



What is 'Enter & View' ?

All local Healthwatches, including Healthwatch Newham have a statutory power to conduct 'Enter and View' visits. This refers to our legal right to visit places that provide publicly funded health or care services, to see and hear how people experience the services they are using.

It means we can visit care homes for older people, adults with a mental or physical health problem, dentists, hospitals etc.

Visits provide an opportunity to:

- Collect the opinions and experiences from the people who are using these services, their carers and family.
- Talk to staff who are providing the care or service.
- See the nature and quality of services.
- Develop insights and make recommendations to improve care.

After a visit a report is written by the volunteers which is made available for the public to read on the Healthwatch website. These reports are also shared with the home or organisation that is visited, the Care Quality Commission, commissioners, quality assurers, Healthwatch England and any other relevant partners.

Enter & View visits are carried out by Healthwatch volunteers, called Authorised Representatives. They have been selected by interview and receive training, provided by Healthwatch. This volunteering role carries more responsibility, skills and time commitment than some volunteering roles, but can be highly rewarding for those suited to it.

Interested ? What next ?

See the Role Description for Authorised Representatives and complete an online application form.

For queries please contact kate.hennessy@healthwatchnewham.co.uk or call 0203 866 2951