

The patient and carer perspective: in our newly networked world

James Munro

james.munro@patientopinion.org.uk





TODAY'S KIDS CAN NAVIGATE SMARTPHONES, YET DON'T KNOW HOW TO TIE SHOELACES

By [Naresh Kumar](#) on January 25, 2011



@Steph98
Steph Holman

Nearly had an operation by mistake - may
complain to the NHS
#plymouthroyaleinfirmary


15 Sep via web
from Plymouth, Plymouth



@antonylittle
Antony Little

A massive **#thankyou** to the staff at the
#NNUH #NHS hospital for everything
they did for my wife this weekend; she is
fighting fit again now!

11 Sep via **Twitter for BlackBerry®**

the staff here have been good and really 
looked after me while i've been ill

2:08 PM Dec 2nd from web

 [Reply](#)  [Retweet](#)



IvyBean104

Ivy Bean

Hospital food bingo: patient posts photos of food asking people to guess the dish

A hospital patient has become so disgusted with the quality of food on his ward he has taken photographs of the meals and posted them on the internet inviting people to guess the dish.

By Richard Savill

Published: 3:11PM BST 16 Sep 2009

HOSPITAL FOOD BINGO



Photos of food taken by patient who became disgusted with the quality of his meals. Photo: SVNS

T Text Size + -

✉ Email this article

🖨 Print this article

▶ Share this article

Digg submit

Health News



News



UK News



External Links

Notes from a hospital bed

Glass viral sculptures



The web gives
everyone a voice

in the NHS
But is anyone\listening?



**'How can I be
expected to look at
Twitter and
Facebook along with
everything else?'**



- Everyone has a public voice
- Everyone wants their own care to be high quality
- People want to help the NHS to get better





Cure the NHS

campaigning for better NHS care

[Home](#)

[About Us](#)

[News](#)

[Meetings & Events](#)

[Notice Board](#)

[Guides](#)

[Support Us](#)

[Resources](#)

[Tributes](#)

[Contact Us](#)

[Links](#)

[Login](#)

[Site Map](#)

Search:

Go

Welcome

Latest: Article from bmj

Our group was created by people who have lost relatives or were victims of poor care and support within mid Staffordshire Foundation trust Hospitals at Stafford and Cannock. Poor management and lack of suitably trained and dedicated staff are to blame and we are committed to change the management and ethos of the trust so we may all feel safe and secure if admitted to the Hospitals.

Our Aims

- Improve the services and care within the Mid Staffs Foundation trust.
- Provide support and advice to other victims.





"Toilet seat trouble"

What needs improvement are the toilet seats...

They are only made for women, men cannot sit and use them as men's genitals will not sit inside the opening....

With a knee/hip replacement operation it becomes like mission impossible.

I spoke to 8 other men who agreed.

What the NHS (often) seems to think patients and carers want



Response from NHS Calderdale on 03/11/2011 at 11:48

Posted on behalf of Calderdale & Huddersfield NHS Foundation Trust

Thank you for providing feedback on your experience of using our services and we are sorry that you have concerns regarding the care provided to your mother. Our Patient Advice Team would be happy to take these concerns forward for you and can be contacted as follows:

Tel: 0800 013 0018 - Mon - Fri 9 am - 5 pm

patientadviceandcomplaintsservice@cht.nhs.uk

Many thanks

What patients and carers are
(often) actually trying to do

 Update posted by [upset calderdale](#) (a relative) on 04/11/2011 at 17:38

Thanks for inviting us to contact you Jill.

My sister and I have no wish to file a complaint. We simply want to highlight the possibility of things going wrong in the way they did for our mother with the CT scan and cyclizine, in the hope that suitable steps might be taken to reduce the likelihood of such things happening to others.

If you believe that a formal complaint will help bring about changes, we'd consider that step But that's not our intent, and we hope that this posting will be enough to trigger some reflection.

Feedback \neq Complaint



"Choose and Book annoyances"

CHANGE MADE



This story resulted in a change

About: NHS Devon / Devon Access and Referral Team (DART)

Posted by [Bodger](#) (as the patient), 12 months ago



Response from [Susan Pearce](#) , Project Support Manager , NHS Devon on 18/05/2010 14:16:01



Update posted by [Bodger](#)

Thanks for interesting response if you can implement the changes that you have identified I for one would have had same problem with not choose and book through a normal North Devon District Hospital?

This appointment will be with the problems, my experience of the excellent.

Regards Bodger



Response from [Susan Pearce](#) , Project Support Manager , NHS Devon on 18/06/2010 13:29:20

Hello again Bodger,

I realise that it's too late for you but I just wanted to let you know that we are now offering 01 numbers for patients to call as well as the 0845 numbers so patients can choose whichever suits them best.

So, thanks again for your feedback; it helped to make things better for other patients.

Kind regards,

Susan

taking the time to let us know about your

and

more

day

om.

using,

r free

choose



225 stories have been told

about NHS Devon

Latest stories

Latest responses

Latest changes

[▶ SEARCH WITHIN RESULTS](#)

▼ Story

▼ Progress

▼ Activity

"No contact from Devon Access Referral Team. No hospital appointments"

ABOUT: NHS Devon / Exeter Hospital (Worthington)

STORY HAS A RESPONSE

Response 3 days ago

"Confused about and book"

ABOUT: NHS Devon / Exeter Hospital (Worthington)

"DART referral to Medical"

ABOUT: NHS Devon / Exeter Hospital (Worthington)



Activity

225

stories told

22

staff listening at this primary care trust

14

stories have led to changes

[▶ Tell your story - make a difference](#)



"On the Internet, nobody knows you're a dog."

About us

Our services

Information

Get involved

Working for us

Contact us

Enter keywords...

☒ Home

☒ About us

☒ Our services

☒ Information

☒ **Get involved**

[Involvement Team](#)

[Become a Member](#)

[Become a Governor Member](#)

[The Members' Council](#)

[Volunteering](#)

[Personal Stories](#)

[Information and Events](#)

[Public Consultations](#)

[LINKs](#)

[Patient advice and liaison
service \(PALS\)](#)

[Directorate Involvement Plans](#)

[Directorate Involvement
Reports](#)

☒ Working for us

☒ Contact us

☒ Invest to Lead 4

You are here: [Home](#) » [Get involved](#)

Get involved

Nottinghamshire Healthcare is committed to involving people in all aspects of its work.

There are many ways for people to get involved including becoming a member, attending events or volunteering for the Trust.

The Trust also has an Involvement Team and two Involvement Centres across the county. This section of the website provides a range of information about the many ways to get involved.

The Trust has recently signed up to the Patient Opinion web site that allows people to comment on our services.



Recent stories about Nottinghamshire Healthcare NHS Trust

" the woodlands, nottinghamshire healthcare nhs trust "

less than an hour ago D.M on Nottinghamshire Healthcare NHS Trust /
Addiction services

" the woodlands, nottinghamshire healthcare nhs trust "

less than an hour ago D.M on Nottinghamshire Healthcare NHS Trust /
Addiction services

" John Storer Clinic Nottinghamshire Healthcare NHS Trust "



London Health 11: Transition into the new world

And let patients and carers
help you get there



**Patient
Opinion**
Every voice matters