



EEFO Mystery Shopper Evaluation
Pilot Project
Report 2007



A LOCAL AREA AGREEMENT FOR CORNWALL

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Overview of Mystery Shopper Evaluations



The EEFO Programme aims to reduce inequalities for young people aged 13 to 19 living in the County by addressing the barriers identified by national and local research which prohibit young people from accessing the services they need.

As part of the EEFO programme's commitment to continuous service improvement, the active involvement of young people and in line with targets set out in the Cornwall and Isles of Scilly Sexual Health Local Area Agreement and the Reducing Teenage Pregnancy Strategy, EEFO trained a group of young people to become mystery shopper evaluators as part of a pilot project. This project has been a great opportunity for young people to be actively involved in providing constructive feedback on the issues that are important to them.

At the start of the summer break a group of young people were trained on how to become mystery shopper evaluators. There was a two-day training event held where the group was taught the key skills required to carry out effective evaluations. The focus of the evaluations was on EEFO Approved services who offer sexual health or contraceptive advice. The group had the opportunity to visit a sexual health clinic as part of the training, and for many of the participants this was the first time a clinic had been visited. The group of young people themselves designed the evaluation forms so the content of the forms reflect the issues that are pertinent to them. A complete risk assessment was carried out during the training so the young people were confident to deal with all possible outcomes during the evaluations.

A small sample of Services who have met the EEFO Quality Standards who offer contraception or Sexual Health provision were evaluated by two different young people over the course of the summer break. All services that are EEFO Approved were sent a letter before the evaluations started to make them aware there was a possibility their service would be evaluated. Although individual services were not notified that they were selected until after the evaluations had taken place.

EEFO organised follow up visits to those services that were evaluated to provide the feedback from the young people involved. Some of the young people were trained to accompany EEFO on the follow up visits to provide



their feedback to the services themselves. Each service that was evaluated was provided with a confidential and individualised report. This general report highlights the key issues and best practice in Cornwall and the Isles of Scilly and will be circulated to all key stakeholders across the County.

Acknowledgements

The following are acknowledged for their contribution to the successful delivery of this project:

Emily Thomas	EEFO Programme Co-ordinator
Chris Twigg	Senior Youth Worker
Dave Bennett	Boys and Young Men's Development Worker
Phil Martin	Chlamydia Screening Outreach Worker
Katie Bray	Sexual Health Outreach Worker

Thank you to everyone on the SHLAA Group for their support, help, advice and contributions to running this pilot project.

And most importantly thanks to the mystery shoppers:

Hanna
Bede
Jacob
Matt
Phaedra
Sally-Ann
Beth
Charlie
Sarah
Adam
Lilly

Thank you to Newquay Youth Centre for use of all facilities on site to deliver the two training sessions.









Aims and Objectives of the Mystery Shopper Evaluations

This report provides an overview of the findings from the evaluation that will be relevant to all services in Cornwall that provide Contraceptive and Sexual Health Advice. It does not include specific issues referring to individual services that have been evaluated as this information will be fed back directly to the services involved.

In order for sexual health services to meet the needs of young people it is necessary to seek the views of young people to understand exactly what it is that they want. That is why this project has been a fantastic opportunity to determine exactly what young people like and don't like when accessing services so that we can all learn from their experiences.

The EEFO Mystery Shopper Evaluations had six key objectives:

-  To identify and train a group of young people to become mystery shopper evaluators
-  For the Mystery Shopper Group to produce an evaluation form against which services could be assessed on issues that are important to them
-  For the Mystery Shoppers to visit at least two services and carry out an evaluation
-  For each service identified to be evaluated by two different mystery shoppers
-  For the findings and recommendations be fed back to service providers
-  For a report highlighting best practice and recommendations for Sexual Health Service provision be produced and circulated around all key stakeholders from across the County

“This project not only benefits all young people in Cornwall by improving sexual health provision but also it has benefited me because I now have the confidence to access these types of services myself”

“I've really enjoyed being a mystery shopper...I love it”



Which Services did the Mystery Shoppers visit?

The remit of this project was to visit a sample of EEFO Approved Services that offer sexual health or contraceptive advice. In order to get a fair reflection of service provision across the County, the range of services chosen were located across the County to gain an accurate picture of sexual health provision countywide.

The following services were evaluated:

-  Belmont Surgery, St Austell
-  Brook Clinic, Pool
-  Cape Cornwall Surgery, St Just
-  Contraceptive and Sexual Health Clinic, Stratton
-  Department of GU Medicine, Truro
-  JJ Hyman Pharmacy, Bude
-  Manor Surgery, Redruth
-  Rosmellyn Surgery, Penzance
-  SHARE, Penzance
-  Teenstop, Camel and Wadebridge Practice, Wadebridge
-  Trescobeas Surgery, Falmouth
-  Wise up Clinic, SHARE St Austell

Mystery Shopper Evaluation Project Process

What preparation was needed?

There was a great deal of preparation required in order to make this project run successfully from organising travel arrangements for young people from across the county, to ensuring all mystery shoppers had consent forms completed. There was also a great deal of time put into the planning of the training programme to ensure that the mystery shoppers would have all the necessary skills required to confidently become young assessors and ensure they benefited from the process as much as EEFO did, by providing options for accreditation and also reward incentives.

How were the mystery shopper evaluators recruited?

A variety of methods were used from raising awareness at existing young people participation groups to articles in the Children and Young People Partnership newsletter, the Health Promotion Service newsletters and the EEFO newsletter, to emails to all Cornwall Youth Service workers and highlighting the project at the Secondary school heads meeting. The mystery shoppers involved in the project were a highly dedicated and committed group who were involved throughout the duration of the summer. The group ranged in age from 12 to 18, and there were six boys and five girls involved to ensure the needs of both young men and women were captured.

What training was carried out?

There were two separate training sessions carried out. The first session was compulsory if they wanted to be a mystery shopper and lasted two days. It was held at the start of the summer holidays at the end of July. Day 1 was focussed on the group getting to know each other, starting to think about what would be an ideal sexual health service and the group also had to consider how they make judgements and whether first impressions are always the right impression. Day 2 was more in-depth and the group carried out an actual visit to a sexual health clinic where some role play was undertaken. The group also discussed the four scenarios for the evaluations and chose what scenario they felt comfortable with. The evaluation form itself was developed on day 2 where the group discussed and agreed what information they wanted to capture at the visit.

Session 2 of the training was held at the end of October and was optional training for the group. This training was an opportunity for the young people



to get back together and share their experiences and reflect on the whole evaluation process. This training session also focussed on how to give constructive feedback so the young people who chose to could attend the feedback visits to the services that were evaluated with the EEFO Programme Co-ordinator.

