**Request to Shadow: Sample Script**

Hello, please can I speak with [Patient Name].

Hello, my name is \_\_\_\_\_\_\_ and I’m calling from Gloucestershire Hospitals NHS Foundation Trust. I understand that you have an appointment in [outpatient clinic] / are coming into [ward/department] on \_\_\_\_\_\_\_.

We are currently looking at [ward/department/area] and the experiences of patients and their relatives/carer. As a result we are asking patients if they would be happy to be followed or ‘shadowed’ by a member of staff (not within the department or from the ward) during their time at the hospital to allow us to see from the patients point of view what may need to be improved or what is working well.

During your time being shadowed, we will simply observe and make notes about your experience including,

* what areas you visit,
* interactions you have with staff,
* how long you are in each location,
* the aspects of your care that is positive and those we may need to improve
* any observations you make about your experience.

It is completely voluntary and if you decide that you are not happy being shadowed, then you just need to say and the shadowing will stop and any notes already taken will be discarded. I will not write down any of your health information and anything that I see or hear regarding your health during the course of the shadowing is confidential. All observations are anonymous too. Again, our aim is to improve the patient’s experience by seeing the experience from the patient’s perspective.

Would you be happy to be shadowed?

**(If yes)**

Thank you [patient’s name] I understand that your appointment is booked on [date] at [time] is that right? (if no, then confirm the appointment details that the patient has and inform the patient that you will double check their appointment details with the department/ ward).

*Make arrangements about where to meet the patient. If at start of journey, one of the entrances, or if at another point of the journey from there. Arrange a convenient time based on the time the patient is planning to arrive or another time convenient to the point in their journey you have agreed to meet them.*

*Review directions if necessary.*

I look forward to meeting you then, in the meantime if you have a pen and paper I can give you my name and number should you wish to contact me beforehand. Thank you again for agreeing to help us with this work [patient’s name].

**(If no)**

That is not a problem; I understand and thank you for your time.