



EEFO Mystery Shopper Evaluation
Report 2010



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. 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 group had the opportunity to visit a young person's advice drop in as part of the training. 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 10% sample of Services who have met the EEFO Quality Standards were evaluated by two different young people over the course of the summer break. 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 have been evaluated to provide any 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. Following these feedback visits this report has been written highlighting the key issues and best practice in Cornwall and the Isles of Scilly and will be circulated to all key stakeholders across the County. Each service that has been evaluated will also receive this confidential and individualised report.



Acknowledgements

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

Emily Thomas	EEFO Programme Manager
Zelga Hatton	Health Champions Co-ordinator
Pauline Collis	EEFO Quality Assessor
Chris Twigg	Learning and Development Lead
Al Green	Healthy Gay Cornwall Co-ordinator
Emma Gardner	Young Person's Sexual Health

Thank you to everyone on the EEFO Steering Group for their support, help, advice and contributions to running this successful project.

And most importantly the mystery shoppers:

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Tony
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Nicola
Will







A big thank you to The House in St Austell 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 services to young people. 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 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 gauge 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 Service provision be produced and circulated around all key stakeholders from across the County

Which Services did the Mystery Shoppers visit?

The remit of this project was to visit a 10% sample of EEFO Approved Services. In order to get a fair reflection of service provision across the County, the range of services chosen were located across the County. The following services were evaluated:

-  After School Drop in Clinic, Helston Health Centre
-  Brannel Surgery, St Stephen
-  Brook Clinic, Newquay
-  Cardrew Health Centre, Redruth
-  Carnewater Practice, Bodmin
-  CSHS Young Peoples Clinic, Truro
-  Day Lewis Pharmacy Plc, Bodmin
-  Fourways Youth Centre, St Blazey
-  GU Clinic, Newquay
-  Hear Our Voice, Truro
-  Minor Injuries Camborne Redruth Hospital, Redruth
-  Mullion Youth & Community Centre, Mullion
-  Newquay MIND
-  Polkyth Surgery, St Austell
-  St Agnes Surgery
-  Wise-Up (St Austell SHARE)



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 Evaluators Recruited?

A variety of methods were used from raising awareness at existing young people participation groups to articles in the Health Promotion Service newsletters and on the EEFO website. It was very important for the project to be inclusive and have a range of young people from different backgrounds. There was a mix of girls and boys ranging in age and also young people with learning difficulties and physical difficulties, who took part,

What training was carried out?

There were two separate training sessions carried out. The first session was compulsory and lasted two days and 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 consider what would be an ideal service. Day 2 was more in-depth and included a role play to an EEFO Approved Service where some role play was undertaken. The group had to consider how they make judgements and whether first impressions are right or whether you need to look further, the group also discussed the four scenarios and chose what scenario they felt comfortable with. The evaluation form itself was developed on day 2 where the young people highlighted what information they wanted to capture.

Session 2 of the training was held at the end of November 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 Manager.



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. Everyone received a £5 voucher for each evaluation visit they carried out. 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 all the young people achieved the Bronze level Health Promotion Health Champion Volunteer Award for their CV files.

How were evaluations carried out?

EEFO sent each young person a pack following the training which provided them with information on the services they would be evaluating, a copy of the evaluation forms and prepaid envelopes, details about where the service they were evaluating were located and their opening hours, a map and transport arrangements, an ID card and letter and a reminder of the scenarios they had chosen. 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 EEFO Mystery Shopper Evaluation 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?

All the services involved 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's views on how their service was being evaluated.

How much did the project cost?

Venue	£150
Food and Refreshments	£350
Training Facilitators	Free (partnership)
Vouchers	£500
Travel costs (approx 1000 miles)	£500
<u>TOTAL COST OF MSE PROJECT</u> =	£1500

What do young people want from services in general?

During the initial evaluation training, the young people who attended were offered the opportunity to consider what provision they wanted from services in general. Please see below the comments received before the actual evaluations were carried out:

What do young people want from services?

