

# PATIENT OPINION AUST & CARE OPINION AUST NEWSLETTER



## IN THIS ISSUE

As we welcome 2018, and another year of opportunities, we look back on all that was achieved in 2017. This past year saw Patient Opinion and Care Opinion Australia's biggest year yet - with over 1000 stories shared on the platform. This was driven by the staff of organisations dedicated to hearing and using the patient voice for good, as well as authors - patients, family, friends, carers, and advocates - who wanted to see positive change in our health, community and aged care services as well as commendations for a job well done. In this issue, we will cover some of the year's highlights, as we look to a bigger and better year in 2018!

## ALL ABOUT STORIES IN 2017

This year saw more stories than any year told on the platform since its launch in 2012. But better still, was the number of positive stories received, and how care providers used critical feedback to drive change throughout their organisation.

1051

STORIES TOLD

266405

STORY VIEWS

49%

OF STORIES WERE ENTIRELY POSITIVE

78%

OF STORIES RECEIVED A RESPONSE

76%

OF THOSE STORIES RECEIVED THE RESPONSE WITHIN 2 DAYS OF THE STORY BEING PUBLISHED

77

STORIES HAD CHANGES PLANNED OR MADE

55%

OF STORY AUTHORS WERE THE PATIENT

## TOP STORY TAGS

WHAT'S GOOD?

WHAT COULD BE IMPROVED?

1. Staff
2. Quality Of Care
3. Support

1. Communication
2. Staff Attitude
3. Waiting Time

## TOP 3 MOST VIEWED

With so many stories shared on the platform, you might wonder how many people read the stories shared on our site. Every story on Patient Opinion and Care Opinion Australia is read hundreds of times, and in the case of our top 3, over a thousand!

1393  
VIEWS

Access To Specialist Healthcare In The Kimberley For Desert People

1250  
VIEWS

Dental Emergency

1097  
VIEWS

After Hours Care In Kalbarri

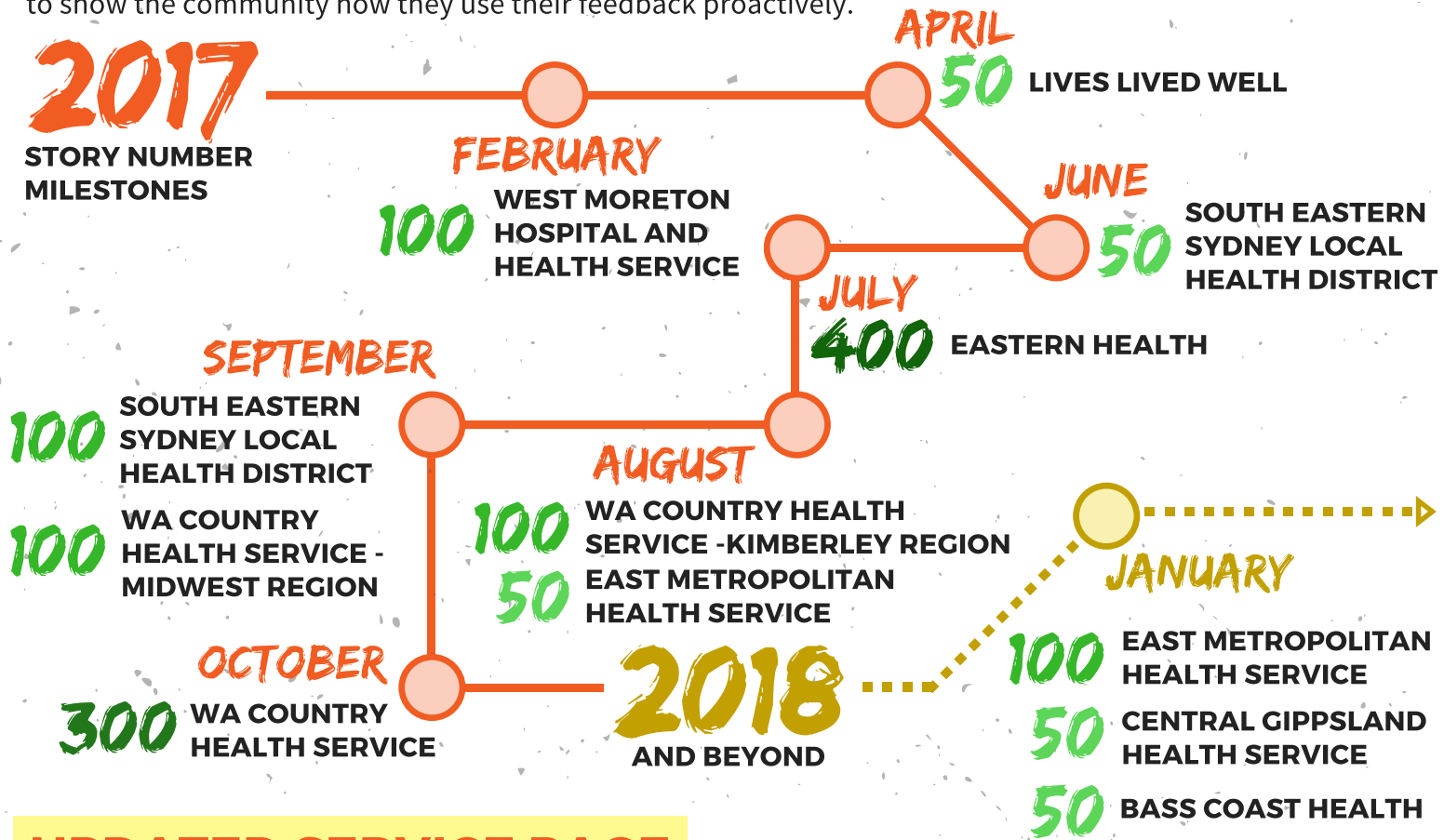
ALL 3 STORIES LED TO CHANGE!

