



Response quality report

About this report

This report shows information about the quality of responses to stories published on Care Opinion.

It was created on **19 November 2019**.

Which postings are included?

This report shows stories in the **Royal Cornwall Hospitals NHS Trust** subscription, which includes All stories about Royal Cornwall Hospitals NHS Trust.

The report is also filtered to show only All stories about Royal Cornwall Hospital (Treliske) submitted on or after 01/01/2019

This report uses the following options

Include services with no data:	Include
Include responses from:	Responses from anyone

About Care Opinion

Care Opinion is a not-for-profit social enterprise which enables people to share the story of their care, and perhaps help care services make changes.

For more information, contact us via: <https://www.careopinion.org.uk>

Frequently asked questions

How do we assess response quality?

Response quality can be assessed in a number of ways: for example, in terms of responsiveness (is there any response at all?), timeliness, specificity, identifiable authorship, and helpfulness (as rated by the story author). We can report on some aspects of response quality but not (yet) on all aspects.

There is peer-reviewed research into what service users judge to contribute to a good quality response on Care Opinion: the Plymouth Listen, Learn and Respond Framework. We have reviewed this research in this blog post:

[What do people want in a response to their feedback?](#)



UNIVERSITY OF
PLYMOUTH

The original research paper is available here: [Responding effectively to adult mental health patient feedback in an online environment: A coproduced framework](#)

Sharing and reuse

Contributors to Care Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

Postings submitted via Care Opinion itself can be shared subject to a [Creative Commons](#) licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit the source.

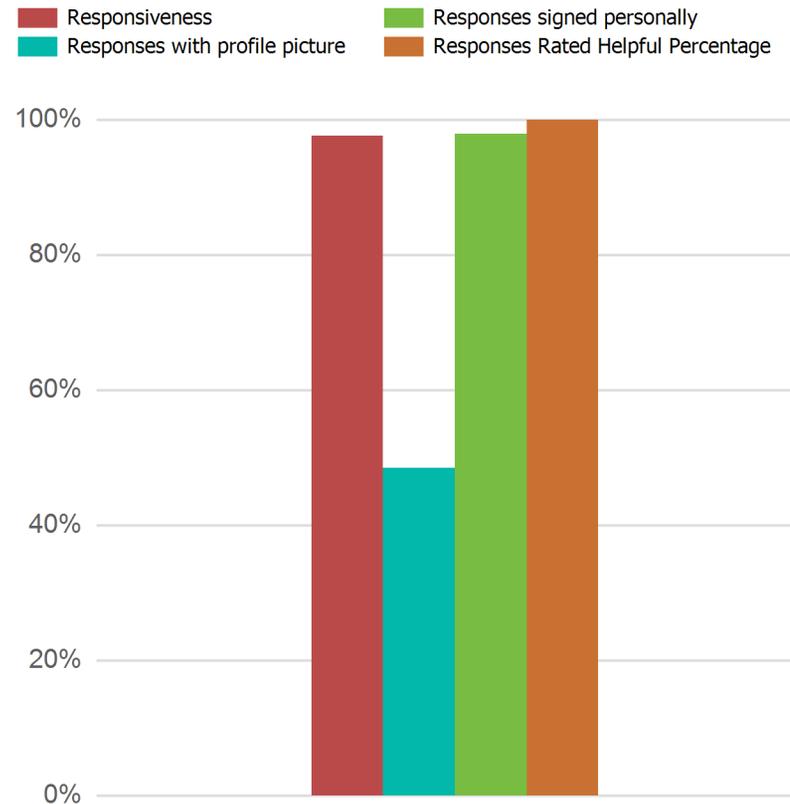
Material submitted via NHS Choices is licenced under [Crown Copyright](#).

This report summarises 40 services

Royal Cornwall Hospital (Treliske) provides 38 services

- 12 services have no stories
- 20 services have used a profile picture in less than 85% of responses
- 3 services have signed personally in less than 85% of responses
- 9 services have less than 85% of their responses rated helpful
- 10 services have claimed 13 changes are planned, but have not updated further

Overall response quality metrics for services in this report



Response quality by service

The following table shows the quality of responses to stories about each service. Top level services are highlighted, followed by any services run by that organisation or service.

Service	Stories	Responsiveness	Mean time to respond	Profile picture	Personal signature	Responses rated helpful	Changes planned	Changes made
Royal Cornwall Hospital (Treliske)	217	98% 212	7 days	 49%	98%	100% 38/38	 13	10
Provides 38 services (27 with stories)								
Audiological medicine	8	100% 8	54 hours	 13%	100%	100% 1/1		
Breast surgery	1	100% 1	12 days	100%	100%	 0%		
Cardiology	14	100% 14	10 days	 67%	94%	100% 1/1		
Chemical pathology	0							
Clinical immunology	0							
Dermatology	6	100% 6	4 days	 0%	100%	 0%		
Diabetic medicine	0							
Ear, Nose and Throat	6	100% 6	7 days	 67%	100%	100% 2/2		
Emergency Department	40	100% 40	5 days	 11%	98%	100% 12/12	 3	9
Endocrinology	2	100% 2	16 days	100%	100%	 0%		
Gastroenterology	4	100% 4	10 days	 60%	 80%	 0%		
General medicine	12	100% 12	9 days	 83%	100%	100% 3/3	 1	
General surgery	11	100% 11	9 days	 73%	100%	100% 4/4		
Gynaecological oncology	0							
Gynaecology	13	100% 13	7 days	 13%	93%	100% 1/1		
Hepatology	1	100% 1	22 days	100%	100%	 0%		
Maternity	9	100% 9	45 hours	 40%	100%	100% 3/3	 1	
Maxillo-Facial surgery	1	100% 1	9 days	 50%	100%	 0%	 1	
Medical oncology	4	100% 4	10 days	 60%	 80%	100% 3/3		
Medical ophthalmology	0							
Neonatology	0							

Nephrology	0								
Neurology	2	100% 2	4 days	100%	100%	100%	1/1		
Older people's healthcare	1	100% 1	13 days	100%	100%	0%			
Ophthalmology	10	100% 10	7 days	38%	77%	100%	4/4		
Oral surgery	1	100% 1	25 days	100%	100%	0%		1	
Orthodontics	0								
Paediatric cardiology	0								
Paediatric surgery	2	100% 2	11 hours	0%	100%	100%	1/1	1	
Paediatrics	6	100% 6	4 days	10%	100%	100%	3/3	1	1
Rehabilitation	1	100% 1	8 days	100%	100%	0%			
Respiratory medicine	5	100% 5	8 days	40%	100%	100%	1/1		1
Restorative dentistry	0								
Rheumatology	0								
The Hub (GU and Family Planning)	0								
Trauma and orthopaedics	14	93% 13	8 days	27%	100%	100%	3/3	1	1
Upper gastrointestinal surgery	1	100% 1	21 days	100%	100%	100%	1/1		
Urology	6	100% 6	9 days	83%	100%	100%	1/1	1	
Vascular surgery	2	100% 2	11 days	50%	100%	100%	1/1		1