- Confidentiality explained (serious to Y.P)
- Welcoming
- Bright
- Variety of up to date leaflets and magazines aimed at boys and girls
- Music in background
- Cheerful and chatty
- Don't look down on young people
- Internet appointments, plus many different ways: texting, phoning, e-mail, website
- Choice of gender / who to see
- Longer opening hours e.g. 12-8pm
- Easy to access services – little ones in small villages, big ones in towns
- Easy to find
- Trust
- Services work together
- Explain things well
- Disability access – ramps etc...
- Easy referrals > w/information
- School referral, trusted adult who is easy to talk to
- Involvement
- Be given clear information
- Non judgemental / patronising staff
- Chatty receptionist – polite, clearly spoken, not sectioned off
- Clean toilets
- Activities – things to do
- Bullying policy
- Home visits
- Smoother appointments – not running late
- No medical language – normal lay mans terms
- Take everything seriously – relate with you
- Good information
- Taken seriously – equal treatment
- Raise awareness in assemblies at schools
- Understanding of young people issues
- Calm environment
- Water machines / filters
- Seating in small groups rather than big circle
- Clear referrals to other services – what can they do to help/where are they, directions/opening time's good/after school/Saturdays.
- Young Person's area – poster stating confidentiality, leaflets, quick and easy to access, private
- Feedback and complaints – evidence its being dealt with
- Mystery shopping

How do quality standards (EEFO) make a difference to young people?

- Makes it obvious and clear that service will treat you well.
- People make their own decisions
- It gives us a say.
- Because you could trust them
- Contract
- Complaints box
- Checked often
- Taking young persons thoughts into actions.
- Makes more people use the service
- 12/15 at training knew what EEFO means.
- Instructions on EEFO – how to delete internet history (and with mobile access).

Would you be more likely to access a service if it was EEFO approved?

- Yes 6/6.
- Good for teenagers aged 13–19.
- Know the information will be correct.
- Young person friendly.

How should EEFO promote itself to young people?

- Posters where young people are accessing different services i.e. shops, bus stops, skate shops, adventure parks, beaches etc.
- Stalls at festivals i.e. board masters, respect, pride etc.
- Stalls at freshers fairs, services delivering assemblies in schools, peer influence rather than peer education.
- More discretion about services, looking at locality of services on different school based sites.
- Advertising of services through all media outlets i.e. local radio, TV, local newspapers.



Training workshops

Mental Health

<p><u>Reasons why some young people have mental well-being issues.</u></p>	<p><u>How do services best support young people with mental well-being issues?</u></p>
<ul style="list-style-type: none"> • Hidden secret. • Family. • Depression. • Bullying/comerging bullying. • Attention/to fit in. • Stress at school. • Emotions/feelings. • No one to talk to. • Guilt. • Not understanding what is going on. • Friends/boyfriends/girlfriends. • Self harming > addiction. • Exams/pressure. • Parents. • Inherited. • Insomnia. • Born with them. • Disability • Influences. • Peer pressure. • Puberty. • Grief. • A trauma they have had. • Drugs/alcohol. • Accidents. • Self-conscious > body image. • Paranoia. • Sexuality > confusion. • Change (location/lifestyle). • Hormones > disorder. • Abuse. • Loneliness • Homelessness 	<ul style="list-style-type: none"> • Support – someone to talk to. • Accessible to everyone. • They give advice. • Treat everyone equally. • Friendly people, talky people. • Confidential but there to talk to. • Run by people who understand the issue. • Confidential. • Out of hour’s support. • Diagnosis to help understand illness. • Experts. • Signposting. • Leaflets. • Resources – accessible to all. • Local knowledge. • Local service. • Knowing you can go there. • No labels.



Sexual Health

<p><u>Reasons why some young people don't use condoms/contraception when having sex.</u></p>	<p><u>What would make a sexual health/contraception service more friendly to young people?</u></p>
<ul style="list-style-type: none"> • They might want a baby. • Not as pleasurable (they think) • 'Not cool'. • Afraid to use them. • Don't know how to use it, • They don't have it on them. • Religion says no. • Not information about services for help. • Fear of asking. • Miss info. • Peer pressure. • They could be drunk. • Lack of transport. • Looking silly. • People don't know where to get them. • Timing. • They don't know. • Catholic/jeha/mormon/muslim etc. • Latex/rubber allergy. • Lube allergy. • Can't be bothered. • No free services near by. • Don't care about girl (rape cases). <ul style="list-style-type: none"> • One lies to the other for a baby. 'I'm on the pill'. • No trust. • Hormonal contraception > side affects. 	<ul style="list-style-type: none"> • Surgeries mixed with clinics. • Not look obvious. • Leaflets. • Not patronising staff. • Youngish staff. • Good advice. • Choice of staff – female/male/age. • Advertise discreetly. • 12–8pm. • Referral to other services. • Suitable for different sexuality/gender/age/ability. • Separate waiting room. • Music. • Not public with issues. • Younger people running it. • Staff being friendly. • Confidentiality. • Location/different places (cinema, library, shops). • Whether they listen to you. • Leaflets/posters. • Fast track for condoms and contraception. • The times they are open, be relevant for young people. • Accessible to everyone. • Choice of doctor. • Waiting room – magazines.