There were 11 young people involved at the first training session, and at that time none of the group wanted to be involved at the feedback sessions. But eight out of the original group attended the second session, and seven of those opted to attend the feedback visits to the services they evaluated which highlighted the confidence they gained throughout this process. Many of the group have also indicated that they'd be interested in becoming peer trainers next year by supporting the facilitation of the training programme for this project next summer.

How were the mystery shopper evaluators rewarded for their participation?

Each young person received a £10 voucher at the end of the two day training session. They all received a training certificate for their personal development files. Everyone received a £10 voucher once they had completed their two evaluation visits. They also received a voucher for attending the second training session.

Each member of the group was offered the opportunity to gain the Cornwall Youth Service 25 hour volunteering award and six of the group successfully completed this award.

How were evaluations carried out?

The EEFO Programme Co-ordinator or nominated worker would transport the mystery shoppers to each service due to the fact the services were based across the County and due to rurality and public transport issues it would have proven difficult for the young people to attend the visits alone. The worker supported the mystery shoppers to complete the evaluation forms once the visit had been completed so the young assessors could discuss in detail what had happened during their visit. As the evaluation forms that the young people had written were fairly lengthy, there were some occasions where the mystery shopper was unable to answer particular questions as they hadn't noticed or it was too much information to retain, this has been picked up in the quantitative analysis. Each young person carried out a minimum of two evaluation visits and each service was visited by two different young



assessors. Some of the group chose to evaluate services outside of their local area, and this choice was fully supported.

What was the feedback from the services that were evaluated?

On the whole, the vast majority of the services that were evaluated were really positive about the whole process and really valued the young people's feedback about their service. They recognised the importance of young people being able to get their views across in this way.

One service criticised the process as they felt that services should have been made aware that the young people would be visiting their particular service, as opposed to the general awareness raising that meant all EEFO Approved Services knew that if they offered contraception or sexual health advice there was a possibility they would be evaluated. The Sexual Health Local Area Agreement group had already agreed that the only way to get a completely accurate and true reflection of how a service operates from a young person perspective is if the service is unaware of whether or not their service will be visited.

How much did the project cost?

Venue	Free (partnership)
Training costs	
– Food	£250
– Refreshments	£50
– Transport to venue	£350
– Training Facilitators	Free (partnership)
– Training materials	Free (partnership)
Vouchers	£300
Evaluation Costs	
– Travel costs (approx 1000 miles)	£500
– Refreshments	£200

TOTAL COST OF MSE PROJECT = £1650

It is important to acknowledge the partnership working that allowed some of the costs of running this project to be waived.



What do young people want from Sexual Health services in general?



During the initial evaluation training, the young people who attended were offered the opportunity to consider what provision they wanted from sexual health services in general.

Please see below the comments received before the actual evaluations were carried out:

General Information

- Appropriate information – right / relevant to young person.
- Choose the worker / doctor / same sex / age if possible
- Open at right times – on Sundays / after school / weekends
- Lots of waiting rooms, young people friendly – magazines / cool T.V. / music
- Older people not trying too hard to be cool
- Friendly receptionist – not patronising
- Suitable facilities – toilets are cleaned
 - Interview rooms near toilets
 - Comfy chairs
 - Air fresheners ok
- Light casual environment – not school reception carpets / not hard floor
- No old farts – don't be grumpy – be non judgemental
- Don't bring their problems to work
- Impartial advice – regarding any religion / morals / beliefs.
- Hold 'open days' – invite young people to have a look around service.
- Easy accessible location – 30 minutes max of travel
 - Don't look too obvious – so confidential access
 - Don't look too clinical
- Be Confidential – telephone appointments – optional
- No off putting music – 'musak' e.g. Classical
- Don't jump on me as I walk through the door
- Workers must be young person friendly, work because they want to do the job
- Quick service – drive through e.g. Drop in clinics preferred
- Direct help – e.g. condoms
 - Be registration and distribution site for C Card Scheme
- Appointments run on time



- ‘Freebies’ available – pens / leaflets / merchandise etc...
- Information fits into bags
- Promoting how to get information – e.g. text service
 - Need to be quicker at responding
- Use young people for adverts – raise awareness of services

Specific Information

1. Advice and Info

- Not just throwing leaflets / websites
- Want to speak to someone, don’t just tell us about help lines
- Treat your issue as a priority
- No beliefs
- Booklets available
 - Up-to-date impartial information
 - Appropriate information
 - Not too big
- Cartoon leaflets are good
- Be nice and remember young people can be shy

2. Receptionist:

- Smile
- Be welcoming
- Treat and speak to you as an adult
- Have a calming voice
- Have good telephone manner / good manners in general
- Don’t speak in a commanding way
- Have knowledge of resources
- Don’t have a glass partition

3. Nice staff (after reception)

- Capable
- Non judgemental
- Understanding
- Confidential
- Approachable
- Reading emotions
- Don’t jump on you as you walk in



4. Environment:

- Not white and unfriendly / not too colourful
- Relates to the group it is trying to reach
- Different rooms for privacy
- Comfy chairs
- Magazines for Boys/Girls
- Range of Leaflets
- Specific areas for Young People
- EEFO Approved
- No intimidating pictures – are you thinking?
- Toilets near interview rooms
- Light and airy
- Plants
- Access to drinks and that people told about them.

Reasons why a man won't go to a health clinic:

Too embarrassed

Don't want to know their results

Need a reason

Too busy

Too much pride

Too protective

Doesn't want to

Tests involved

Reasons why a man will go to a health clinic:

Information

Free condoms

Free testing for STI's

Because they were told by their partner

Advice about other issues

Because something may be wrong

Peer pressure



Key findings from the Evaluation Project

Introduction

This section provides an overview of the findings from the mystery shopper evaluations carried out. These key findings are issues that all services that offer sexual health provision can learn from. The key messages drawn from the young people's experiences are detailed later in the report.

Getting to and using the Service



Most of the young people found it easy to access the service although a couple commented that the entrances weren't made clear enough.

'It was easy to find, there were others on holiday using it'



The majority thought the service location was appropriate although there was some conflicting messages, some thought the service was a 'bit out in the open' whilst others felt it was 'out of town and hard to find'.



On the whole, the young evaluators found it easy to talk to the receptionist and make an appointment with a practitioner but on one occasion there was no-one available to see during the advertised clinic times and on another occasion one of the mystery shoppers was unable to make an appointment at the service.

