospitals and if it proves successful we will introduce it at all hospitals where we provide surgery.

Thanks again for your feedback.

## CHANGE PLANNED



This story may lead to [a change](#)

## CHANGE MADE



This story led to [a change](#)

# WHY IS PATIENT OPINION IMPORTANT?

When we first commenced Patient Opinion in Australia in 2012, I recall receiving a phone call from a hospital CEO who asked that we direct our story-tellers to contact their Consumer Liaison Officer, rather than encouraging them to write on our site. I'm sure these patients were aware that they could get in touch with the hospital, but rather chose to write about their experience on an independent and anonymous site for whatever their personal reason.

Such an encounter like this raised within me a number of thoughts. Is patient feedback for the benefit of the service, or is it for the benefit of the patient to communicate to the service (which may of course have benefits for the service)? Why should the patient engage on the organisation's terms and not on their own terms?

What Patient Opinion does is invite organisations and patients to enter into a different kind of relationship. It's more about connecting with the patient, rather than just seeing them as 'feedback'. So in this sense it is about building community, where the organisation demonstrates that they are listening and responding to patient stories, and hopefully demonstrating real-time improvement. And it's where patients will feel safe in sharing their story rather than thinking they may be branded a trouble-maker or 'odd' when they wish to communicate with the organisation (anonymously).

**Assoc. Professor Michael Greco**

CEO, Patient Opinion Australia



# A PROFESSIONAL PERSPECTIVE

Using the online Patient Opinion platform has been one of the best things that we have done at Eastern Health and enables us to truly listen, understand and respond to all things patients experience. It is part of our comprehensive "In the Patient's Shoes" Patient Experience of Care program. I love the up close and personal contact with patients and carers telling their very personal stories and it really does keep me and our organisation closely connected with what matters to patients.

One of the greatest hurdles in getting the best value out of Patient Opinion is the acceptance that the feedback is real. As people working in the health system - who are so committed to always doing and ensuring the best possible care - we sometimes struggle to accept that perhaps we can or need to do things better and even more, that patients know more about their experience than we do!

As a result of Patient Opinion feedback, we have made so many changes that I can honestly say we would never have done in the normal course of business as in many cases, we simply didn't know about the issues! I pride myself on knowing our organisation and what we do but I can honestly say that using Patient Opinion has been a reminder that I can't possibly know everything that I don't know! So Patient Opinion has been a welcome extra set of eyes in our organisation and I am just so glad that it gets better and better every day.

**Alan Lilly**

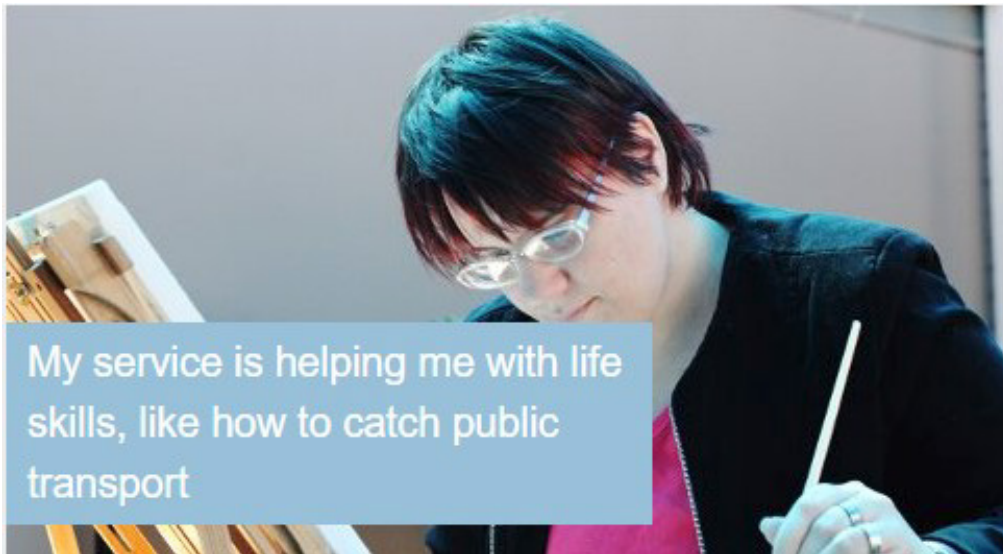
Former CEO, Eastern Health Victoria

**See how Eastern Health has been using Patient Opinion:**

[www.patientopinion.org.au/services/dpt\\_eh\\_3128#](http://www.patientopinion.org.au/services/dpt_eh_3128#)

# CARE OPINION

Just as transparency is important for health services, it is equally as important for care services. Care Opinion works in the same way as Patient Opinion but is tailored specifically for the care service providers. Approximately half of the stories told on the Care Opinion website are positive and come from services users who feel the need to express and share their gratitude for their care service in a public setting. The other stories provide service organisations with constructive feedback to encourage the improvement of their services.