Risky Behaviour

<p><u>Reasons why some young people engage in risky behaviour: taking drugs, getting drunk, unprotected sex etc.</u></p>	<p><u>What would be the best way to help young people reduce their risk taking behaviour?</u></p>
<ul style="list-style-type: none"> • Because it makes them feel better about themselves. • Self-esteem issues. • Boredom. • Family. • Young people think they know everything. • School. • Stressed. • Attention. • In their blood. • Feel dominant/manly. • Adrenaline junkies. • They don't think of the consequences. • Something that seemed silly and safe grew to unsafe. • Forget things. • Friends put them under pressure. • They feel that if it goes badly it won't make a difference. • Nothing else to do. • It's 'cool'. • Its fun. • It gives you a rush. 	<ul style="list-style-type: none"> • More activities for everyone. • Information/education. • If society fixed itself. • MYPs listened to. • Less talk more do. • Legalise things/drop ages so people stop doing things just to be bad. • Better laws. • Stop taking everything to do (parks). • More things to do. • Advertising. • More youth clubs. • People talking to them who have regretted their mistakes. • Role models. • Activity schemes. • Supportive family. • Police funding. • Friends. • More music lessons and trips.




Key qualitative findings from the Evaluation


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.

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 should have been better signposted'.

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

 On the whole, the young evaluators found it easy to talk to the receptionist and make an appointment with a practitioner, but one young assessor told us...

'They were refurbishing or something so it was temporarily a mess and so hard to talk because there were other people there'

We were also told that the 'Drop in was on a different day and practitioner who runs it was fully booked but took details.'









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

'A boy took me to the reception and there were other young people in there and I had to ask to go somewhere private.'


Another assessor told us: 'They guided me through all the steps and helped me whenever they could' and another assessor told us the staff were 'very, very helpful and friendly.'






Environment

-  The mystery shoppers then had to consider how calm, friendly and safe the service felt once they had arrived. 94% of the group felt 'yes very' or 'it was ok'. One told us 'I was met at the door and sorted straight away.'
-  The group noted that half of the services had magazines aimed at young people, but that the services that didn't should do.
-  The group 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 group 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.
-  The group felt that toys should be in the waiting area for young parents.
-  It was agreed that all services should be easily accessible for wheelchair users and young parents, and although many of the services had this facility not all did.
-  The young assessors felt that toilets / changing facilities should be easily accessible, particularly when visiting the service for sexual health screening.
-  75% found during their consultation the atmosphere was very calm, friendly and safe or OK when asked meaning that they felt at ease when discussing their scenario although one assessor told us 'it was easy to over people that are in clinic/getting advice'.


Confidentiality

-  Only a third of the group noticed the poster on confidentiality and so it has been suggested to services to put more posters up in more obvious areas and preferably to use the new EEFO posters which were designed with young people.



-  38% of the young assessors had the policy on confidentiality explained to them.
-  Out of those who did have the confidentiality policy explained, all the young assessors found it easy to understand.
-  The policy was more often than not explained during the consultation.

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:

‘Very interested, organised and cheerful. Welcoming!’

‘Very helpful, friendly and caring’

‘Cheerful, talkative and friendly.’

‘Very friendly. Knew what to do. No fuss.’

‘Very helpful, advised me to where I can get what I was after.’

‘She was very polite but went off and talked which made me feel quite nervous’


‘Not very helpful but polite’

‘Helpful, but unable to provide accurate directions.’

‘Had a kinda hostile approach to new people’

‘Very friendly but didn’t explain much.’

Information and Advice


-  There was a wide range of advice and information provided when the young people visited the practitioner, ranging from young people wanting advice on moving out of home to condom demonstrations, to





Chlamydia tests and contraceptive advice being offered and what to do in the future to protect them.

'I was also asked by the first woman I saw if I wanted to see a man or a woman. So I was asked twice, which was good.'


'Was signposted to C-Card scheme'

 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.

 A few young assessors found the advice provided unhelpful, all the others reported the advice provided was either very helpful or it was OK.

 69% of the group found the advice given to them easy to understand and none of them found it difficult 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:

'Nice atmosphere, helpful advice, good signposting.'

'No fuss. Calm atmosphere. Chilled waiting room/reception'

'Very pleasant.'

