MYSTERY SHOPPERS AT BHRUT

Welcome Presentation
INTRODUCTION TO BHRUT

OUR HOSPITALS IN 2016/17:

- INCOME OF £558 MILLION
- OVER 1M PATIENT INTERVENTIONS

MATERNITY

- 40% WATER BIRTHS IN OUR BIRTH CENTRE
- 98% POSITIVE RECOMMENDATIONS
- 8,058 BABIES DELIVERED THIS YEAR

PAEDIATRICS

- 5,694 PAEDIATRIC INPATIENTS (ADMISSIONS)
- 12,181 PAEDIATRIC OUTPATIENTS
- 239,486 ATTENDANCES
- 51,268 EMERGENCY ADMISSIONS

EMERGENCY

- 185 AMBULANCES A DAY
- 67,440 AMBULANCE ARRIVALS

PLANNED CARE

- 48,000 DAY CASE PROCEDURES
- 28,000 INPATIENT OPERATIONS
- 737,000 OUTPATIENT APPOINTMENTS
WHERE DO WE GET PATIENT FEEDBACK FROM?

- Speaking to patients
- Comment cards
- Patient Surveys
- Thank you letters
- Formal complaints
- Patient Advice & Liaison Service (PALS) enquiries
- NHS Choices reviews/Patient Opinion reviews
- Patient representatives – BHRUT Improving Patient Experience Group (IPEG) or Healthwatch Organisations
- GPs and Clinical Commissioning Groups (CCGs)
- Local representatives such as MPs & Councillors

Patient Advice and Liaison Service
WHAT DIFFERENCE CAN MY FEEDBACK MAKE?

Here are some key initiatives we have introduced as a result of patient feedback.

Patient headboards so we can call patients by their preferred name and they know who is looking after them every shift.

Welcome Boards so patients and visitors can see key information such as doctors rounds times, who is in charge of the ward and what different uniforms mean.

Patient headboards are magnetic so we can put magnetic symbols on them to help staff quickly identify any special assistance or communication requirements patients may have. Pictured left are the symbols for assistance when eating and a butterfly for our dementia scheme.
INTRODUCING MYSTERY SHOPPING

What is Mystery Shopping at BHRUT?
Mystery Shopping involves asking existing patients, carers and relatives to provide feedback when they come into contact with our services.

Will I be asked to come in and pose as a patient, e.g. fake symptoms or injuries?
No, as you are a local resident you may have to use our services at some point, this is when we would ask you to tell us about your experience.

Will I be paid?
No, we are asking members of our local community to help us improve our services by telling us how we looked after them, so we can identify areas for improvement, or where we are doing well.
WHY IS IT DIFFERENT TO OTHER EXISTING FEEDBACK METHODS?

Most other types of feedback are prompted by a complaint or a concern. The Mystery Shopper scheme means you can give open and honest feedback about what we could improve, and also what we are doing well. We can then feed this back to our staff.

Secondly, patient surveys are based on areas which national surveys focus on, such as rigid questions about staff hand-washing, for example. We encourage you to give your feedback in whichever way is best for you, so you don’t have to be restricted to the questionnaires we provide.

How often will I give feedback?

As little or as often as you would like. You are welcome to give us feedback every time you come into contact with one of our services, or just when there is something particular you would like to comment on.
WILL STAFF KNOW I’M A MYSTERY SHOPPER?
No, your identity will be stored as a unique non-identifiable number, with your details stored on our password-protected file. Only the Mystery Shopper team will have access to your name.

As you are being treated by the hospital as a patient, staff will not be able to differentiate between you as a patient or a patient that is Mystery Shopping.

What if staff can work out that I gave a certain bit of information?
In the unlikely event that this happens, staff understand that your anonymity as a Mystery Shopper must be protected and they must NOT talk to you about your comments or make ANY reference to previous feedback.

In the NHS we treat everyone equally.
HOW CAN I GIVE MY FEEDBACK?

- Using the forms in your Welcome Pack and posting them back
- Emailing the form to bhrut.mysteryshoppers@nhs.net
- Making an appointment to come in and tell us about your experience

What happens to my feedback once I have sent it in?

- The information goes straight to the Mystery Shopper Team and a report will be written based on your comments
- This report is sent to the managers of the department or wards where you have visited e.g. a Matron
- Your comments may then be discussed with any staff members you came into contact with.
TOP TIPS FOR FEEDBACK FORMS

To make sure we can use the feedback you give most effectively, please...

Tell us the date of your visit / inpatient stay

Tell us whether you attended Queen’s or King George Hospital

Tell us the name of the clinic you attended

Give us as much detail as possible!
ANY QUESTIONS?

Please do not hesitate to get in touch

01708 503466

bhrut.mysteryshoppers@nhs.net

https://bhrhospitals.nhs.uk/mystery-shoppers