

Tuesday 3rd June 2014

Mystery Patient programme launches at The Dudley Group

Patients at The Dudley Group are being given the opportunity to become Mystery Patients with the launch of a new scheme looking at outpatient services.

The programme will delve into individual clinics and invite patients to meet up after their appointment to talk about their experiences. Patients will be asked a series of questions about their experience based around the Trust's values of care, respect and responsibility to test our customer service.

Patients will be contacted before their appointment date to ask if they wish to be a mystery shopper at their next appointment.

“This is a great opportunity for patients using our outpatient services to tell us where we need to make improvements” said Paula Clark, Chief Executive.

“We are looking at the service clinic by clinic so it will take us a little while to get around them all, but we will share learning as we go along so that everyone benefits.”

Patients will be selected at random to be offered the chance to participate. Anyone wishing to opt out of the random selection should contact the Trust Communications Department on 01384 244404 to let them know – giving their name and patient number.

*****ENDS*****

For more information contact Alice Ford, Communications Assistant for The Dudley Group NHS Foundation Trust on (01384) 244403 or email alice.ford@dgh.nhs.uk