'I wish my GP service was that welcoming and modern!'


'Good. Friendly, informative.'


'It went very well and was a good service.'

'Even if not appointments could be made I should have been given leaflets.'

'No easy read info on contraceptive choices, just complicated print out I don't understand.'



 75% 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 done in services that should be replicated. The other 25% of the sample who responded 'no' or 'maybe' 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:

'Leaflets shouldn't be behind desk.'

'Magazines should be available.'

'Nothing about confidentiality.'

'No help was available to fill in forms.'

'More signs for the door'

'Who to talk to, should be clearer'

'Needs better signposting for the building.'

'Have a drop in clinic'

'Water fountain and more for men to do in the waiting area e.g. game magazines'

'Male staff so you can choose magazines and be seen by a man if wanted.'

'Let people know when its busy.'

'If possible make reception more private.'

'More leaflets'

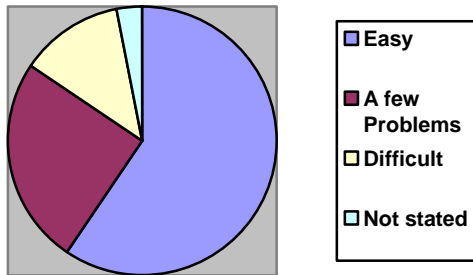
'Display eefo sign + confidentiality poster.'

Key quantitative findings (Statistics)

Getting to and using the service:

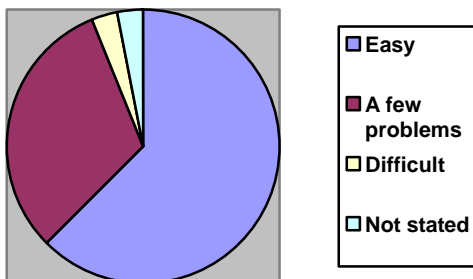
How easy did you find it to visit the service?

Easy (19 / 59%) A few problems (8 / 25%) Difficult (4 / 13%)
No answer (1 / 3%)



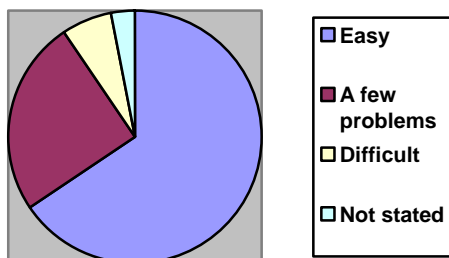
How appropriate was the service location for young people?

Easy (20 / 63%) A few problems (10 / 31%) Difficult (1 / 3%)
No answer (1 / 3%)



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

Easy (21 / 66%) A few problems (8 / 25%) Difficult (2 / 6%)
No answer (1 / 3%)



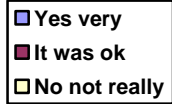
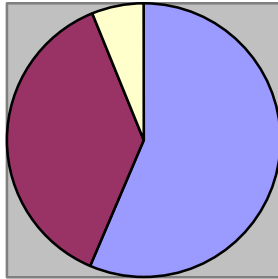
Environment

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

Yes Very (18 / 56%)

It was OK (12 / 38%)

No, not really (2 / 6%)



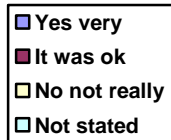
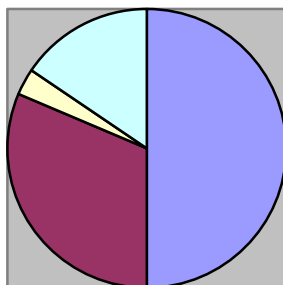
When you went into the waiting area, did you feel that the atmosphere was calm, friendly and safe?

Yes Very (16 / 50%)

It was OK (10 / 31%)

No, not really (1 / 3%)

No answer (5 / 16%)

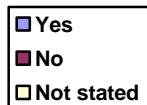
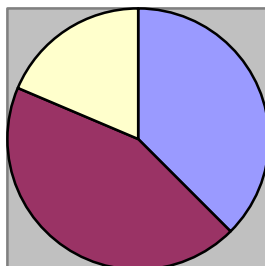


Were there any magazines for young people?

Yes (12 / 37.5%)

No (14 / 44%)

No answer (6 / 19%)



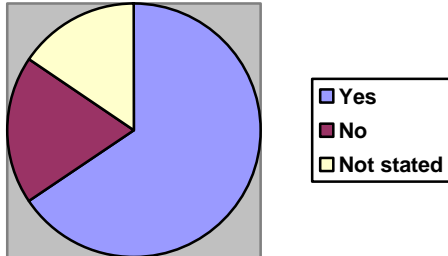


Was there any information / leaflets for young people?

