

# UCLPartners Care Opinion pilot programme 2019

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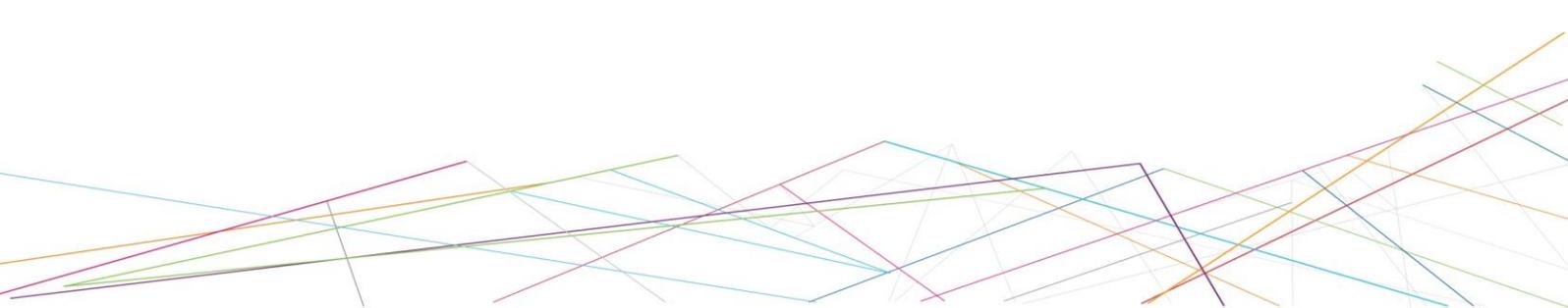
## Information for Applicants

### The UCLPartners Care Opinion pilot programme

Care Opinion is the UK's leading online patient feedback platform for health and social care. Care Opinion offers patients and carers an easy mechanism through which they can anonymously and safely share their stories to those who provided their care. Healthcare staff then have the opportunity to listen, gain insight, respond, and act on the patient's feedback, leading to celebrations of what works well and improvements in patient experience.

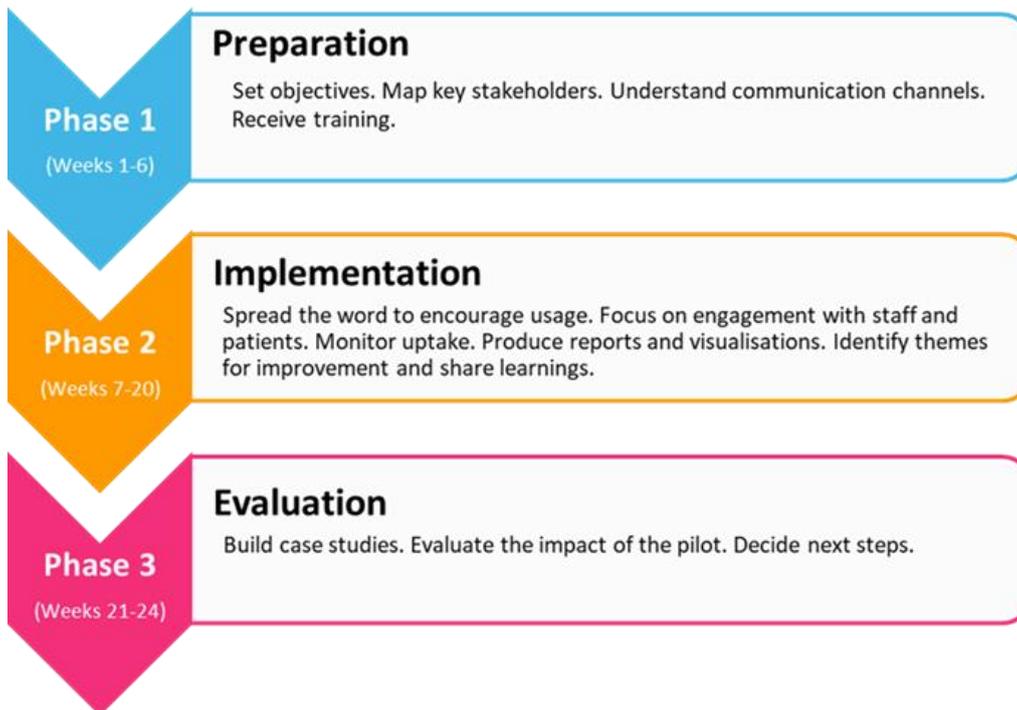
UCLPartners is offering four departments within secondary care from across the UCLPartners [region](#) the opportunity to pilot Care Opinion for 6 months. UCLPartners is committed in empowering healthcare organisations to involve patients in quality improvement and we believe that this platform will help capture what really matters to patients. We also see this pilot as an opportunity to identify themes for improvement, celebrate what works well and boost staff morale. We are keen to work with secondary care organisations that are progressing in their improvement journey and wish to further involve patients in sharing what really matters to them.

