

# NHS trust sending spies into clinics

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A British health trust is sending fake patients into outpatient clinics to report back with reviews of staff and cleaning standards.

The volunteer spies, hired by the Royal Liverpool and Broadgreen Hospitals NHS Trust, have gone so far as to put on examination gowns in preparation for treatment before revealing who they really are, IC Liverpool reported Wednesday.

The spies were sent to 15 clinics, IC Liverpool said.

"We are doing everything we can to make clinics as welcoming and comfortable as possible and are committed to providing the highest quality care to our patients," outpatient manager Liz Furmedge said.

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