'The first contact was hard as I was nervous'











Overall the young people found talking to the receptionist easy, which was identified as key to making the young people feel at ease at the service. Although one young assessor commented:





'The receptionist made it seem like it would be easier if I had come back later'




Environment

-  The mystery shoppers then had to consider how calm, friendly and safe the service felt once they had arrived. Half of the group felt it was OK, with 38% saying it was very good and the final few said 'no, not really'.
-  The group noted that some of the services had magazines aimed at young people, but that the services that didn't should do.
-  The feedback identified that although all services had leaflets for young people available, not all were easily visible, and this should be remedied if needs be.
-  The evaluation found that less than half the services visited had entertainment for young people. It was agreed they would prefer it if there was music or a television in the waiting area as it is a good distraction. It was recognised that this is easier to achieve in young peoples specific services as opposed to general universal services.
-  Nearly half of the services had toys for children identified in the waiting area.
-  Two thirds of the services were easily accessible for wheelchair users and young parents, and although many of the services had this facility not all did.
-  Over a third of the group reported that toilets / changing facilities were easily accessible, although a quarter didn't notice either way.
-  62.5% found the atmosphere during their consultation was very calm, friendly and safe meaning that they felt at ease when discussing their scenario, although one of the group found someone walking in during their consultation distracting.

Confidentiality

-  50% of the group didn't see the poster on confidentiality and so it has been suggested to services to put more posters up in more obvious areas.
-  Half of the young assessors had the policy on confidentiality explained to them.
-  Out of those who did have the confidentiality policy explained, the majority found it easy to understand.
-  The policy was more often than not explained during the consultation, although it was reportedly explained at registration on occasions as well.

Staff Attitudes

-  Staff attitudes to the young assessors were varied and a range of comments were received, although the majority of the feedback was positive. Here are some of the feedback comments:

'Staff were easy to talk to'

'They were friendly and didn't make me feel uncomfortable'

'They were nice and welcoming, had brilliant advice and were nice and easy going'

'Helpful, calm, explained things well and was polite'

'They weren't patronising'

'He was jokey and friendly and was my generation so put me at ease'

'Confident and self-assured, felt like they did this everyday'

'Wasn't informative and didn't explain anything'



‘There was a rude and unhelpful receptionist who seemed grumpy and bored’

‘Staff member was more nervous than I was, which rubbed off on me’

‘Patronising and really inquisitive’

Information and Advice



There was a wide range of advice and information provided when the young people visited the practitioner, ranging from condom demonstrations to Chlamydia and pregnancy tests being offered and what to do in future to protect themselves.

‘Made sure I was confident with condoms and that I’d be sensible’

‘Made sure I knew what to do if my partner got pregnant and what was available’



The vast majority of the group either saw a practitioner straight away or within 10 minutes of waiting. Where there was a longer wait it was a drop in clinic and there were a lot of other young people waiting to be seen.



Only 1 young assessor found the advice provided unhelpful, all others reported the advice provided was either very helpful or it was OK.



None of the group found the advice given to them difficult to understand, they all found it either easy or OK to understand.

General



When asked how they felt about their experience of using the service, the feedback was mostly positive. Here are some of the comments:

‘I was treated as an individual’

‘I felt welcomed’



‘An excellent service’

‘Easy to use and discuss issues’

‘I would recommend it to others’

‘Wasn’t patronising or judgemental about sex life’

‘Cool, easy going and not embarrassing’

‘Quick, easy, painless’

‘Not very good at all, I felt like a burden’

‘OK but I felt let down’

‘It was Embarrassing’



79% of the group said they would use the service again and encourage their friends to do so, which reveals that there is some really positive work being carried out in contraceptive and sexual health services in Cornwall that should be replicated. The other 21% of the sample who responded ‘no’ to this question will be addressed by agreed action plans with those services concerned.



The following were suggestions by the young assessors for improving the services evaluated:

‘Make the corridors wider’

‘Brighten up the environment’

‘Music in waiting room and more magazines’

‘Make sure a practitioner is always available during advertised clinic hours’

‘Needs to be more young person friendly’



'Get rid of glass that separates you from the receptionist'

'Have different magazines for boys'

'Cut down waiting time'

'Staff need to be aware that young people can be shy'

'Disabled access could be improved - make sure there are ramps available'

'Appointment making should be far easier'

'Being able to temporary register'

'Keep condoms / Chlamydia testing kits in a safe place that everyone knows about'

'More consultants available'

'Drop in clinics should be available'



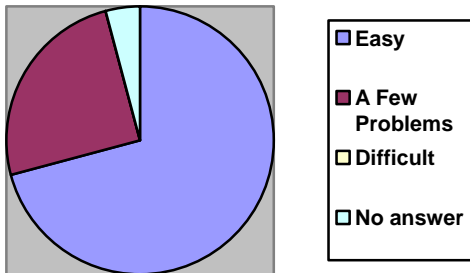
Key quantitative findings (Statistics)

Getting to and using the service:

How easy did you find it to visit the service?

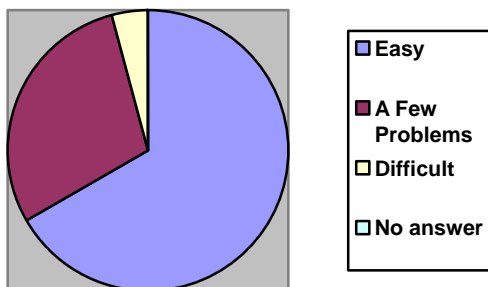
Easy (17 / 71%) A few problems (6 / 25%) Difficult (0)

No answer (1 / 4%)



How appropriate was the service location for young people?

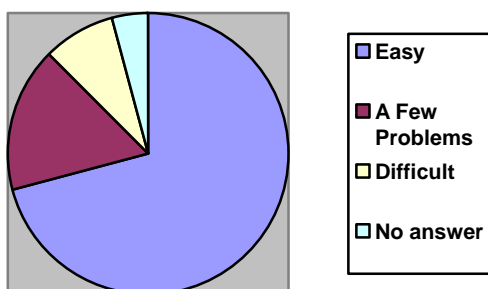
Easy (16 / 67%) A few problems (7 / 29%) Difficult (1 / 4%)



How easy did you find it to talk to the receptionist/pharmacy assistant and arrange to see a practitioner?

