**Enter and View Volunteer**

About the role:

Healthwatch City of London is an independent organisation set up to

champion the views of health and social care service users. It strives to make

sure that health and social care services are meeting local needs and to

ensure that the public’s voice is heard regarding how local services are run.

Healthwatch have a statutory function to carry out Enter & View visits to health and care services to review services at the point of delivery. This involves visiting with a team of representatives to observe the service, view the premises and talk to both staff, patients/residents, carers and relatives. Visits involve using all the senses and going through questions and surveys. Enter & View visits often take place at a range of services such as hospital wards, community clinics and care homes etc. You will receive full training on how to perform an Enter & View visit.

Tasks:

* Visiting and scrutinising health and care facilities through 2–4-hour visits.
* Talking with patients, residents, carers, relative and staff and gathering their feedback and views through in person interviews, surveys and questionnaires as well as gathering these through emails and phone calls
* Attending planning and debrief meetings
* Writing up notes and helping to draft the Enter & View report
* Examining the feedback and findings and offering analysis of these to inform recommendations
* Presenting reports and findings at external meetings

What we are looking for:

* Tact and diplomacy
* Observational skills coupled with a desire to improve the quality of services

Additional useful qualities

* Experience of working with vulnerable, disadvantaged people and those with long term health and care needs
* An understanding of the role of Healthwatch
* An understanding of the role of ‘Enter & View’ within Healthwatch

Commitment:

Enter & Views are formal, structured visits that happen approximately once every 6 months. Typically, we carry out a minimum of 2 visits each year. Skills and experience of Enter & View build during each visit. We suggest E&V volunteers are committed to a long-term involvement in Healthwatch to really benefit from what this role has to offer. Visits can happen at services across the borough. You must be willing and able to travel across the borough. Other aspects of the role (e.g. writing up notes) can be done from the office or from home.