The four successful departments will receive access to a fully funded Care Opinion subscription, as well as hands-on support, for the duration of the 6-month pilot. Each department will then have the opportunity to receive up to 50% funding to contribute towards an annual subscription, to continue their programmes thereafter. This funding will be awarded through a competitive process at the end of the pilot.



### Structure and deliverables

The Care Opinion and UCLPartners team will support successful organisations through a 6-month engagement programme, designed to maximise user adoption, summarised in figure A. The 6-month pilot will run **from 1<sup>st</sup> June until 30<sup>th</sup> November 2019**. At the end of the pilot, participating teams will be invited back to UCLPartners to present their findings and showcase the impact of the pilot, with successful departments being awarded up to 50% funding for an annual subscription with Care Opinion to continue their programme thereafter.



**Figure A: 6-month pilot framework**

### Fees

UCLPartners will fully-fund the four successful departments with access to a fully-funded Care Opinion subscription, as well as hands-on support, for the duration of the 6-month pilot. Each department will then have the opportunity to receive up to 50% funding to contribute towards an annual subscription, to continue their programmes thereafter. This funding will be awarded through a competitive process at the end of the pilot.

Care Opinion is a secure platform, tailored to each organisation. Annual subscriptions for provider organisations are tiered according to the number of staff logins (ie the number of staff who will receive log-in details in order to respond to patient feedback) and also the level of support required.

Tier	Cost of annual subscription	No. staff logins per organisation
Level 1	Free	2
Level 2	£8,950 + VAT	250
Level 3	£11,950 + VAT	1,000

## The commitment

Participating departments will be expected to have sufficient time and resources available to actively participate in and commit to the pilot programme.

<b>Principles of participation:</b>	
<b>Leadership</b>	The lead applicant must be a senior clinician in the department.
<b>Organisational support</b>	Your participation in this programme must be supported by your department's senior sponsor eg head of department, clinical lead or service manager.
<b>Team involvement</b>	You must be able to involve up to 10 members of your team in some relevant activity eg story generation, responding to feedback.
<b>Awareness</b>	Your team must be willing and able to invite feedback from patients or their families in any way which is appropriate to your service and its users.
<b>Responsiveness</b>	Your team must be willing and able to respond online to the stories which people post about your service, including highlighting any changes which have been made as a result of a story.
<b>Learning</b>	Your team will be willing to regularly review feedback together, in a setting which encourages discussion and reflection.
<b>Community</b>	Be willing to share experiences and offer peer-support to other departments participating in the pilot programme.
<b>Evaluation</b>	Actively support the evaluation of the pilot and demonstrate its impact.

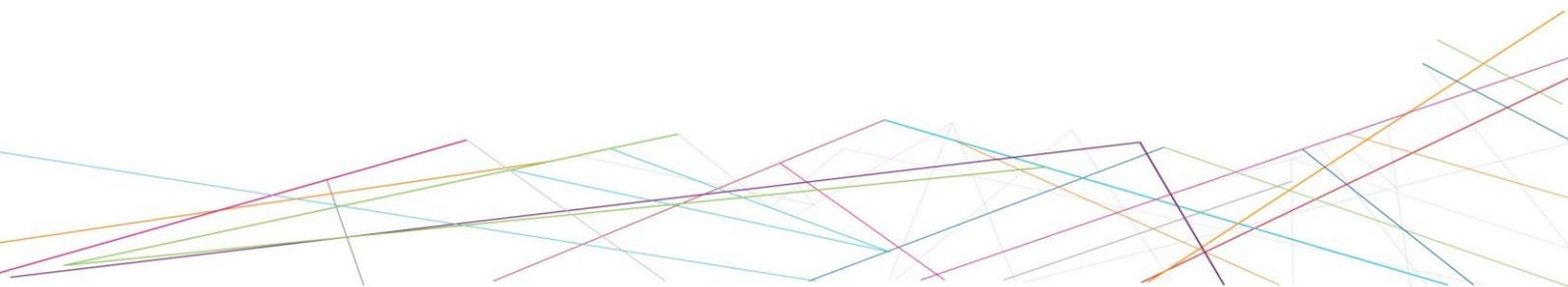
## Knowledge and experience

We are looking for energetic and enthusiastic teams/departments with some experience and interest in patient experience and quality improvement – but more importantly for those who understand the importance of patient feedback and engagement with quality improvement projects and recognise the benefits this can bring to both patient and staff experience.

### Who is eligible to apply?

We recognise there are many different organisations who may want to join the pilot programme. We are keen to work with teams who will champion patient feedback and quality improvement in their department, who are committed and will make capacity for this work.