Easy (17 / 71%) A few problems (4 / 17%) Difficult (2 / 8%)

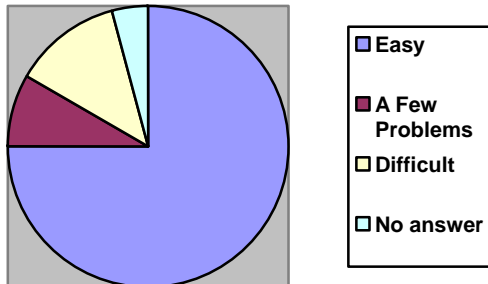
No answer (1 / 4%)



How easy was it to talk to the receptionist to get the service you want?

Easy (18 / 75%) A few problems (2 / 8%) Difficult (3 / 12.5%)

No answer (1 / 4%)

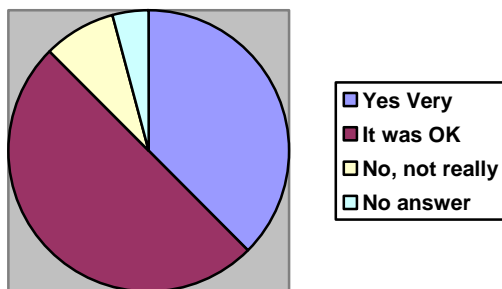


Environment

When you arrived did you feel that the atmosphere was calm, friendly and safe?

Yes Very (9 / 38%) It was OK (12 / 50%) No, not really (2 / 8%)

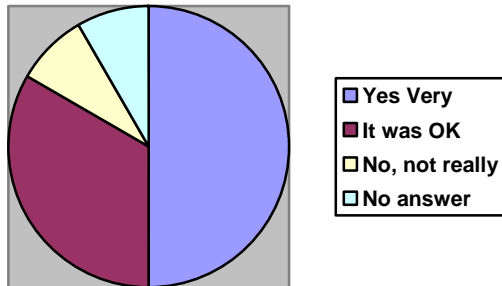
No answer (1 / 4%)



When you went into the waiting area, did you feel that the atmosphere was calm, friendly and safe?

Yes Very (12 / 50%) It was OK (8 / 33%) No, not really (2 / 8%)

No answer (2 / 8%)

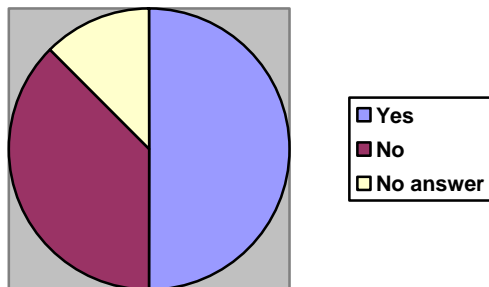


Were there any magazines for young people?

Yes (12 / 50%)

No (9 / 38%)

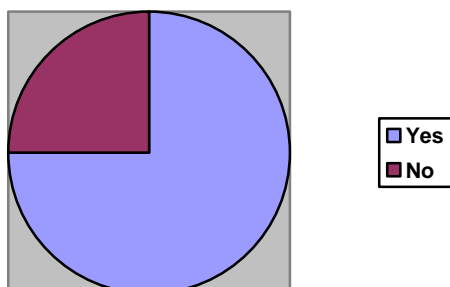
No answer (3 / 13%)



Was there any information / leaflets for young people?

Yes (18 / 75%)

No (6 / 25%)

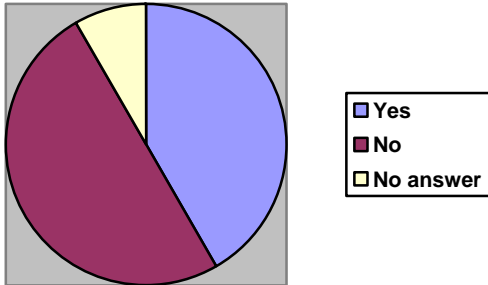


Was there any entertainment for young people e.g. TV or music?

Yes (10 / 42%)

No (12 / 50%)

No answer (2 / 8%)

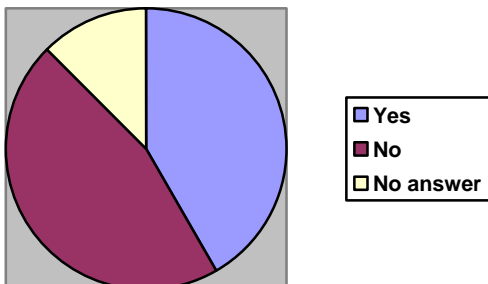


Were there any toys for children?

Yes (10 / 42%)

No (11 / 46%)

No answer (3 / 13%)

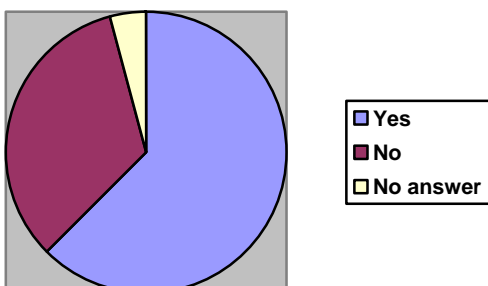


Was the building accessible for disabled people and young parents?

Yes (15 / 63%)

No (8 / 33%)

No answer (1 / 4%)



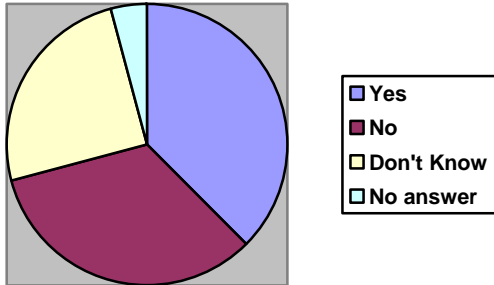
Were the toilets / changing facilities easily accessible?

Yes (9 / 38%)

No (8 / 33%)

Don't know (6 / 25%)

No answer (1 / 4%)



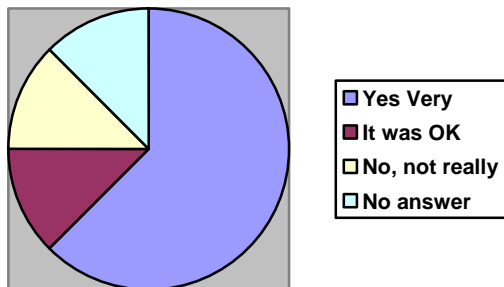
When you went in for your consultation, did you feel that the atmosphere was calm, friendly and safe?