Yes (21 / 66%)

No (6 / 19%)

No answer (5 / 16%)

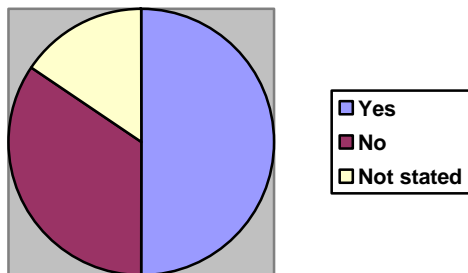


Was there any entertainment for young people e.g. TV or music?

Yes (16 / 50%)

No (11 / 34%)

No answer (5 / 16%)

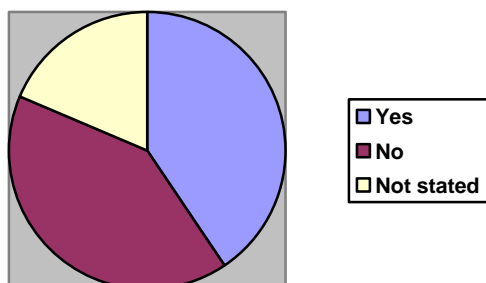


Were there any toys for children?

Yes (13 / 41%)

No (13 / 41%)

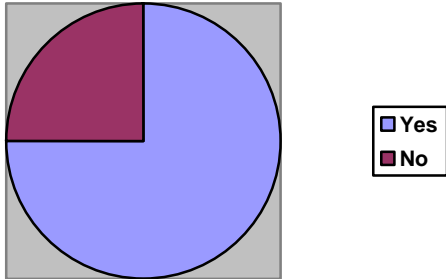
No answer (6 / 19%)



Was the building accessible for disabled people and young parents?

Yes (24 / 75%)

No (8 / 25%)

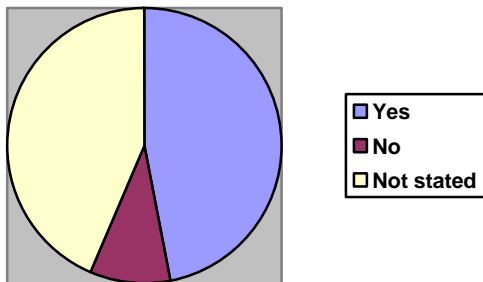


Were the toilets / changing facilities easily accessible?

Yes (15 / 47%)

No (3 / 9%)

Don't Know (14 / 44%)



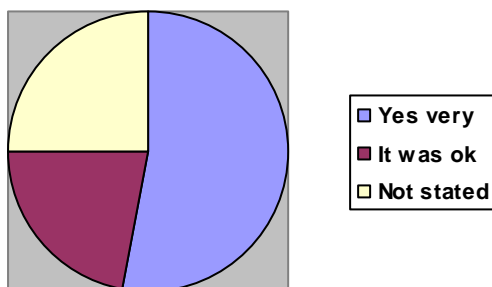
When you went in for your consultation, did you feel that the atmosphere was calm, friendly and safe?

Yes Very (17 / 53%)

It was OK (7 / 22%)

No, not really (0)

No answer (8 / 25%)



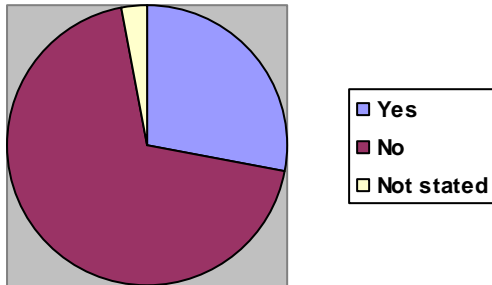
Confidentiality

Did you see a poster explaining the policy on confidentiality?

Yes (9 / 28%)

No (22 / 69%)

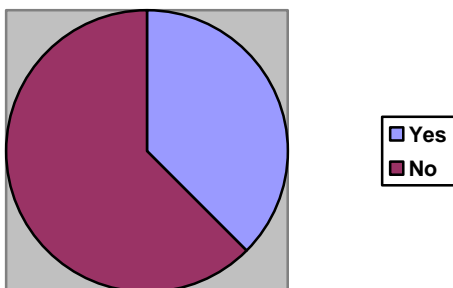
No answer (1 / 3%)



Did anybody explain their policy on confidentiality?

