



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.

We want to find out what works well for patients and where things need to improve.

That's where you come in!

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

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**.