Yes Very (15 / 62.5%)

It was OK (3 / 13%)

No, not really (3 / 13%)

No answer (3 / 13%)



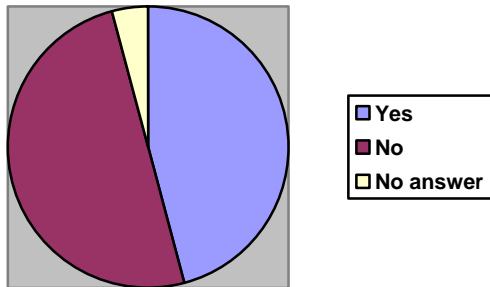
Confidentiality

Did you see a poster explaining the policy on confidentiality?

Yes (11 / 46%)

No (12 / 50%)

No answer (1 / 4%)

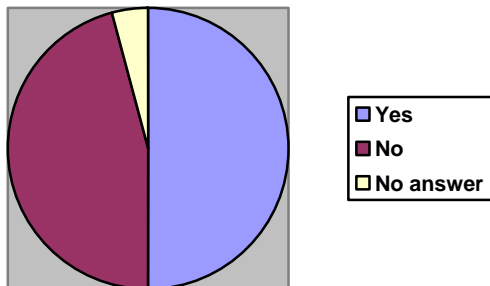


Did anybody explain their policy on confidentiality?

Yes (12 / 50%)

No (11 / 46%)

No answer (1 / 4%)



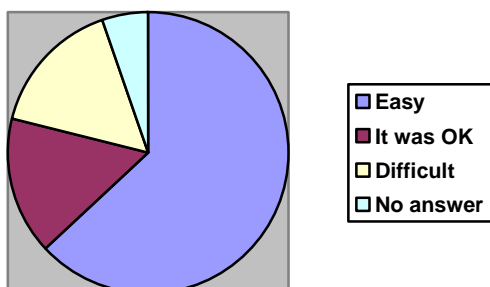
How easy did you find it to understand the policy on confidentiality?

Easy (12 / 50%)

It was OK (3 / 13%)

Difficult (3 / 13%)

No answer (1 / 4%)



When was the confidentiality policy explained to you?

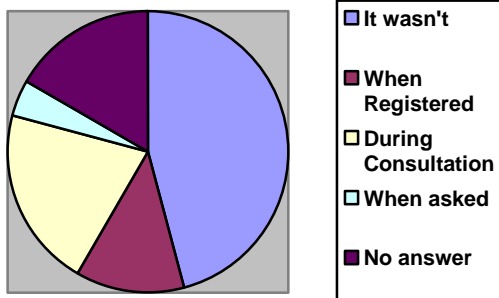
It wasn't (11 / 46%)

When registered (3 / 13%)

During Consultation (5 / 21%)

When asked (1 / 4%)

No answer (4 / 17%)



Staff Attitudes

On a scale of 1 - 10, how would you rate the attitude of the staff you saw towards you? (1 = very poor, 10 = very good)

Staff member 1: Telephonist

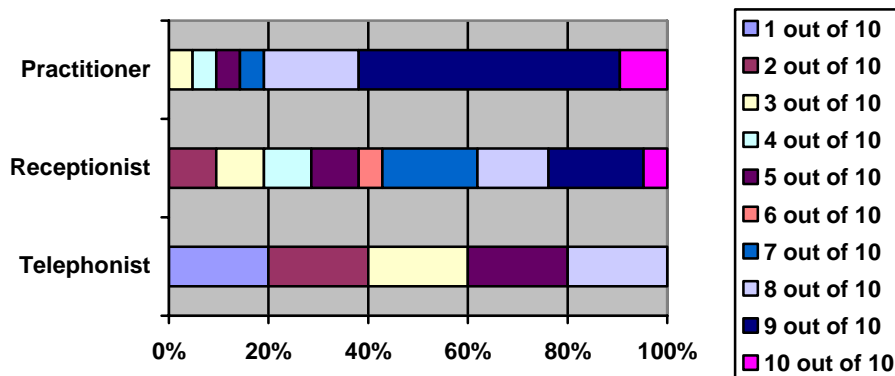
1 (1) 2 (1) 3 (1) 4 (0) 5 (1) 6 (0) 7 (0) 8 (1) 9 (0) 10 (0)

Staff member 2: Receptionist

1 (0) 2 (2) 3 (2) 4 (2) 5 (2) 6 (1) 7 (4) 8 (3) 9 (4) 10 (1)

Staff member 3: Practitioner

1 (0) 2 (0) 3 (1) 4 (1) 5 (1) 6 (0) 7 (1) 8 (4) 9 (11) 10 (2)



Information and advice

How long did you have to wait to see the practitioner?

No wait (10 / 42%)

10 minutes (7 / 29%)

20 minutes (1 / 4%)

30 minutes (0)

More than 30 minutes (2 / 8%)

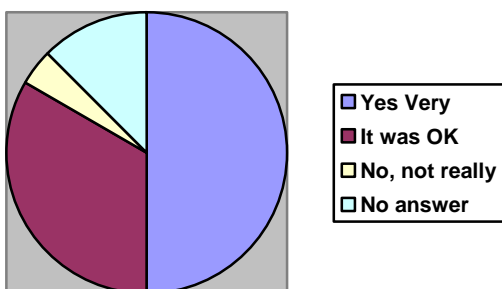
No answer (4 / 17%)



How helpful did you find the advice that was said to you?

Yes Very (12 / 50%) It was OK (8 / 33%) No, not really (1 / 4%)

No answer (3 / 13%)

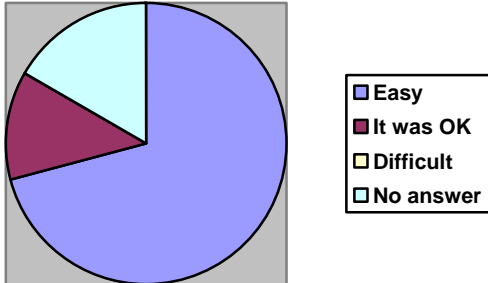


How easy did you find it to understand and what being said to you?

Easy (17 / 71%)

It was OK (3 / 13%) Difficult (0)

No answer (4 / 17%)

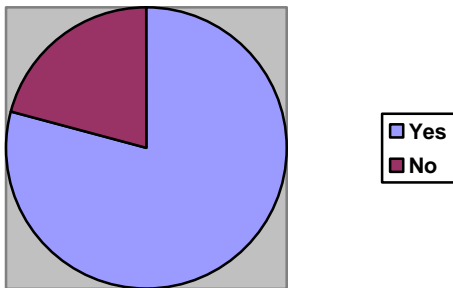


General

Would you be happy to use the service again?

