

X DUNDEE HEALTH AND SOCIAL CARE PARTNERSHIP CARE OPINION ROLL-OUT

It was reported that the purpose of the Agenda Note, PAC8-2024, was to provide an overview of the implementation of Care Opinion across the Dundee Health and Social Care Partnership, focusing on: Contract Signing; Service Mapping; Training Sessions; Initial service selection for roll out; Public Communication and Accessibility; and use as a Performance feedback tool.

Contract Signing - the Health and Social Care Partnership successfully signed a contract with Care Opinion in December 2023 for a period of three years, formalising the collaboration for implementing the feedback platform across the partnership.

Mapping of Services - a comprehensive mapping exercise would be conducted to identify all services within the Health and Social Care Partnership. This mapping process would ensure that all relevant services are incorporated into the Care Opinion system for streamlined feedback collection.

Selection of Initial Services - the first wave of services set to use Care Opinion would comprise of those that had prior experience with the platform through the NHS. Leveraging their familiarity would expedite the integration process and encourage initial success stories that could motivate other services to adopt the system. Several teams had expressed a keen interest in using Care Opinion for their feedback.

Regular Training Sessions - ongoing training sessions would be organised for staff at various levels within the Partnership to facilitate the effective use of the Care Opinion platform. These sessions aimed to equip staff members with the necessary skills to navigate the platform, handle feedback, and get the most out of the system.

Publicising Care Opinion and Accessibility - Care Opinion had provided a full suite of information and resources which would be publicised across NHS Tayside and Dundee City Council social media and DHSCP website. As per Dundee City Council and NHS Tayside complaints processes there would be support available to people who want to use Care Opinion but require some assistance to do so online.

Use as a Feedback Tool for Performance - one of the primary objectives of implementing Care Opinion across the Health and Social Care Partnership was to use it as a robust feedback tool for assessing and enhancing performance. The platform would be instrumental in collecting, analysing, and responding to patient and service user feedback, enabling the Partnership to make informed decisions and drive improvements in service delivery.

Conclusion - the implementation of Care Opinion across the Health and Social Care Partnership marked an exciting and significant step toward enhancing feedback mechanisms and leveraging valuable insights for performance improvement. The Partnership remained committed to maximizing the potential of this platform to ensure the delivery of high-quality health and social care services.

The Committee noted the position.