I WANT TO BE A MYSTERY SHOPPER

Name:_________________________________
Address:_________________________________________________________
_________________________________________________________
Postcode: ____________________________
Home phone number:__________________________
_________________________________________________________
Mobile phone number:__________________________
Email address:______________________________

Please tick the description that applies to you:
☐ Patient
☐ Carer
☐ Advocate

Please return this form to:
Patient Experience Team
Queen’s Hospital
Rom Valley Way
Romford
Essex, RM7 0AG

Or in our comment boxes on the information desks in the main atria.

OUR VISION, AIMS AND VALUES

Our vision is to place excellence in patient care at the centre of all we do in healing, caring for and serving our community.

At King George and Queen’s Hospitals we are guided by our values of kindness, compassion, respect and integrity, to deliver the highest standards of professionalism and service.

Working with our staff, we have also set out the way we will work, working with Passion, Responsibility, Innovation, Drive and Empowerment, summarised as taking PRIDE in our care.

HOW DO I BECOME A MYSTERY SHOPPER?

If you would like to join our team of Mystery Shoppers, then just fill out the form on this leaflet and return it to the address provided.

We look forward to hearing from you and welcoming you to the team.

If you would like any more information please call our Mystery Shopper Team on: 01708 503 466 or email us at mysteryshoppers@bhrhospitals.nhs.uk

JOIN OUR MYSTERY SHOPPER TEAM

This project is kindly supported by King George & Queen’s Hospitals Charity
AREN'T MYSTERY SHOPPER COMMENTS JUST COMPLAINTS?
No. Mystery shopping is about giving positive feedback as well as letting us know where we need to make improvements. If a complaint is necessary, then you will be contacted by the Mystery Shopper team. They will provide information on other processes such as making a complaint.

If you want to tell us something urgent relating to your care or treatment, please speak to the medical or nursing team looking after you. You can also speak to our Patient Advice and Liaison Service (PALS) on 01708 435 454.

WHAT HAPPENS TO MY FEEDBACK ONCE I HAVE SENT IT IN?
When the Mystery Shopper team receives your feedback they will record your comments and a report will be sent to senior managers, the Executive Team (for example the Chief Executive, Director of Nursing and the Medical Director), and other service groups as appropriate. 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.

WHAT ARE THE BENEFITS FOR THE HOSPITALS?
Your comments on the care we provide is extremely important to us. Mystery shopping helps us to see, through your eyes, the quality of the treatment you are receiving, what you are experiencing and how this makes you feel. We take your comments at face value and they will be treated as genuine reflections of your feelings.

By discussing Mystery Shoppers’ feedback, staff are able to learn and appreciate how their actions and practice can affect a patient or carer’s experience.

This allows our staff to reflect on how we have looked after you, where we can make improvements, making sure we learn lessons for the future, leading to improved services for other patients and carers.

WHAT ARE THE BENEFITS FOR ME?
As a Mystery Shopper you will be assured that your feedback is valued and used to make continuous improvements to BHRUT services.

Any immediate issues or concerns raised in your feedback will be addressed by the Mystery Shopper team. They will contact you to make sure you have the information you need to find a solution.