

What is a Mystery Shopper?

Mystery Shoppers are service users or carers who comment on their own actual experiences of our community or inpatient care settings. The feedback we receive from our mystery shoppers can be about face to face appointments, clinic or outpatient appointments or your general experience of our health and social care professionals visiting.

Will it cost me anything?

It will not cost you anything to take part. Once you sign up, we will send you a pack consisting of Mystery Shopper feedback forms and a prepaid envelope for you to return them to us, or we can arrange for you to receive an online version. You can also phone your experience directly through to the Mystery Shopper Officer on: **01785 221377**

What happens to the feedback once I send it in?

When we receive your feedback we will record your comments and a report will be sent to senior managers. Your name will not appear on the report, your identity will always be anonymised.

A copy of the feedback will also be sent to the relevant manager for the service or area you have used or visited. They will then discuss your findings with any staff members you came into contact with, in order to improve services for patients or pass on positive comments.

How often would I need to complete a feedback form?

You can complete a feedback form after every assessment, appointment or treatment that you may have received. It is your decision on when you want to provide feedback.

Aren't these Mystery Shopper comments just complaints?

No. Mystery Shoppers comments are about providing open and honest feedback as well as letting us know about any suggestions or improvements for our services.

If you want to raise a PALS enquiry, complaint or compliment you can contact **PALS** (Patient Advice Liaison Service) on **0800 783 2865** or email: palsandexperience@mpft.nhs.uk

Will staff know that I'm a Mystery Shopper?

No, Mystery Shopper feedback is made anonymous by the Involvement Team, this means that your name will not be disclosed. At the point of registering you will be given a unique code, this will be used instead of your name, and only our team will have access to your details.

Our staff respect any feedback comments or suggestions that are made, in the unlikely event that staff recognise you from the nature of the feedback, they are aware they must not make any reference to this, whether it be positive or negative.

What are the benefits to the Trust's services?

It is important to the Trust to be able to capture the experience of the services we provide through the eyes of the service users and their carers. This will enable staff to consider and appreciate how their actions can impact on the quality of care our service users and carers receive.

Our actions of improvement and the lessons we learn, will be displayed to the members of the public through our notice boards, across all sites, and our website which will be anonymised.

What are the benefits for me?

Agreeing to become a Mystery Shopper gives you the chance to become actively involved in shaping local health and adult social care services by providing feedback on your experiences.

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

Mystery Shoppers give real-time feedback, just after you have visited a service, made a phone call or received a letter. Many other surveys ask you for your feedback at a later date, which often provides less reliable feedback and can cause delays in health services

Mystery Shopper Registration Form:

Name:	Title:
Telephone Number:	Date of Birth:
Email Address:	Postal Address:
Are you a patient, service user, carer?	
Where do you attend your appointments?	
Which team or service provides your care?	
Signature:	Date:
How do you identify in the following categories?	
Gender:	
Ethnicity:	
Sexual Orientation:	
Do you consider yourself to have a disability or a long term health condition?	
Yes / No	
If yes, please specify:	

Become a Midlands Partnership NHS Foundation Trust Mystery Shopper



By listening to you, we can continue to develop and improve our services.

As a Trust we aim to deliver high quality and safe services which provide an excellent experience to our service users and carers with the best possible outcomes.

In order for us to achieve this we aim to:

- Put people at the heart of what we do
- Empower people to improve care and wellbeing
- Deliver better health, better care in partnership

As a Mystery Shopper your comments, suggestions and compliments are highly valued and give us an opportunity to hear what we are doing well and how we can improve.

We want to listen and learn from your experiences.

If you would like to find out more about our Mystery Shopper programme or to speak to a member of the Involvement Team, you can contact us on one of the following:

Post:
The Involvement Team
Midlands Partnership NHS
Foundation Trust
Trust Headquarters
St George's Hospital
Corporations Street
Stafford ST16 3SR

Telephone: 01785 221377
Text: 01785 221377
Email:
involvement@mpft.nhs.uk
Twitter:
@mpftinvolve
Facebook:
MPFT NHS Involvement

If you would like this information in an alternative format, please let us know



For translation or interpreting services please call 01782 227772 or email interpreterservices@mpft.nhs.uk

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