Yes (19 / 79%)

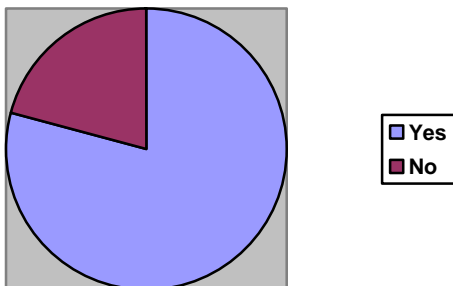
No (5 / 21%)












Would you encourage your friends to use the service?

Yes (19 / 79%)

No (5 / 21%)



What are the key messages from the mystery shoppers?

-  **Drop in Clinics** preferred as this removes the barrier of making an appointment.
-  **Confidentiality policy should be explained.** The group agreed that it was better if the service does explain the confidentiality policy to all young people that visit the service because clients don't always know about confidentiality and this could encourage them to be more open about their issues.
-  Young people should **always be able to get an appointment** for a sexual health issue, even if they are a temporary resident and it should be easy to do so.
-  There should always be **someone available** to see you during advertised clinic times.
-  Waiting area should be **young people friendly** as this is a good distraction e.g. entertainment such as magazines, radio, TV, toys for children
-  The group like having the option to **choose the gender** of the practitioner they see
-  **Venue for service should not be too obvious**, but at the same time not too hard to find. Low visibility access is important.
-  Important to make young people **feel welcomed** from the moment they arrive. **Staff attitudes** are critical to making young people feel at ease.
-  **Toilets should be discrete** at sexual health services



Key Action Points for Sexual Health Services

1. Service should meet the EEFO Quality Standards so it is approved as being a 'young person friendly' service.
2. It should be easy for young people to arrange an appointment at a time convenient for them and get the service they want.
3. The atmosphere in services should always feel calm, friendly and safe.
4. There should be magazines for young people in the waiting area.
5. There should be leaflets and information for young people available.
6. The building should be accessible for disabled people and young parents.
7. The confidentiality policy should be explained in simple terms at some point during a young person's visit to the service.
8. Staff attitudes towards young people should be nice, friendly and welcoming.
9. The waiting time for appointments should be as short as possible, and drop in clinics are preferred.
10. Advice should always be explained in simple terms.

Appendix 1: EEFO Mystery Shopper – Application Form

The details collected here are confidential to the EEFO Programme. If at any time we needed to pass on information about you to another agency or organisation it would be with your knowledge and consent unless it were exceptional circumstances where you or other children or young people were in danger or at significant risk of harm.

Name: _____

Date of Birth: _____

Address: _____

Telephone Number: _____ Mobile: _____

Email address: _____

What is the best way to keep in touch with you? (You can tick more than one)

Text Email Post Mobile Telephone

Are you currently in the process of gaining any accreditation or awards? Yes No

If yes, what? _____

If No, would you like to be? _____

Are you available to attend a two-day training course during the first or second week of the Summer holidays 2007? Yes No

Are you available to carry out at least two mystery shopper evaluations during the third or fourth week of the Summer holidays 2007? Yes No

Are you able to travel to Newquay for the two - day training event? Yes No

If No, would you prefer to be picked up at...? Truro St Austell

Other:

Do you have any Special Dietary Requirements?

Do you suffer from any medical conditions / disability that we need to be aware of?

Any other comments _____

PLEASE RETURN THIS COMPLETED FORM TO EEFO BY 22nd JUNE 2007

EEFO, The Kernow Building, Wilson Way, Pool, Redruth, TR15 3QE

info@eefo.net





Appendix 2: Training Programme Session 1



Mystery Shopper Training Newquay Youth Centre July 2007

Participants Programme

Time	Session
<i>Day One - 27th July 2007</i>	
9-30	Arrival, refreshments and registration
10-00	Aims of the training Group Contract
10-30	Group Building session
11-30	EEFO Quality Standards
11-50	What do young people want from services?
12-30	Lunch
1-30	Energiser
1-45	Values exercise
2-30	Young people and sexual health
3-30	Making Judgements
4-30	Personal reflection on the day and lead into social time
6-00	Departure



<i>Day 2 - 28th July 2007</i>	
9-30	Arrival and registration
9-45	Warm up
10-00	Preparation for visit
11-00	Visit to Brook Centre in Newquay
12-30	Lunch
1-30	Action Planning for future visits
4-15	Evaluations
4-30	Departure

All timings are subject to alteration. We will aim to start and finish on time.

Appendix 3: Training Programme Session 2



Mystery Shopper Training Newquay Youth Centre October 2007

Participants Programme

Time	Session
<i>27th October 2007</i>	
10-30	Arrival, refreshments and registration
10-40	Warm Up
10-50	Reflection - Lessons Learned
11-20	Break
11-30	How to provide constructive feedback
12-40	Break
12-50	Youth Volunteering Award
1-10	Feedback Visits Timetable
1-30	Departure

All timings are subject to alteration. We will aim to start and finish on time.



Appendix 4: Evaluation of Training

The best bit of the two day training was...

- Most of it was good
- Being able to voice my opinion and contribute
- Playing with dance machine, pool ping pong etc
- Working out which name was stuck on my back
- The team building games
- Visiting Brook and the sexual health workshops
- Where to go and visiting Brook
- Meeting new people
- Sexual health talk and peeps (Dave)
- The talk from the sexual health people (Dave)

The bit I did not enjoy was...

- Friend activity, to many choices and too long to make point
- Being new
- Not enough choice with food
- The long hours and listening to people talk
- All the writing
- The values and judgement – it took to long
- Devising the sheet that we would use
- Temptation of all the lovely food
- The food wasn't gr8
- Hearing the 'bye bye bye' song too much and being locked out

The food was...

- Good, very good
- Nice and healthy except the pizza
- Not common enough
- Good nice selection
- Most of it was lovely; some of it was not so nice
- Alright
- Enjoyable
- Excellent
- Poopy
- Good (we liked the strawberry, cream and chocolate cake)



The venue was...

- Good – table tennis
- Big and fairly comfortable
- Good but poor location
- Full of facilities
- Big and had lots of things to do in it. It also had a coffee bar
- Pretty good
- Good
- Perfect
- Cool – very yellow

Three things I learnt about...

Myself	Being a Mystery shopper
Hate hairdressers Clinics are not scary Confidence Make good judgements Not good on dance machines Feel passionate about sexual health Need to shut up I am a picky eater Don't like early mornings I cannot think I cannot wake up early I like water melon I'm good at talking I'm good on a dance machine I hate writing Din not learn anything about myself Can't play ping pong I can make a difference Have some good ideas Not good in the morning Confidence to do a scenario Find it hard to make decisions	You have to keep your eyes open Mozerella It is good It's not that mysterious You don't go to shops The whole title is a fraud to draw people in It's so cool You have to be skilful It's mysterious I didn't learn any more that I already Knew How important it is Good fun at the training Long process I don't get a jet pack How to stay hidden It's good fun

If the training is run again there needs to be more...

