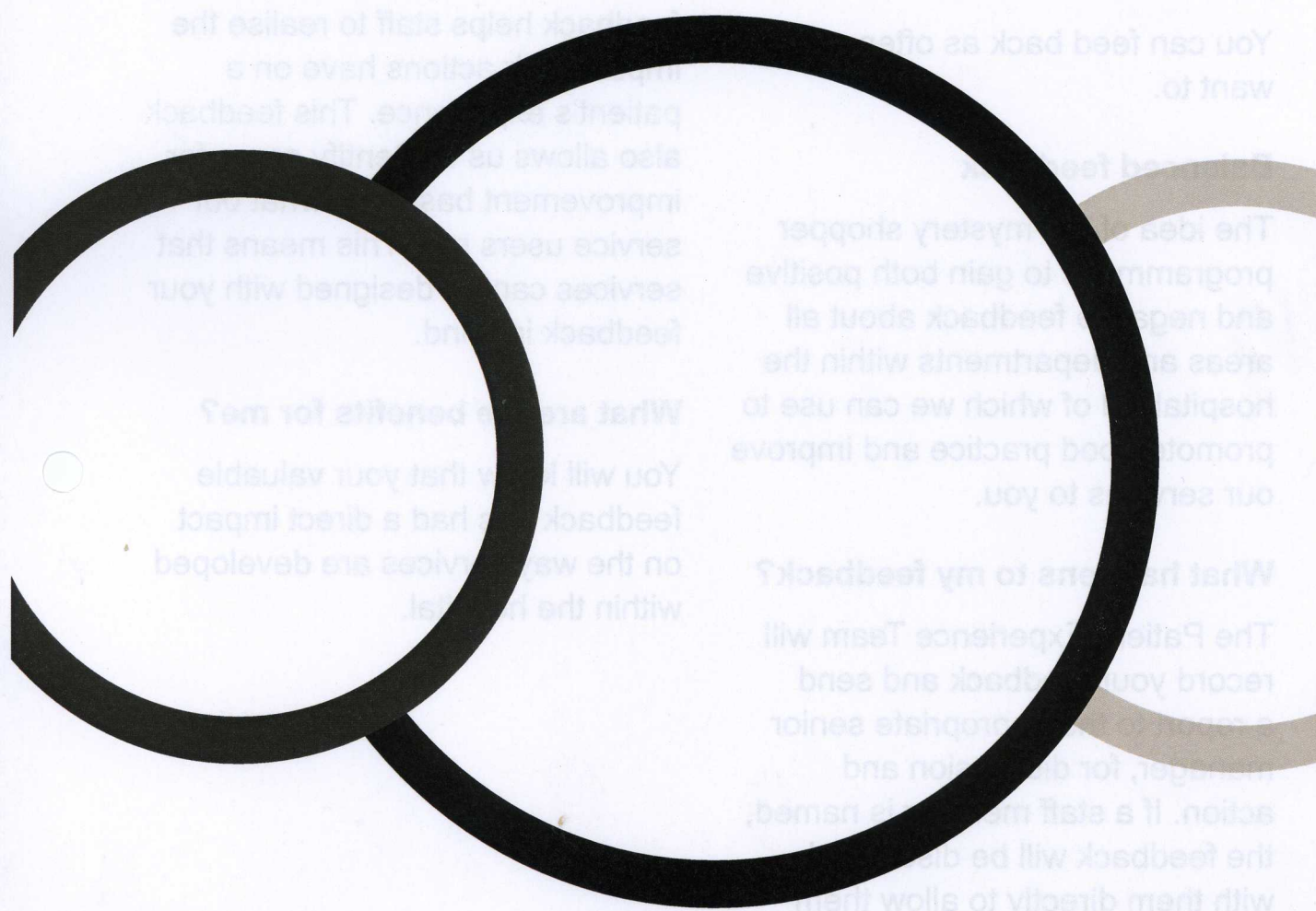


## Patient Information

# Seeing the hospital through your eyes

Become one of our team of mystery shoppers and help us to improve our services to you



Author: Corporate

Produced and designed by the Communications Team

Issue date Apr 2014 - Review date Apr 2017 - Expiry date Apr 2018

Version 1

Ref no. PILCOM1714

## **What is a mystery shopper?**

A mystery shopper is a patient, carer or relative who gives us feedback on their experience when they come to the hospital.

## **What do you need feedback on?**

We want to hear about any aspect of your visit. You might have come for a blood test or needed to stay in hospital. We want to hear about your experience. We would also like your feedback on written correspondence and telephone conversations.

You can feed back as often as you want to.

## **Balanced feedback**

The idea of the mystery shopper programme is to gain both positive and negative feedback about all areas and departments within the hospital, all of which we can use to promote good practice and improve our services to you.

## **What happens to my feedback?**

The Patient Experience Team will record your feedback and send a report to the appropriate senior manager, for discussion and action. If a staff member is named, the feedback will be discussed with them directly to allow them to consider their practice and the impact on patients.

## **Will hospital staff know the feedback is from me?**

No. The identities of our mystery shoppers are held only by the Patient Experience Team. No names are disclosed to departments.

## **How does this benefit the hospital?**

Feedback from our service users lets us know how you feel about the services we provide, what we do well and what we could do better. Discussion of mystery shopper feedback helps staff to realise the impact their actions have on a patient's experience. This feedback also allows us to identify areas for improvement based on what our service users say. This means that services can be designed with your feedback in mind.

## **What are the benefits for me?**

You will know that your valuable feedback has had a direct impact on the way services are developed within the hospital.

