

CARE OPINION in WESTERN AUSTRALIA

IMPACT REPORT FY 2020/2021



1,326
STORIES SHARED

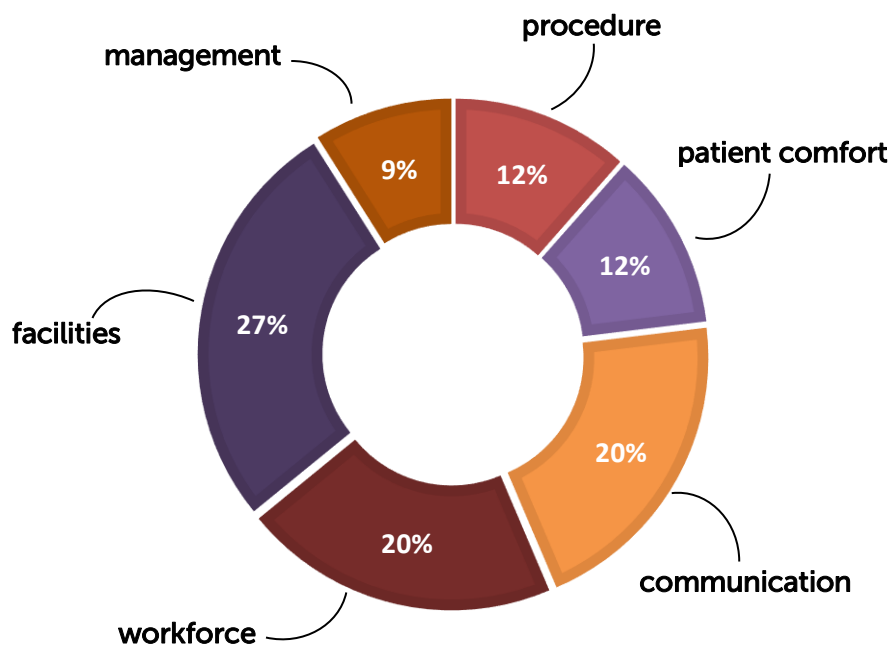
98%
STORIES RECEIVED A RESPONSE

56%
ENTIRELY POSITIVE FEEDBACK

61
STORIES LED TO CHANGE

533,658
TOTAL OF PUBLIC VIEWS

CHANGE ACTIONS TAKEN



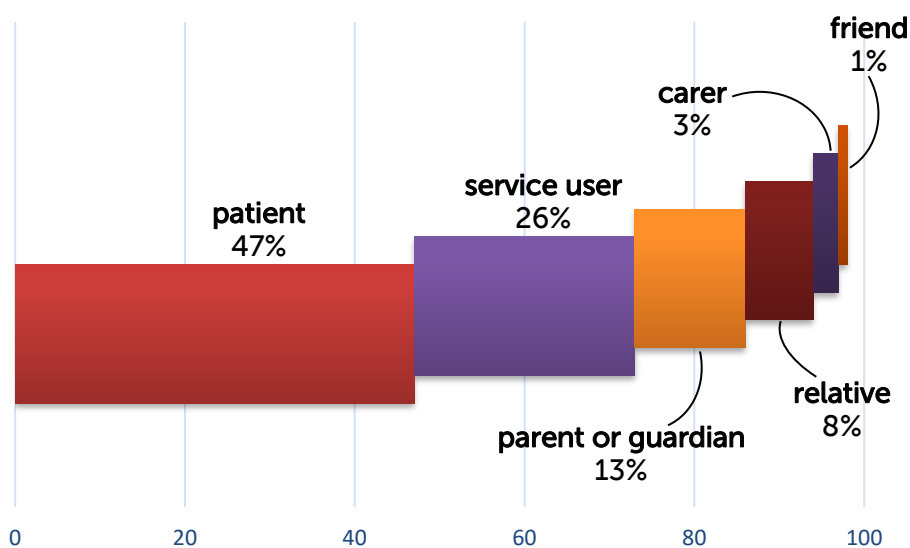
COMMON CONCERNS

communication	300 stories
information	215 stories
treatment	213 stories
care	203 stories
timely care	194 stories

TOP CHANGE ACTIONS

workforce numbers	9
communication information	8
workforce learning	7
facilities equipment	5
facilities access	5
patient comfort dignity/respect	5

STORY AUTHOR IDENTITY



STORY RESPONSES

Stories that received a response within 3 days of publication. **55%**

Stories that have 2 or more responses. **10%**



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