Yes (12 / 38%)

No (20 / 62%)



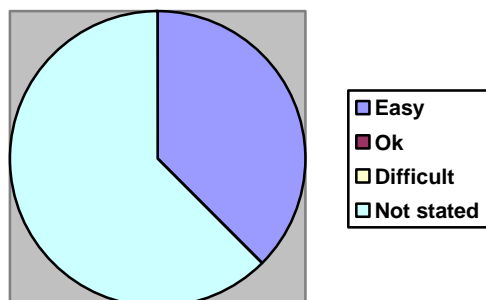
How easy did you find it to understand the policy on confidentiality?

Easy (12 / 38%)

It was OK (0)

Difficult (0)

No answer (20 / 62 %)





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

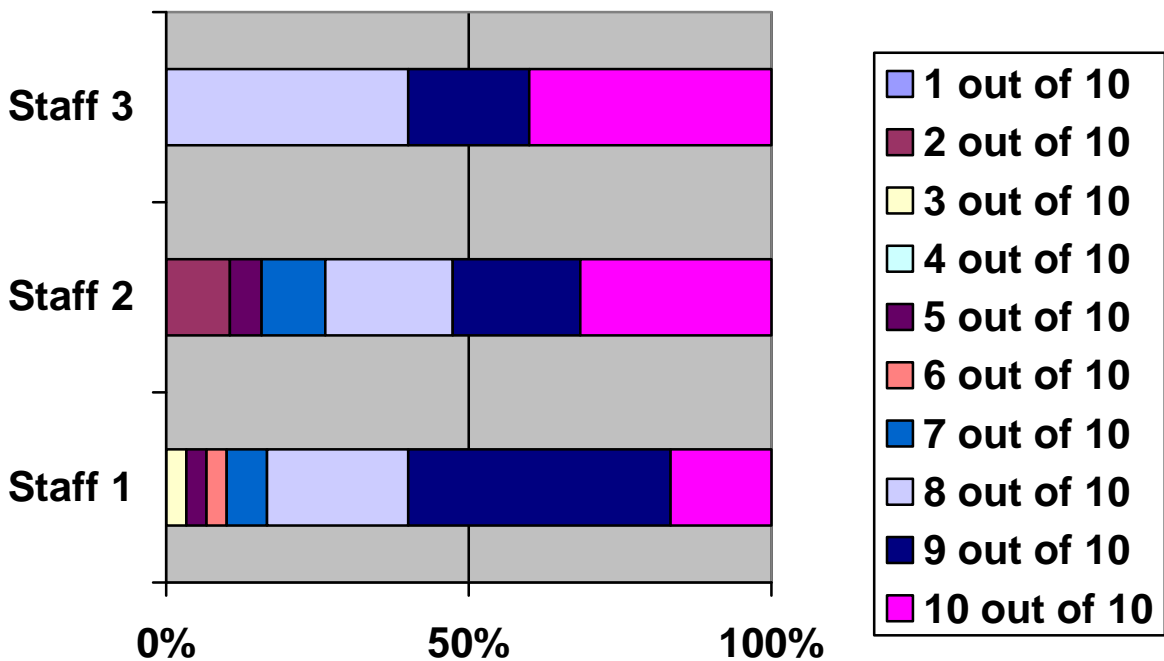
1 (0) 2 (0) 3 (1) 4 (0) 5 (1) 6 (1) 7 (2) 8 (7) 9 (13) 10 (5)

Staff member 2

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

Staff member 3

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



Information and advice

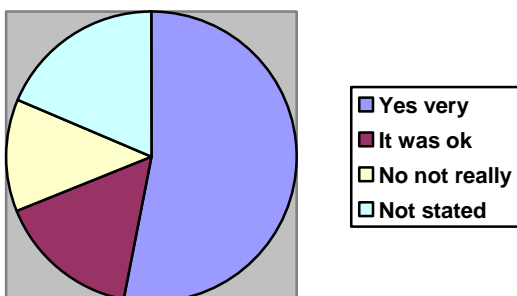
How helpful did you find the advice that was said to you?

Yes Very (17 / 53%)

It was OK (5 / 16%)

No, not really (4 / 13%)

No answer (6 / 19%)





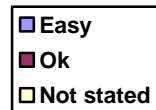
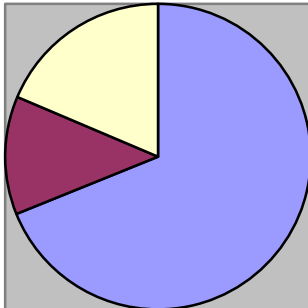
How easy did you find it to understand and what being said to you?

