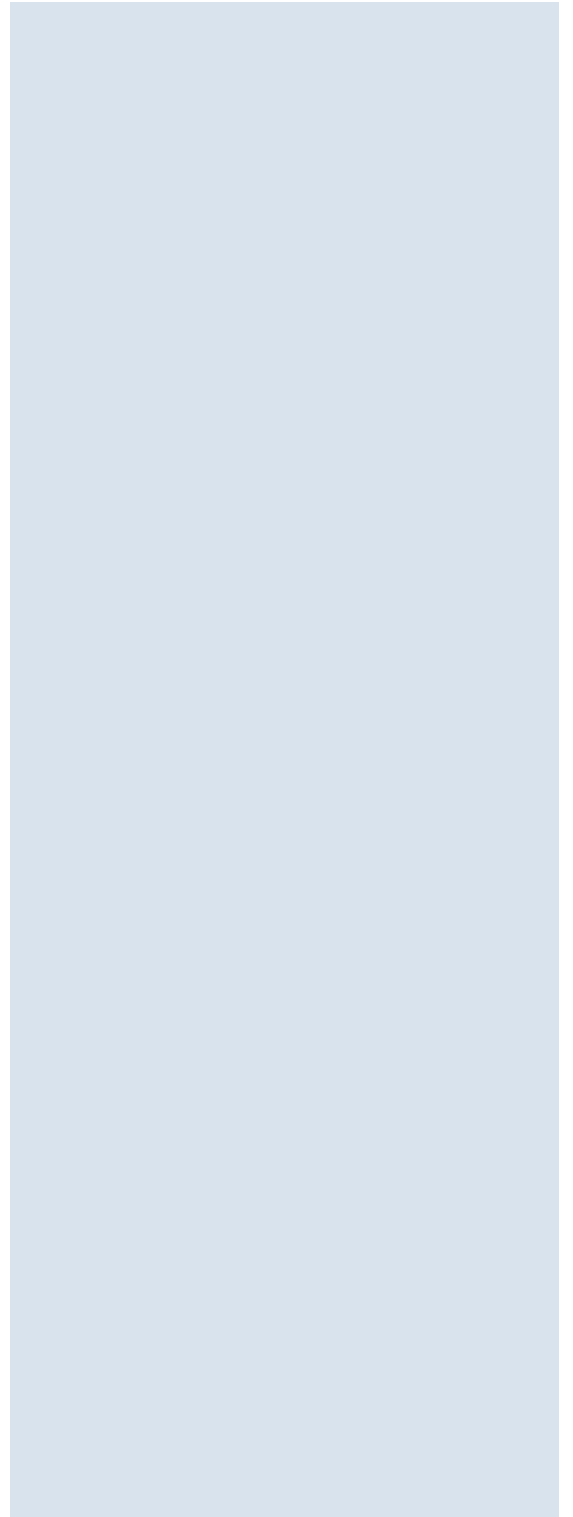
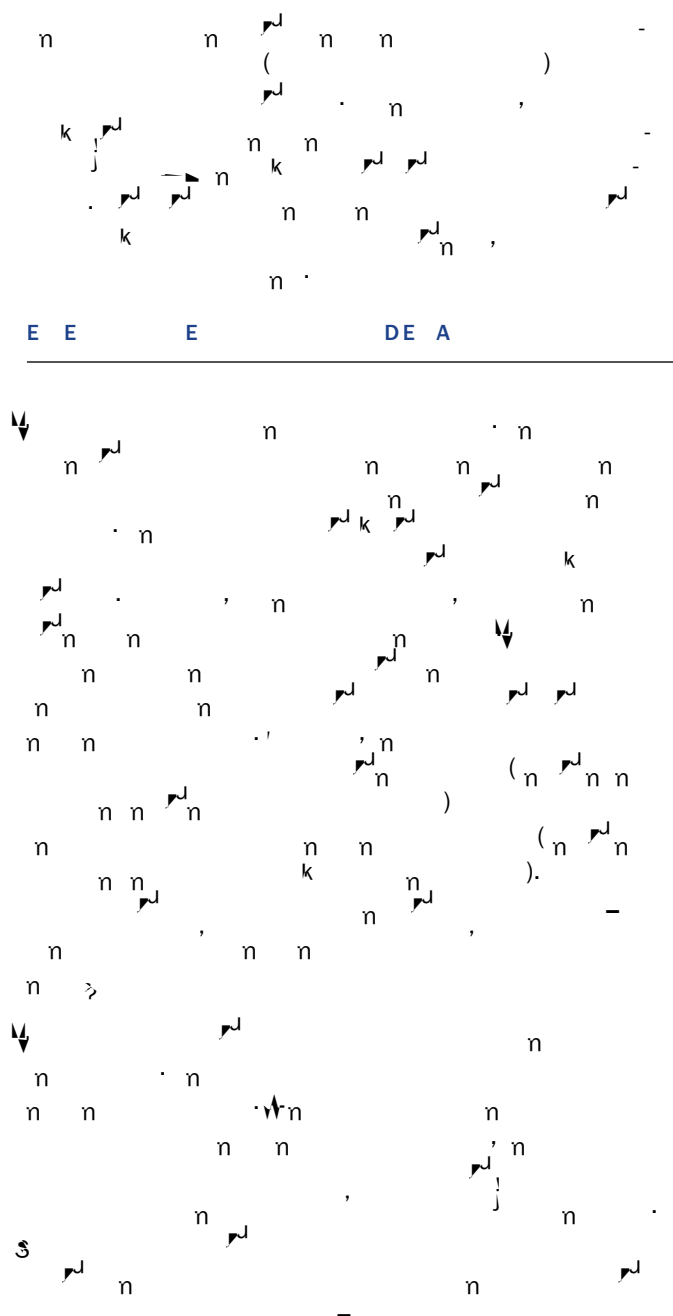
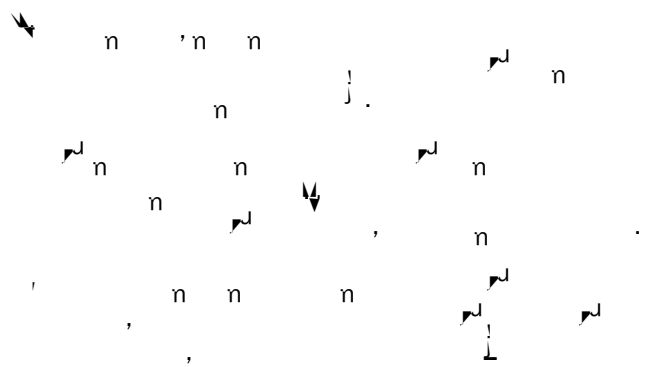


Tensions and Care
in Moderation Work:
Insights from the online





“ The moderator gave it a criticality two ... But the debate we've been having today is, I am saying no, that's not a two that's a three. ”



“ If a story mentions multiple services ... If it mentions the ambulance service and then it mentions the A&E board and then it mentions the orthopaedic ward and the ambulance was fantastic and the A&E was fantastic and the trauma ward was awful. We rate the story on the awful. ”

DE A A CA E

1. ...to feel heard. I think that's the thing. It's important to feel heard and to feel like your view counts.

“...to feel heard. I think that's the thing. It's important to feel heard and to feel like your view counts.”

2. ... (...)

3. ...

... n n

... ,

“This is the continuation of care. It's the continuation of a dialogue between professionals and a patient, which is about making sense of what happened.”

... n n

“Everybody in this organisation will have a trigger that a story along those lines is just a 'no-go'. We are all very supportive of each other. The organisation's management are very supportive.”

RECOMMENDATIONS

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