

## Contact us

If you would like to be involved or for more information please contact the Patient Advice and Liaison Service on the contact details below:

Patient Advice and Liaison Service  
Pennine Care NHS Foundation Trust  
225 Old Street  
Ashton-under-Lyne  
OL6 7SR  
Tel: 0161 716 3178  
Email: [involvement.penninecare@nhs.net](mailto:involvement.penninecare@nhs.net)

## Alternative formats

If you need help to understand this information, require it in another format such as large print, spoken (on CD) or Braille, or require it in a different language – speak to a member of staff.

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 [www.penninecare.nhs.uk](http://www.penninecare.nhs.uk)

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**Pennine Care**  
NHS Foundation Trust

**Become a  
mystery shopper**  
Get **INVOLVED**



## What is mystery shopping?

Mystery shopping is a way of understanding service users by getting feedback on the services Pennine Care provide.

## Will I have to pretend to be a patient?

No. As an existing patient or carer you will be providing feedback from your actual experience of our services at the time you receive them.

## What are the benefits for me?

Becoming a mystery shopper will give you the chance to be actively involved in shaping Pennine Care by providing feedback on your experiences.

## What will I have to do?

After you have had contact with a Pennine Care service, which might be through an appointment, letter or phone call, you will give feedback of your experience by completing a simple questionnaire.

## Will I receive any training?

All participants will be given the opportunity to attend a training session on the role of the mystery shopper.

## Will my feedback be confidential?

All feedback will be completely confidential. Your identity will remain anonymous.

## What will happen with my feedback?

Mystery shopper feedback will be used to inform Pennine Care services improvements by revealing and sharing good practice and identify where improvements need to be made. Managers may also be encouraged to share feedback with their teams for discussion and comment.

## Can I use mystery shopping to make a complaint about poor service?

Feedback from mystery shoppers will not be treated as a complaint. However, if you have had a poor experience and need to make a complaint you should raise your concerns immediately with the service you are using, a Patient Advice and Liaison (PALS) officer or the complaints team on:

**PALS:** 0161 716 3178

**Complaints:** 0161 716 3083