- Normal lettuce in the salad
- Be in St Austell and be longer
- Less formal and less talk
- Have more fun activities (physical)
- Less breaks
- More interesting things for older people
- More visits to youth services
- Less wasting time between activities
- More visits to places that could be visited
- Nothing needs to change
- More youth led
- More role play

Anything you would like to say...

- Hooray for Emily
- Being short does not make you immature
- Fun good training
- I really enjoyed the whole experience, thank you very much
- Thank you

Appendix 5: MSE Evaluation Form Proforma

Your Name:

Other Mystery Shoppers:

The service visited:

Which scenario did you use:

Date and time of visit:

Getting to and using the service:

How easy did you find it to visit the service?

Easy

A few problems

Difficult

If there were difficulties, what were they?

How appropriate was the service location for young people?

Easy

A few problems

Difficult

If there were difficulties, what were they?

How easy did you find it to talk to the receptionist/pharmacy assistant and arrange to see a practitioner?

Easy

A few problems

Difficult

If there were difficulties, what were they?

How easy did you find it to visit the service?



Easy

A few problems

Difficult

If there were difficulties, what were they?

How easy was it to talk to the receptionist to get the service you want?

Easy

A few problems

Difficult

If there were difficulties, what were they?

Any other comments?

Environment

When you arrived did you feel that the atmosphere was calm, friendly and safe?

Yes Very

It was OK

No, not really

When you went into the waiting area, did you feel that the atmosphere was calm, friendly and safe?

Yes Very

It was OK

No, not really

Were there any magazines for young people?

Yes

No

Was there any information / leaflets for young people?

Yes

No

Was there any entertainment for young people e.g. TV or music?

Yes

No



Were there any toys for children?

Yes

No

Was the building accessible for disabled people and young parents?

Yes

No

Were the toilets / changing facilities easily accessible?

Yes

No

When you went in for your consultation, did you feel that the atmosphere was calm, friendly and safe?

Yes Very

It was OK

No, not really

Any other comments?

Confidentiality

Did you see a poster explaining the policy on confidentiality?

Yes

No

Poster Comments:

Did anybody explain their policy on confidentiality?

Yes

No

How easy did you find it to understand the policy on confidentiality?

Easy

OK

Difficult

When was the confidentiality policy explained to you?



Any other comments?

Staff Attitudes

Which staff did you meet?

On a scale of 1 – 10, how would you rate the attitude of the staff you saw towards you? (1 = very poor, 10 = very good)

Staff member 1:

1 2 3 4 5 6 7 8 9 10

Please say why:

Staff member 2:

1 2 3 4 5 6 7 8 9 10

Please say why:

Staff member 3:

1 2 3 4 5 6 7 8 9 10

Please say why:

Staff member 4:

1 2 3 4 5 6 7 8 9 10

Please say why:

Any other comments?



Information and advice

Give an outline of what happened when you saw the practitioner...

How long did you have to wait to see the practitioner?

What advice were you given about your options?

How helpful did you find the advice that was said to you?

Yes Very

It was OK

No, not really

How easy did you find it to understand and what being said to you?

Easy

OK

Difficult

Any other Comments?



General

How did you feel about your experience of using the service?

Would you be happy to use the service again?

Yes

No

Would you encourage your friends to use the service?

Yes

No

Do you have any other comments to make about the service?

Do you have any other suggestions for improving the service?

I agree that on the date and time I evaluated this service the information in this evaluation form is an accurate reflection of how I felt about the service.

Signature of mystery shopper:



Appendix 6: Mystery Shopper Evaluations Scenarios



Mystery Shopper Scenario 1: Free Condoms

You are going to the service because you want to get some free condoms.

This is the first time you have accessed the service for condoms.

If you are under 16 you should say that:

- Your partner is a similar age to you.
- You have spoken to your parents about this or you are planning to.
- You are happy about your relationship.

Remember, if you feel uncomfortable at any time you can always admit you are a mystery shopper and produce the letter that you have been given.

You can contact Emily at any time.

Mystery Shopper Scenario 2: Contraceptive Advice

You are thinking about having sex with your girlfriend/boyfriend and want some advice on the different contraceptive options available.

You only want information so that you can go away and think about it and discuss it. You do not want to begin taking any form of contraception at this stage.

If you are under 16 you should say that:

- Your partner is a similar age to you.
- You have spoken to your parents about this or you are planning to.
- You are happy about your relationship.

Remember, if you feel uncomfortable at any time you can always admit you are a mystery shopper and produce the letter that you have been given.

You can contact Emily at any time.



Mystery Shopper Scenario 3: Pregnant?

You think you might be pregnant and want some information and advice about the options you have.

You have a regular 28-day cycle and your last period was 6 weeks ago.

If you are asked to do a pregnancy test you should say that you are unable to provide a urine sample and that you will bring one in tomorrow.

You should be clear that you only want information about your options. You are unsure how you feel about if you are pregnant at this stage and want to discuss things with your parents or boyfriend. You do not want to make any decisions at this point but will come back in a few days' time.

If you are under 16 you should say that:

- Your partner is a similar age to you.
- You have spoken to your parents about this or you are planning to.
- You are happy about your relationship.

If you are a male mystery shopper you should say that your girlfriend has done two home pregnancy tests and is pregnant and you want to know what her options are.

Remember, if you feel uncomfortable at any time you can always admit you are a mystery shopper and produce the letter that you have been given.

You can contact Emily at any time.

Mystery Shopper Scenario 4: Chlamydia test

You are going to the service because you want to pick up a Chlamydia Screening kit or you want to be checked out for Chlamydia at the service.

You should say that you have had a new sexual partner for about two weeks and that the condom split so you are worried you might have contracted Chlamydia. If they ask you to do a complete STI screen you can say that you haven't got time today, but you can come back on another day.



If you are under 16 you should say that:

- Your partner is a similar age to you.
- You have spoken to your parents about this or you are planning to.
- You are happy about your relationship.

Remember, if you feel uncomfortable at any time you can always admit you are a mystery shopper and produce the letter that you have been given.

You can contact Emily at any time.



