

Patient Opinion subscriber guide: responding to postings

Patient Opinion sends you an **email alert** when a posting relevant to your subscription is published. This email has a link, which you can click to view the story on the Patient Opinion website. Follow this link to read the posting in full.

This is how a patient story looks on the new site:

The screenshot displays the Patient Opinion website interface. At the top, there is a navigation bar with a logo on the left and utility links on the right: 'Text resize: A A A', 'Contrast: C C C', and 'Log in'. The main header contains the site's mission statement: 'An independent site about your experiences of UK health services, *good* or *bad*. We pass your stories to the right people to make a difference.' Below this is a search bar with the placeholder text 'Search for a place, service, condition...' and an example search result: 'eg LS2 7EY, Leeds General Infirmary, heart surgery, depression'. A 'Back to search' button is located below the search bar.

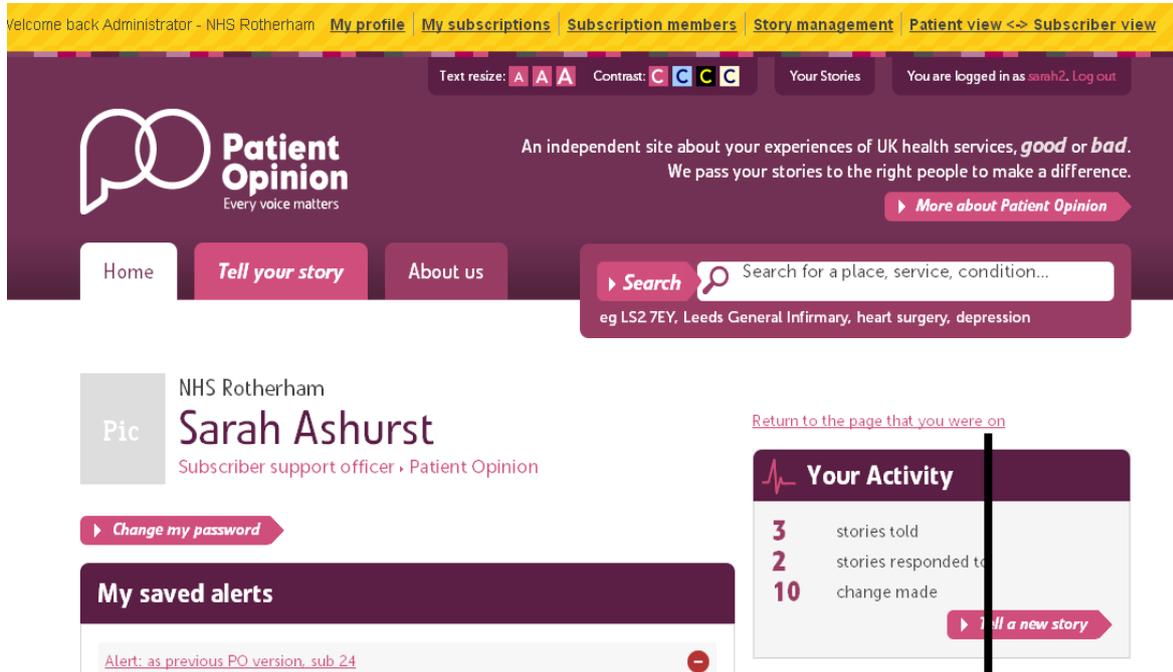
The main content area features a large quote: '"I received excellent treatment and advice"'. To the right of the quote is a 'STORY TOLD' section with a progress indicator and the text 'This story is yet to be read by a subscriber'. Below the quote, it says 'About: NHS Rotherham' and 'Posted by *Mole333* (as the patient), last month'. The story text reads: 'I received excellent treatment and advice at the Rotherham leisure complex. I was also treated courteously and respectful.' A 'Story summary' box on the right shows 'What's good?' with the tag 'excellent treatment' and 'What could be improved?' which is currently empty. Social sharing buttons for 'Tweet' (0) and 'Like' (200) are visible at the bottom of the story.

To respond to this posting you first need to log on. To do this, click on the 'log on' link in the top right hand side of the screen.



This is a close-up screenshot of the top right corner of the Patient Opinion website. It shows the utility links: 'Text resize: A A A', 'Contrast: C C C', and a 'Log in' button. Below these links is the site's mission statement: 'An independent site about your experiences of UK health services, *good* or *bad*. We pass your stories to the right people to make a difference.' At the bottom of this section is a 'More about Patient Opinion' button.

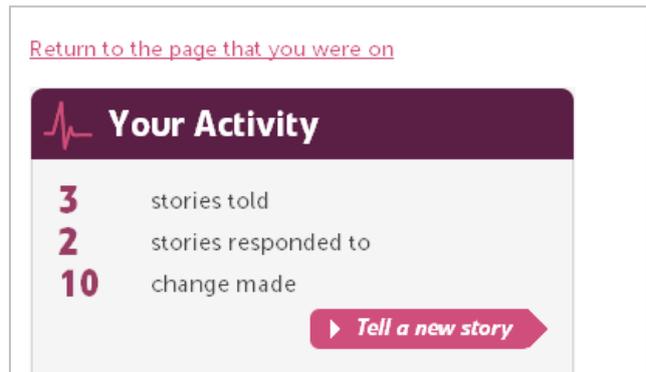
When prompted, enter your existing log in details to access the subscriber features of Patient Opinion. Once you have logged in you will then be directed to your profile page. Your screen will look like this:



Just above the box titled 'Your Activity' you will see a pink link that will take you back to the previous page.

This will return you to the posting you were alerted to. You will now be viewing the posting as a subscriber.

When you are logged in as a subscriber, you can see the criticality of the posting (how serious Patient Opinion has rated the feedback) and if you have the right permissions, you can reply publicly.



When you have returned to the posting, you will now see a yellow box on the right hand side. If you have permission to respond, you will see a box beneath where you can write your reply*

The screenshot shows a patient opinion post with several key features and annotations:

- Quote:** "I received excellent treatment and advice"
- Source:** About: NHS Rotherham
- Posted by:** Mole333 (as the patient), last month
- Text:** I received excellent treatment and advice at the Rotherham leisure complex. I was also treated courteously and respectful.
- More about:** [respect](#)
- STORY TOLD:** This story is yet to be read by a subscriber
- Story summary:**
 - What's good? excellent treatment
 - What could be improved?
- Published by:** Patient Opinion on 14/01/2011. Patient Opinion has rated this opinion not critical (criticality score 0)
- Share:** Tweet 0, Like 200
- Your reply:** A large text input area for the user's response.
- Response options:** Not at the moment (selected), We're planning a change, We've made a change.
- Signature:** Sarah Ashurst, Subscriber support officer, Patient Opinion
- Action:** Send your response
- Need help?:** Some [examples of good responses](#) might help.

Annotations on the right side of the page provide further context:

- Yellow box:** Extra subscriber information here. N.B if you log in and you are unable to see this box on a posting this means the posting is not part of your subscription.
- Reply box:** Type your response here
- Response options:** Say if you have made a change and sign off your response
- Need help?:** Use the help link for examples of good responses

Once finished, click 'send your response' . This is sent through to us and when we publish your reply you and others on your subscription will be notified by email.

Any questions, please do not hesitate to get in touch

- Email us at subscriber.support@patientopinion.org.uk
- or call us on **0114 281 6256** during office hours

* The page may appear a little different due to last minute design changes