

Your views **matter**

Mystery shopper

- Do you want to help improve patient care at West Suffolk Hospital?
- Will you be visiting the hospital for a clinic appointment?

What is a mystery shopper?

Mystery shoppers are patients that are attending West Suffolk Hospital for a planned clinic appointment that are willing to confidentially provide feedback on their experience of the care provided.

Mystery shoppers should remain anonymous when attending their appointment to ensure staff are not aware that they are being observed.

How do I provide feedback?

Once you have made the decision to take part and have contacted the Patient Experience Team, a questionnaire will be sent to you to complete. We ask that you complete this questionnaire within 48 hours after visiting the hospital so that all information is still fresh in your mind.

What happens with my feedback?

Before your feedback is shared with anybody else it will be anonymised so will not include your name or any of your details. Every effort will be made to ensure that staff do not recognise you as the person providing the feedback.

Your feedback will then be shared with the department manager to share good practice and address any concerns that have been highlighted.

What are the benefits to the hospital?

Being a mystery shopper will allow us to see our services from a patient's point of view and in turn ensure future patients are having the best experience possible.

We also encourage you to share feedback about any positive experiences you have had at the hospital.

How do I take part?

If you are interested in being a mystery shopper please email your details to Kerri.Wiggin@wsh.nhs.uk or for an informal chat you can phone 01284 713949.