

# Want to volunteer to be a mystery shopper for health and social care services?

## Free Training

Healthwatch's from across North, Central and East London are currently recruiting people to become mystery shoppers

## Mystery Shopper Training

### What Is Mystery Shopping?

It is a tool used to measure quality of service, compliance with regulation, or to gather specific information about services. It is a snap shot research technique.

### The People We Need

This project has been commissioned to enable us to understand and reduce barriers to inclusion. We are currently recruiting people with communication impairments that impact on their ability to access NHS services. These are:

- People who are Deaf or hard of hearing
- People with sensory impairments
- People who have acquired a brain injury
- People who have had a stroke
- Carers of people with communication impairments

**Training Dates and Venues:** Accessible support will be provided (BSL, loop, easy read, large print etc)

**Tuesday 3<sup>rd</sup> November 2015 10am – 3pm**

**Ripple Centre 121-125 Ripple Road, Barking IG11 7FN**

**Wednesday 11<sup>th</sup> November 2015 10am – 3pm**

**RedbridgeCVS, 5th Floor, Forest House, 16-20 Clements Road, Ilford IG1 1BA**

**Friday 27<sup>th</sup> November 2015 10am – 3pm**

**ORT House, 126 Albert Street, London NW1 7NE**

**Friday 4<sup>th</sup> December 2015 10am – 3pm**

**Community House, 311 Fore Street, Edmonton N9 0PZ**

**Expenses and payment:** Reasonable out of pocket expenses can be claimed

**Refreshments and lunch will be provided. Contact Ian for more details:**

[ian@ianbeever.com](mailto:ian@ianbeever.com)

**SMS/text 07941 044991**