

**How will I find out what has happened as a result of feedback?**

Mystery shoppers will have the opportunity to attend exclusive events to find out more on what we have learned from their feedback and where changes have been made as a result. The events will help us to develop the mystery shopper programme. We will also produce a twice yearly bulletin to update all members who are registered mystery shoppers.

**Can I use mystery shopper to make a complaint about a poor experience?**

Feedback from mystery shoppers should not, and will not, be treated as a complaint. However, if you have a poor experience and need to make a complaint you should raise your concerns immediately by speaking to a member of staff in the department that you have a concern about or telephone the patient experience team to discuss your concern.

**Will I have to pretend to be a patient?**

No - as an existing patient or carer you will be evaluating your actual experience of health services at the time you receive them.



**If you would like to find out more about our mystery shopper programme or speak to a member of the patient experience team please call 0800 3289712 or email us [contactus@bexleyccg.nhs.uk](mailto:contactus@bexleyccg.nhs.uk).**

Become a **mystery shopper**

Would you like to help improve local health services?

Are you a patient, service user or carer, and 18 or over? If so this could be an opportunity for you.

NHS Bexley Clinical Commissioning Group is developing a mystery shopper programme as part of our commitment to improve the patient experience.



**We want to recruit patients, service users and carers to be mystery shoppers to give us feedback on their experience of contact with local health services, whether it was by telephone, letter or face to face, planned or unplanned.**

**That's where you come in!**

By telling us of your experience you could be helping to improve things for everybody.

This leaflet aims to tell you more about how to get involved and answer some of the questions you might have

**What is mystery shopping?**

Mystery shopping is a way of assessing user experience of healthcare services by getting feedback from patients, service users or carers.

**Am I eligible to be a mystery shopper?**

If you are 18 or over and live in Bexley and a patient, service user or carer you are eligible to be a mystery shopper.



**What's in it for me?**

Becoming a mystery shopper give you the chance to be actively involved in shaping local health services by providing feedback on your experiences. It might also offer you the following opportunities:

- Gain new skills, knowledge and experience
- Develop existing skills and knowledge
- Inform the development of Bexley mystery shopper programme
- Make a difference to your community

**What will I have to do?**

After you have had contact with a healthcare service, which might be through an appointment, a letter or phone call, you will give feedback on your experience by completing a simple questionnaire.

**Will I receive training?**

All participants will be given the opportunity to attend a training session on the role of mystery shopper.

**Will my feedback be confidential?**

All feedback will be completely confidential. Your identity will remain anonymous.

**What will happen to the results?**

Mystery shopper results will be used to inform health service improvements by revealing and sharing good practice and identify where improvements need to be made.

**Is it different from other types of health service feedback I am asked to give?**

Mystery shopper gives real time feedback just after you have visited a service, made a phone call or received a letter. Many other methods ask you to recall your thoughts at a later date, this often provides less reliable feedback and causes delays in health services receiving results and taking action.

**How much time will it take?**

Each mystery shopper questionnaire should take no more than 5 minutes to complete. Help will be available to those who need support with providing feedback.

You will mystery shop at the time you have contact with health services and complete your questionnaire immediately or as soon after your experience as possible. You then send your results either by post or by email and it won't cost you anything.