



Care Opinion

What's your story?

Celebrating 1 Year of Care Opinion in Northern Ireland

(August 2020-July 2021)



1000hrs	Welcome	Linda Craig (PHA) Regional Lead for Patient, Client Experience
1005hrs	Opening Remarks	Aidan Dawson (PHA) Chief Executive
1010hrs	Ministerial Address	Robin Swann (DoH) Minister of Health
1015hrs	Overview of Care Opinion in NI	Michelle Tennyson (PHA) Assistant Director of AHP, PPI and PCE
1025hrs	Presentation - "The Story So Far"	Linda Craig (PHA) Regional Lead for Patient, Client Experience
1030hrs	Care Opinion - "A National Perspective"	Dr James Munro (CO) Chief Executive
1040hrs	"Openness and Transparency"	Andrew Dougal (PHA) Chairman
1045hrs	Trust Presentations - "Impact and Improvement"	Linda Craig (PHA) Regional Lead for Patient, Client Experience
* Belfast Health and Social Care Trust		Máire Alexander Patient, Client Experience Facilitator
* Northern Health and Social Care Trust		Leigh Morgan Patient, Client Experience Facilitator
* Northern Ireland Ambulance Service		Lynne Charlton Director of Quality, Safety & Improvement
* South Eastern Health and Social Care Trust		Conor Campbell Senior Manager, Governance and Quality Improvement
* Southern Health and Social Care Trust		Grace Hamilton Assistant Director of Nursing, Patient Safety, Quality and Experience
* Western Health and Social Care Trust		Michelle McQuaide Cardiac Nurse
1125hrs	Next Steps	Linda Craig (PHA) Regional Lead for Patient, Client Experience
1130hrs	Closing Remarks	Linda Kelly (DoH) Deputy Chief Nursing Officer

Public Health Agency

Aidan Dawson - Chief Executive

Aidan was appointed Chief Executive of the Public Health Agency on 1 July 2021. He comes with a career spanning over 30 years working in the Health Service and 3rd sector. In 2016 Aidan was appointed as the Director of Specialist Hospitals & Women's Health in Belfast Health and Social Care Trust. He was responsible for a diverse range of services including Royal Belfast Hospital for Sick children, Maternity Services, Gynecology Services, ENT, Trauma and Orthopaedics, Neuro Rehabilitation, Sexual and Reproductive health, Regional Disablement Services and the Dental Hospital. In April 2019 he also assumed responsibility for Mental Health Services for adults and children across the Trust on an interim basis. His career has included roles working with The British Red Cross and Disability Action.



Department of Health

Robin Swann - Minister of Health

Robin was appointed Minister of Health in the Northern Ireland Assembly on 11th January 2020.

A father of two young children, he was first elected as an MLA for North Antrim in 2011.

Before his appointment as Minister he held a number of posts including Chairman of the Public Accounts Committee, Chairman of the Employment and Learning Committee, Assembly Commissioner, as well as Party Leader and Chief Whip of the Ulster Unionist Party.

He is an active member of Kells & Connor Community Association and has served as a Board member of the Volunteer Development Agency in Northern Ireland.



Public Health Agency

Michelle Tennyson - Assistant Director AHP, PPI and PCE

Michelle is an Assistant Director in the Public Health Agency in Northern Ireland and leads a team of AHP Public Health Consultants, Patient Experience and Public Involvement specialists. She was awarded a 2018 Churchill Fellowship after having spent 7 weeks in the USA studying relationship based approaches to whole system health transformation. Michelle has been central to the COVID-19 Public Health response in the Northern Ireland leading regional AHP (across 13 professions), Patient Experience and Public Involvement work with key partners. She also has led work on COVID-19 Staff Health and Wellbeing across the Public Health Agency, Health and Social Care Board and Business Services Organisation. Michelle is passionate about Public Involvement and wants to see service users and carers emerging from being recipients of care to owners of their own care and health care system. Michelle is involved with community and voluntary sector organisations and is a Director on the Board of Glowni.



Public Health Agency

Linda Craig - Regional Lead for Patient, Client Experience

Linda is the Regional Lead for Patient, Client Experience within the Public Health Agency covering a number of initiatives to ensure the voices of patients, clients, families and carers shapes the services across HSCNI. She is responsible for 10000 More Voices initiative and the new online user feedback system, Care Opinion. As a nurse Linda has always had an avid interest in quality improvement and has completed a Masters in Advancing Healthcare through Open University. In her current role (and previous role as Lead Nurse in Emergency Care) Linda has experience in leading and embedding change into the culture of HSCNI and collaborates regularly with HSC Trusts, Department of Health, Patient Client Council, Regulation Quality Improvement Authority and the Independent Sector.



Care Opinion

Dr James Munro - Chief Executive

James is Chief Executive of Care Opinion, the UK's non-profit online feedback service for health and social care. His background is clinical medicine, public health, and health services research. After 13 years in health service research at the University of Sheffield, James joined Care Opinion (then Patient Opinion) in 2006 to help build the public online feedback platform which now serves the UK, Ireland and Australia. As CEO since 2014, he leads a small team united by a passion to help make it safe and simple for people to share feedback about their care in ways which lead to learning and change.



Public Health Agency

Andrew Dougal - Chairman

Andrew was appointed Non-Executive Chair of the board of the Public Health Agency in June 2015 and his term has been extended to 30 November 2021. Prior to this he was Chief Executive of the Northern Ireland Chest Heart and Stroke. He is a former Treasurer of the World Heart Federation and a former Chair of the Northern Ireland branch of the Chartered Institute of Personnel and Development. He is currently a Board member of the UK Health Forum.



