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Councillor Rebecca Lury (Chair)
Healthy Communities Scrutiny Sub-Scrutiny

Dear Councillor Lury,

Patient Opinion

Thank you for your enquiry regarding information for the Healthy Communities scrutiny sub-committee meeting on 4 March.

At its January meeting, the Healthy Communities scrutiny sub-committee requested information on, if and how Patient Opinion is used by the council to seek service users' views on personalisation. Patient Opinion is focused on health services. Southwark Council is, however, a subscriber to its sister site Care Opinion. Care Opinion (CO) is a national website giving people the chance to give feedback on care and support. Anyone can access CO and view the stories published (and any response from provider organisations).

We have been raising awareness of the site over the past 18 months, including voluntary and community sector organisations, sheltered housing schemes and sharing information with Healthwatch colleagues. To date there have been very few stories posted relating specifically to adult social care services in Southwark.

Council officers are investigating if there may be further opportunities to do some targeted work with a small number of specific local provider organisations to try and increase the number of stories posted and where the feedback service would be of particular benefit. We will evaluate this, as part of adult services' wider approach to obtaining regular and meaningful feedback on support and services available locally, later this year.

Yours sincerely

A handwritten signature in black ink, appearing to read "Jay Stickland".

Jay Stickland
Director, Adult Social Care

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