Appendix 7: Mystery Shopper Evaluation Project Risk Assessment

Area of Project	Potential Risk	Strategy to reduce risk
In all MS Scenarios	Practitioner may feel that the scenario presented raises child protection concerns.	<p>All MS will be briefed in how to answer questions relating to Fraser guidelines in order to avoid concerns about child protection e.g.</p> <ul style="list-style-type: none"> - MS will say that their partner is of a similar age - MS will say they are planning to discuss the situation with their parents - MS will say they are happy to be in the relationship
In all MS Scenarios	Practitioner may become suspicious of the young person or the young person may feel uncomfortable or embarrassed and want to end the consultation	<p>All MS will receive training on the scenario options so they feel comfortable with the role they have chosen. This will help them to prepare for any questions that may arise.</p> <p>All MS's will have a letter signed by EEFO Programme Co-ordinator on EEFO headed paper which explains their role as a MS and provides a contact number for more information.</p> <p>EEFO will transport each MS to the service to be evaluated so there is always a worker on hand if needed.</p>
In all MS Scenarios	Parents may raise concerns about their child's involvement in the project	All under 16's will be required to return a parental consent form before being able to be involved in the project.
In all MS Scenarios	Discussing issues such as sexual health with practitioners may bring up difficult	The group will be asked before the end of the training if they would like to be a MS so they have an opportunity to opt out should they wish.

	issues from the personal lives of the MS's	<p>All MS's will choose the scenarios they use for the evaluation and so will use a scenario they feel comfortable with.</p> <p>All MS's will be transported to the venue by a worker so they can debrief the situation immediately and discuss any concerns they have. They will be fully supported in completing the evaluation forms.</p>
In all MS Scenarios	MS feels uncomfortable visiting a service on their own	All MS will be given the opportunity to attend the evaluation in pairs, should they choose.
In all MS Scenarios	MS feels uncomfortable evaluating a local service	All MS will be given the opportunity to choose which service they visit and so can visit a service outside of their immediate area.
Scenario – Advice on contraceptive options	MS may be offered some form of contraception	All MS will be briefed that in this scenario they are only thinking about beginning a sexual relationship and at this stage they only want information about their options. Will be briefed to say they want to discuss the options with their partner before making a decision.
Scenario – Think you might be pregnant	MS may be offered a pregnancy test	If a pregnancy test is offered the MS will be briefed to say they can't provide a sample today and that you'll bring one in tomorrow.
Scenario – Chlamydia Test	MS may be offered a full STI screen	MS will be briefed to say that they haven't got time today but will come back on another day.

Appendix 8: Consent Form

Young Persons Information Record and Consent to work with EEFO

The details collected here are confidential to the EEFO Programme. Anonymous (no name attached) data collection may be taken from these forms for monitoring purpose only.

If at any time we needed to pass on information about you to another agency or organisation it would be with your knowledge and consent unless it were exceptional circumstances where you or other children or young people were in danger or at significant risk of harm.

This information is to be recorded with your consent. The consent of your parents/carers is needed and is essential if you wish to take part in any additional 'Children and Young People's Partnership' activities, e.g. out of County meetings, residentials and conferences and for promotion and publicity purposes.

Name:

Date of Birth:

Address:

Telephone Number:

Mobile:

Email address:

What is the best way to keep in touch with you? (You can tick more than one)
Text Email Post Mobile Telephone



How did you first hear about/get involved with EEFO?

Do you need to arrange for someone else to care for children or adults at home so that you can come to meetings and events?

Do you have any disability support needs? E.g. Wheelchair access, hearing loop.

Please give details

Do you have any cultural and religious requirements or lifestyle preferences? E.g. Special diet or religious needs

Any other information we need to know about you?



Medical Information

(Parents/Carers need to see this information in order to sign the consent)

- Do you suffer from any medical condition that we need to be aware of?

- Do you take any regular medication or need any regular medical treatment? – please give details

- Do you suffer from any other condition which may affect your behaviour or involvement that we need to be aware of?

- Do you suffer from any allergies, including allergies to medication?

- Any other information about your health or wellbeing that you want us to know?



Promotion and Media

In order to comply with the Data Protection Act 1998, EEFO needs your consent before taking photographs or making video recordings of your child.

We should therefore be grateful if you could answer the following questions, sign and date the form and return it as soon as possible.

	Please Delete as Appropriate
1. I agree that EEFO can take photographs of my child which may be used in EEFO literature (E.g. newsletters and other promotional material etc.)	YES/NO
2. I agree that EEFO can use images of my child on its web site. (Please note the web site can be viewed across the world)	YES/NO
3. I agree that EEFO can use the images of my child in video recordings to promote EEFO	YES/NO
4. I agree that my child can appear in video recordings or in collections of photographs stored on CD ROMs which EEFO may make of events and may be reproduced.	YES/NO
5. I am happy for the press to take and use images of my child	YES/NO
6. EEFO may give the press the first name only / first and surname (delete as appropriate) of my child for publishing with the children's photograph in a newspaper or for captioning on television	YES/NO



Parent/Carer/Guardian Consent

Name_____ (parent/carer name)

I am the parent, carer, guardian of _____ (young persons name)

Address (if different)

Contact number for emergency_____

1. I agree that the information given in the medical section is correct

Signed_____

2. I consent to the publicity involvement agreed by the young person

Signed_____

Any other information that you think we need to know about the young person

Continued over page



3. I consent to the involvement of the above named young person for whom I am responsible to participate in general EEFO activity. This may include regular EEFO meetings and daytime or evening local consultation events with other young people.

(Out of County, special or residential events will require separate/additional consent)

a) EEFO meetings and other meeting consultations within local district

b) EEFO meetings and other meetings/consultations within the County of Cornwall

c) We encourage young people to use public transport to get to meetings wherever possible. Please consider consent to the following transport possibilities.

Public transport – bus or train

Yes No

Licensed taxi service

Yes No

Driven by EEFO, County Council or Youth Group employees in private car or minibus

Yes No

Driven by contracted volunteer driver (this may be a young driver)

Yes No

Parent/Carer Signature_____ Date_____

Young Person Signature_____ Date_____



Appendix 9: EEFO Contact Details



Please do not hesitate to contact EEFO if you have any queries about this mystery shopper evaluations project:

Contact: Emily Thomas (EEFO Programme Co-ordinator)

Address: Health Promotion Service
The Kernow Building
Wilson Way
Pool
Redruth
TR15 3QE

Tel: 01209 313419

Fax: 01209 314491

Email: info@eefo.net
Emily.thomas@ciospct.cornwall.nhs.uk

Website: www.eefo.net

Winner of 'Best use of Information systems' award at the Children and Young People Services Awards 2007