# MAJOR MILESTONES

2017 saw a number of organisations hit amazing story milestones through the year. From various regions all around the country, these care providers have shown a willingness to embrace public, online feedback, and to show the community how they use their feedback proactively.

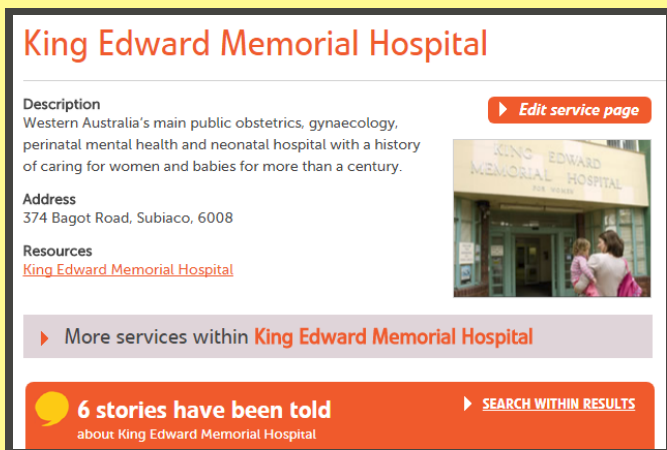
# 2017

STORY NUMBER  
MILESTONES



## UPDATED SERVICE PAGE

Account administrators for organisations now have the ability to customise their service pages with organisation logos or images, links to various pages on their website and a brief description of that service or organisation.



Pictured above is an excerpt of the King Edward Memorial Hospital service page with updated description, link to their official website and photo of hospital entryway.

## FEATURED BLOG

**MEDICINE IS MORE THAN JUST A TECHNICAL PURSUIT - IT'S ALSO ABOUT THE METAPHYSICS OF THE HUMAN PREDICAMENT**

by Michael Greco, CEO, Patient Opinion Australia

"...care is in the context of people being vulnerable, and that just being in care (like a hospital) is 'vibrantly different' and unusual for people. In such environments, we are often asked to 'do this for me'.....such as 'can you give your date of birth for me'; 'can you pop up on the bed for me'. It may not sound much, but such language, as Kieran mentions, is more about locus of control. It is saying that the person/patient is 'being care for' (transactional) rather than 'cared about' (interactional)."

**READ MORE**

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