Easy (22 / 69%)

It was OK (4 / 13%)

Difficult (0)

No answer (6 / 19%)



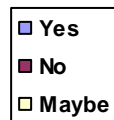
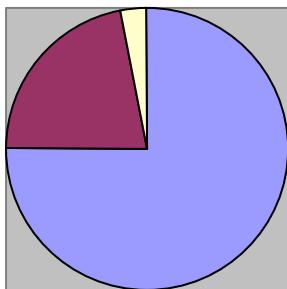
General

Would you be happy to use the service again?

Yes (24 / 75%)

No (7 / 22%)

Maybe (1 / 3%)

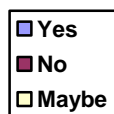
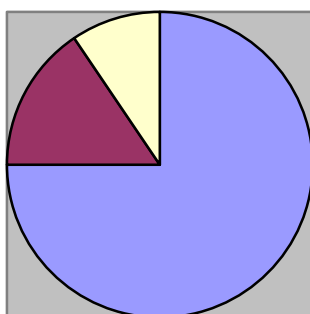


Would you encourage your friends to use the service?

Yes (24 / 75%)














No (5 / 16%)

Maybe (3 / 9%)





What are the key messages from the mystery shoppers?

-  **Confidentiality** should be explained to all young people that visit the service which could encourage them to ask for advice.
-  **Drop Ins** preferred as this removes the barrier of making an appointment.
-  Like the option to **choose gender of staff**.
-  It should be a simple process to get **temporary residency** to be able to make an appointment at all GP services easily.
-  If drop in clinic at service is busy then young people should be **advised on waiting times** and **offered an appointment** if appropriate.
-  Services should offer a **fast track services** for picking up Condoms i.e. C Card scheme.
-  **More support for young people with learning disabilities** especially where forms need completing and information should be provided in simple terms.
-  Services should be **clearly signposted** e.g. posters on the doors, signs outside and should be clear who the young people should be talking to i.e. staff with uniforms / badges or clear reception area.
-  Services should always **update details on EEFO website** as soon as changes are made e.g. changing location or different clinic times.
-  The waiting areas at services should be **welcoming** with a young person's **information area** for leaflets and posters.
-  **Staff should be non judgemental** and friendly with young people.
-  **Services should work well together** so young people can trust the service they receive and get easily referred on.
-  Services **opening hours should be outside of school / college times** so young people can attend.



Key Action Points for Services to Ensure they are Young Person Friendly

1. Services should meet the EEFO Quality Standards Level 1 as a minimum and working towards achieving the Level 2 and 3 criteria so it is quality assured as being a 'young person friendly' service.
2. Services should aim to complete the Level 2 and 3 quality standards as soon as possible so they can access the EEFO training on confidentiality, health issues and communicating with young people. Staff attitudes are of utmost importance in helping young people feel at ease.
3. The confidentiality policy should be explained in simple terms at some point during a young person's visit to the service. There should always be a confidential space where young people can seek advice from professionals.
4. There should be plenty of Confidentiality posters in the service the EEFO logo and posters should be clear to see.
5. It is important to make young people feel welcomed from the moment they arrive at the service. There should be a young person friendly area which has a range of leaflets (inc. easy read leaflets) and posters aimed at young people and there should be magazines for young people in the waiting area.
6. There should be support available for young people in completing forms especially for young people with learning difficulties. All advice should be explained in simple language.
7. Services should be well signposted/labelled with posters on the front door.
8. The waiting time for appointments should be as short as possible, and drop in clinics are preferred. Where the waiting time at a drop in will be long due to high numbers waiting to be seen, young people should be offered the option to book an appointment.
9. Sexual Health services / GP practices should allow non patients to become temporary residents or offer a fast track for condoms i.e. C-Card scheme.
10. There should be clear referrals to other services with advice on what they can do to help / where they are and directions / opening times etc...