This opportunity is open to all departments within a secondary care organisation from across the [UCLPartners region](#).



## Application process

Applications will be accepted through the online application form only. Completed forms should be sent by email to [QI@uclpartners.com](mailto:QI@uclpartners.com) by the closing date of **5pm on 19<sup>th</sup> April 2019**. We will not be able to accept late applications. Please note that the support of an executive sponsor at your employing organisation is required before submission. Applications without this will not be considered or shortlisted.

## Selection process and key dates

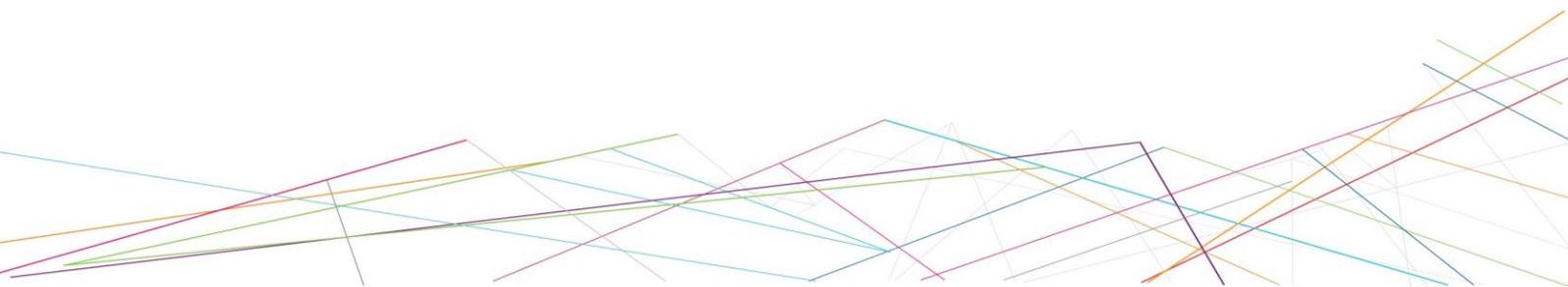
The closing date for applications is **5pm on Friday 19<sup>th</sup> April**. This deadline will not be extended for any reason and we encourage early submission to avoid technical issues preventing your application.

Selection will be by application form and shortlisted applicants will be invited to interview. You will be notified by email by **5pm on 24<sup>th</sup> April** whether your organisation will be invited for interview. Further details of what to expect at the interview will be provided if you are selected, but no written preparation will be required.

Interviews will take place on **1<sup>st</sup> and 3<sup>rd</sup> May and we would like the lead applicant and senior sponsor to attend**. While we will do our best to accommodate you at a suitable time, unfortunately, there is no flexibility with these dates.

Please note the pilot programme will commence on **Monday 3<sup>rd</sup> June** and run for a period of 6 months.

If you have any queries on any aspects of the programme, please contact [QI@uclpartners.com](mailto:QI@uclpartners.com) in the first instance.



## Appendix 1

### About UCLPartners

UCLPartners brings together people and organisations to work in partnership to transform the health and wellbeing of the local population. When UCLPartners was first created in 2009 the founding partners recognised the need and challenge to learn and apply partnership skills for the overall benefit of the populations served. This continues to be the sustaining foundation on which UCLPartners work is built, and today partnership approaches to health and care challenges and the need for every partner to develop and utilise these skills are at the forefront of the national and global agenda in discovery science, innovation into practice and population health.

UCLPartners is an academic health science partnership (AHSN) with over 40 higher education and NHS members. Our role is to create a fertile ground for partnership working and to champion collaboration across the entire health and care system, addressing areas that add most values to patients, populations, the NHS and social care. As a company, we catalyse improvements at greater scale and pace than individual partners can achieve alone. If you would like to know more about our work – please watch this [video](#).

### Why do we think this is a priority?

Improvement has never been more important for the health and social care. The 2013 Berwick report on patient safety, [A promise to learn: a commitment to act](#), stated that “the most important single change in the NHS... would be for it to become, more than ever before, a system devoted to continual learning and improvement of patient care, top to bottom and end to end”. The Berwick report also stressed improvement requires investment and a system of support: “the NHS needs a considered, resourced and driven agenda of capability-building in order to deliver continuous improvement”.

Vanguards, New Care Models and the Sustainability and Transformation Plans (STPs) are focusing on improving care for individuals, organisations and populations, focusing on removing the barriers between primary care and hospitals, between physical and mental health and between health and social care. Improvement and leadership capability is integral to their success and sustainability.

One of UCLPartners’ key aims is to find, support and empower people with the drive and talent to be improvement leaders within organisations and professional communities. We are a partnership organisation that connects people with shared interests and needs beyond traditional institutional boundaries. When connected and appropriately supported, each partner organisation is able to achieve better results for patients and achieve greater satisfaction through the work they do.