**CARE  
OPINION** AUST  
**BE HEARD.**



# WHAT CAN WE DO FOR AGED CARE?

The Australian care industry is not making the most of the feedback from the people who matter most - the people they care for. Like Patient Opinion, Care Opinion provides users a platform to give feedback on their experiences with aged care facilities. While there are some rate and review, TripAdvisor-style websites, none compare to Care Opinion. We don't focus on a rating scale, but rather, encourage the telling of stories and experiences in a constructive and helpful manner. Aged care facilities are then able to use these stories to improve the quality of care they deliver. Care Opinion allows support services to hear what they do well, and what they may need to improve, in an open, transparent and safe environment.

We want to help you  
change the quality  
of care.

Culture change  
requires stories,  
not just ratings.



# WHAT CAN WE DO FOR DISABILITY?

Like aged care facilities, disability centres often find it difficult to understand how their service users are feeling. Improving the quality of care for people who suffer from disabilities is of high importance. We understand that it can sometimes be difficult for people with disabilities to express their thoughts, feelings and emotions regarding the care they receive. This is one of the many reasons why Care Opinion exists. We encourage service users and carers to talk to each other and share their stories on the platform. By hearing these stories, you can know exactly what is working well and what might need to be improved.

## RESPITE CARE AT MULTICAP ROBINA

POSTED BY MELONCOLLY,  
(AS A PARENT/GUARDIAN)

"MY CHILD HAS ALWAYS REACTED HAPPILY WHEN I'VE SAID THEY ARE GOING TO RESPITE AT ROBINA FOR A FEW DAYS. THE CARERS ARE WONDERFUL. THEY ARE SUPPORTIVE, ENCOURAGING AND MY CHILD LEARNS AND ENJOYS THE DIFFERENT ACTIVITIES WHICH ARE BOTH IN THE HOME AND ON OUTINGS. I AM VERY GRATEFUL FOR THEIR CARE AND SUPPORT. I HAVE NO HESITATION IN LEAVING MY CHILD IN THEIR CAPABLE HANDS. I THINK THEY WOULD STAY LONGER IF THEY COULD!

THE HOME ITSELF SEEMS TO BE WELL MAINTAINED AND IS ALWAYS CLEAN WITH COMFORTABLE FURNISHINGS."

(HOME AWAY FROM HOME)

# WHY SHOULD YOUR SERVICE USE CARE OPINION?

Listening to your service users, and using their feedback to improve what you do and how you do it, keeps you responsive and ensures that you are delivering compassionate care as standard. Stories told on Care Opinion allow people to articulate what really mattered to them, what did and what could have made a difference. These stories tell you how your services are doing, and they show you what you could do to improve care for the next person.

As a care provider, wouldn't you like to show the public that you are putting your service users at the centre of your decision making?

## RESPONSE FROM MULTICAP:

"THANK YOU FOR SHARING YOUR CHILD AND YOUR FAMILY EXPERIENCE OF MULTICAP - ROBINA RESPITE. WE ARE THRILLED TO HEAR THAT YOUR CHILD IS EXCITED TO PARTICIPATE AS WELL AS LEARNING NEW SKILLS. ROBINA RESPITE STAFF ARE VERY COMMITTED TO OFFERING A POSITIVE EXPERIENCE FOR ALL OUR CLIENTS AS WELL AS A HOME AWAY FROM HOME EXPERIENCE. MULTICAP APPRECIATE YOUR KIND COMMENTS AND ARE LOOKING FORWARD TO CONTINUING TO SUPPORT YOUR SON AND FAMILY."

# TALK TO US

A subscription to Patient Opinion or Care Opinion with full access to reports, training, support and workshops can bring your organisation closer to meeting your patients' needs. We tailor our subscriptions to meet your needs.

Find out more:

**[www.patientopinion.org.au/info/professionals](http://www.patientopinion.org.au/info/professionals)**

or contact us:

Email: **[info@patientopinion.org.au](mailto:info@patientopinion.org.au)**

Telephone: **(07) 3354 4525**

**PATIENT  
OPINION** AUST  
**BE HEARD.**

**CARE  
OPINION** AUST  
**BE HEARD.**

Patient Opinion is an independent not-for-profit charitable institution run for the benefit of patients and staff.

Registered as a Not-for-Profit charitable institution Patient Focus ACN 151 370 099;  
ABN 81 151 370 099

Cover image supplied by peoplecreations / Freepik