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 St Austell for the two - day training event? Yes No

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 2010
EEFO, The Kernow Building, Wilson Way, Pool, Redruth, TR15 3QE
info@eefo.net



Appendix 2) First Training Programme



Mystery Shopper Training

The House, St Austell

Participants Programme



Time	Session
<i>Day One – Monday 26th July 2010</i>	
10-00	Arrival, refreshments and registration
10-15	Aims of the training Group Contract
10-45	Group Building session
11-30	What is EEFO and the Quality Standards?
11-45	What do young people want from services?
12-30	Lunch
1-30	Energiser
1-45	Values exercise
2-15	Young people and Issues they face
3:15	Refreshments
3-30	Preparation for visit to SHARE
3-50	Personal reflection on the day
4-00	Departure



Mystery Shopper Training

The House, St Austell

Participants Programme



<i>Day 2 – Tuesday 27th July 2010</i>	
9-15	Arrival and registration
9-20	Travel to SHARE, St Austell
9-30	Visit SHARE
10-00	Travel back to the House
10:15	Refreshments
10:30	Reflection on service visit
11:00	Making Judgements
12-00	Lunch
1-00	Action Planning for future evaluation visits
3-15	Evaluation of Training
3-30	Departure

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



Appendix 3) Second Training Programme



Mystery Shopper Training The House, St Austell



20th November 2010

Time	Session
12-30	Arrival and registration
12-35	Lunch
1-15	Warm Up
1-30	Reflection - Lessons Learned
2-20	'Best' and 'worst' bits of being a Mystery Shopper
2-35	Break
2-45	How to provide constructive feedback
3-30	Feedback visits
3-40	Youth Volunteering Paperwork
4-00	Departure

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



Appendix 4) Evaluation of Training

EEFO Training Evaluation Form

Please score and comment on the following

Your overall impression of the training (10 = excellent / 1 = poor)

1	2	3	4	5	6	7	8	9	10
							4	7	2

The venue (10 = excellent / 1 = poor)

1	2	3	4	5	6	7	8	9	10
					1	1	1	1	9

Comments...

- Less integration of group due to seating areas.
- Good kitchen facilities.
- I preferred last time because we were more in a group.

The Facilitators (10 = excellent / 1 = poor)

1	2	3	4	5	6	7	8	9	10
							1	6	6

The programme content (10 = excellent / 1 = poor)

1	2	3	4	5	6	7	8	9	10
						4	3	2	4

Comments...

- I had done it before so a lot of it was repeated.

Three things you have learnt from the training...

1)

- Services for young people
- What EEFO does
- Different opinions
- More EEFO opportunities x2
- how well known EEFO is
- how to evaluate a service
- EEFO does more than I thought
- How to judge a place x 3



2)

- Judgement
- What they cover
- How mystery shopping works
- The different situations you can be in
- Type of different services
- Learnt the process of a mystery shopper
- My skills
- How to put my opinion across x2

3)

- Commitment
- What mystery shoppers do
- How changes are made
- How helpful and friendly staff are
- How to make judgements
- Different opinions
- How to put my opinions across
- My listening skills x2

The best bit of the two day training...	The bit I didn't enjoy...
<ul style="list-style-type: none"> • Playing pool • Fruit • Games • Food • New group/ideas/input • Taking part in training • Getting to share ideas • Nice food • The games • All of it • The activities • Going to SHARE • Lunch x2 	<ul style="list-style-type: none"> • Being bored • Bring stuffed • The visit to SHARE was too short • Group contract was not always followed which led to disruptions • Separated groups • Arguments • Getting up early • Equality and diversity • Nothing • Paper work x2

Anything else you'd like to say...

- I liked doing the running of the training
- The time I had to get up was a bit early

Thank you for your time



Appendix 5) MSE Evaluation Form

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 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:

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 / ID card 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:

- You 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 / ID card that you have been given.

You can contact Emily at any time.



Mystery Shopper Scenario 3: 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 / ID card that you have been given.

You can contact Emily at any time.

Mystery Shopper Scenario 4: Moving out of home

You are going to the service because you want to get advice about moving out of home.

You should say that you haven't been getting on too well with your parents based on a difference of opinion and that you would like to find out your options for moving out of home.

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

You can contact Emily at any time.



Appendix 7) MSE 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 Manager on EEFO headed paper which explains their role as a MS and provides a contact number for more information. Each MS will also be provided with an ID card.</p> <p>All MS's will have EEFO Programme Manager's contact number so they can debrief the situation immediately and discuss any concerns they have.</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 issues from the personal lives of the MS's	<p>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.</p> <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 have EEFO Programme Manager's contact number so they can debrief the situation immediately and discuss any concerns they have.</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 - 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 EEFO 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

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 <u>and</u> 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 C

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 Manager)

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

Tel: 01209 313419

Fax: 01209 314491

Email: info@eefo.net OR 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

Shortlisted in the 'Reducing Health Inequalities' Category at the Health Service Journal Awards 2008

Joint 2nd place at the CIOSPCT Equality and Diversity Awards 2009