

To whom it may concern

The Health Foundation and Patient Opinion have come together to commission research to look at web-based patient and service user feedback for improving health services.

The Health Services Management Centre at the University of Birmingham and the Tavistock Institute in London are carrying out the research, which will be completed by April 2010.



Assistant Director, The Health
Foundation



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Background information

The Health Foundation is a charitable foundation working to improve the quality of healthcare across the UK and beyond. In partnership with others, we are helping to shape a future healthcare system that offers safe, effective and responsive care for all. We want patients to get the best available care – wherever and whenever they access it. We want to close the gap between what we know to be the best care and what patients routinely receive. The Foundation has a major ongoing programme of work which aims to build knowledge, practice and policy around the question of how the quality of healthcare can be improved by transforming the current dynamic between patients and healthcare professionals.

Patient Opinion is a social enterprise exploring new ways to use the power of the web ("Web 2.0") to allow citizens to engage with and improve their health services. Through their web site, anyone can share their experience of local health services, and see what other patients, carers and service users are saying about their services. The aim of the site is to establish a transparent, open and public feedback loop between patients, providers, commissioners and other stakeholders.