BHSCT

Máire Alexander – Patient, Client Experience Facilitator

Máire has been the Patient, Client Experience Facilitator within the Belfast HSC Trust since November 2020. She previously had a career in fundraising, working for charities such as the National Autistic Society and Oxfam Ireland, managing all fundraising activities within Northern Ireland.



Initially joining the Belfast Health and Social Care Trust as a volunteer, she has worked in a number of roles both in a ward and community settings before being appointed to oversee the management of Care Opinion within the Trust.

She is a Board member of Breastival, a local breastfeeding organisation, as well as being an Antenatal Teacher and Breastfeeding Counsellor and Co-ordinator of the Belfast branch of the National Childbirth Trust (NCT).

NHSCT

Leigh Morgan – Patient, Client Experience Facilitator

Leigh is a Patient, Client Experience Facilitator in the Northern Health and Social Care Trust. She has supported the implementation of Care Opinion across the Northern Trust since September 2019.

Prior to this Leigh worked in a number of Surgical Assessment Units in England and Northern Ireland. She trained as an Adult Nurse between 2007 and 2010 at Mid Staffordshire NHS Foundation Trust and as a result of this has a real passion for patient feedback and realises the true value of the patient voice.



In collaboration with our service users, the Trust as an organisation can learn from their experience and make improvements to services where possible.

NIAS

Lynne Charlton – Director of Quality, Safety and Improvement

Lynne is the Director of Quality, Safety and Improvement in the Northern Ireland Ambulance Service (NIAS). Lynne has enjoyed a career of almost 25 years as a nurse practicing across a variety of organisations including Hospital Trusts, the Health and Social Care Board and the Public Health Agency. She is passionate about strengthening organisational capacity to learn from times when we do not deliver the standard of care we aspire to, and recognises the value of online user feedback to encourage and support those who are best placed to identify where improvements can be made – our service users, their families and carers and our staff.



SEHSCT

Conor Campbell – *Senior Manager in Safe and Effective Care Governance, Assurance, Improvement and Learning*

Conor is a Senior Manager in Safe and Effective Care Governance, Assurance, Improvement and Learning in the South Eastern Health and Social Care Trust. He has 30 years' experience within the HSCNI including 6 years Quality Improvement Manager – leading upon IHI's Safer Patients Initiative.



Conor has a passion for learning through the experience of patients, staff and teams to drive and improve services. He leads on the patient experience forum and seeks to collaborate with the wider system to triangulate learning.

SHSCT

Grace Hamilton – *Assistant Director of Nursing, Patient Safety, Quality and Experience*

Grace is the Assistant Director of Nursing responsible for Patient Safety, Quality and Experience since June 2019 in the Southern Health and Social Care Trust. Grace is very passionate about improving patient safety, quality and experience and has worked with her team and across directorates over the last 2 years to drive this important agenda forward.



She is a Registered General and Sick Children's Nurse and has worked in Paediatric Intensive Care, Neurosurgery, Neonatal Intensive Care and General Paediatrics. She has also qualified as a Health Visitor and worked in a specialist role of Health Visitor for Black and Minority Ethnic Groups; while in this role she undertook research into the health and social needs of Travellers, Chinese/ Vietnamese and Portuguese communities living in this Trust area.

Grace took up the post of Head of Acute Paediatric Services; this remit was extended in 2016 to include Community Paediatric Services. Over this time Grace completed a Post Graduate Diploma in Health and Social Care Management, Masters in Public Administration.

WHSCCT

Michelle McQuaide - *Cardiac Nurse*

At the beginning of the COVID-19 pandemic the Cardiology Assessment Hub was created and the previous Chest Pain Assessment Service was re-envisioned to assess and diagnose patients presenting with a range of cardiac related issues in an area with reduced COVID contact. The HUB team work very closely with their colleagues in wd44/CCU, cardiac investigations and the Cath lab which ensures a high standard of service continues to be delivered to the patients.



Janet, Andrew, Michelle and David are the team who work in the Cardiology Assessment Hub. Michelle is representing the team today.

Janet has worked in cardiology for the past 15 years, previously as a deputy ward sister in CCU Causeway and approaches every shift with her calm empathy.

Andrew was pivotal in setting up the initial chest pain service and has over 20 years' experience in cardiology. He is the "data" man of the team.

Michelle has worked in cardiology for 22 years; she works in the hub while also running the RAAC service. She works hard to ensure we work as a team within a team. David has worked in cardiology for 12 years and he ensures the smooth running of both the Hub and RAAC service, which he does to an exemplary standard.

Department of Health

Linda Kelly - *Deputy Chief Nursing Officer*



Linda is the Deputy Chief Nursing Officer in the Department of Health, Northern Ireland since March 2020. She is a registered nurse and has experience in both acute and community nursing posts to include District Nursing, Care Management and Governance Lead posts, Linda took up post as Assistant Director of Nursing: Safe and Effective Care, in the South Eastern Health and Social Care Trust in 2011. Adding to her MSc in Public Health, she has progressed her interest in continuous improvement through completion of the Institute of Health Improvement (IHI) Improvement Advisor Programme in 2016 and more recently, in 2019 she graduated with a Post Graduate Diploma in Healthcare Management from London South Bank University following completion of the Aspiring Nurse Director Programme.

Care Opinion initiative is managed by -
Linda Craig: Regional Lead for Patient Client Experience (PCE): linda.craig3@hscni.net
Michelle Tennyson: Assistant Director for AHP, PPI and PCE: michelle.tennyson@hscni.net



Department of
Health

An Roinn Sláinte
Mánnystrie O Poustie

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