

Healthwatch Enter and View member - Role Description

Healthwatch Wandsworth is looking for volunteers with a keen interest in local Health and Social Care issues to join our Enter and View team.

Usually our Representatives are Wandsworth residents, but exceptions can be considered for example working in the borough.

About us:

There is a local Healthwatch in every area of England. Healthwatch Wandsworth is the independent champion for people using local health and social care services in Wandsworth.

We listen to what people like about services and what could be improved and share their views with those with the power to make change happen. Healthwatch was given significant statutory powers in the Health and Social Care Act 2012 to ensure that the voice of local people is strengthened because those who pay for, deliver and regulate health and social care services have to respond to what we tell them local people think.

We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. Healthwatch is operated by Wandsworth Care Alliance (WCA) a local charity and is a member-led organisation.

What is Enter and View?

Healthwatch Wandsworth has the statutory authority to visit health or social care services provided in the borough, or which cater for the local population but are located outside the borough. We can observe how services are delivered. Our main aim is to talk to patients or clients, their close relatives or carers, and senior staff responsible for managing the services. Our main focus is on the service user's experience of care.

Our E&V volunteers receive full training and are DBS (Disclosure & Barring Service) checked before they can become authorised visitors. After each visit, the team produces a report containing its findings and recommendations. The reports are then sent to the service provider for comment, and to relevant bodies such as Healthwatch England, the Care Quality Commission (CQC), and those responsible for commissioning and providing the service we have visited. Service providers are expected to respond formally to an E&V report, including plans for action. Finally, our report and any response from the service provider to our recommendations are posted on the Healthwatch Wandsworth website.

Role description:

The purpose of the role is to participate in Enter and View activities on a voluntary basis as part of our Enter and View team.

The will include:

- To contribute to preparation for visits to health and social care services by researching and reading background information about the service being visited. (e.g. CQC Report, Website).
- You will visit health and care premises such as hospital wards, GP surgeries or day centres on a pre-arranged basis
- Talk to the service users and staff that you meet on the premises and impartially record their feedback
- Observe and record you notice happening on the premises
- Take notes and write them up to contribute to the final report on the service
- You may also be involved in collating the findings of other team members to produce the final report, conclusions and recommendations (It would be desirable but not essential that you are involved in this part of the activities)
- To contribute to the development of the Enter and View programme.
- To help with your induction process and depending on your personal interests we may ask you if you would like to be involved in our other activities for example, through our outreach and report writing. Information about how our volunteers are involved in this way can be found on our [volunteer webpage](#).

Skills, experience and knowledge:

- Some knowledge and understanding of health and social care service provision. This could be through working in a particular service area or a general understanding/experience as a carer or service user or an interest in this area.
- Good interpersonal skills with the ability to work within a team.
- Good communication skills and the ability to talk and listen to people from all walks of life.
- Good written English skills to accurately record information given by others and to a level enabling contribution to report writing.
- Experience and skills in drawing together and analysing information from various sources and interviews with service users to produce a report summarising patient experience and views and how the service operates.
- Ability to work at home, researching relevant information, drafting and amending documents.
- Prior knowledge of the Accessible Information Standards would be helpful or we can provide training once in role.

Attitudes and Values:

- Upholds impartiality and credibility of Healthwatch Wandsworth's independence.
- Handles information sensitively and confidentially with respect and discretion and observes principles of data protection.
- Commitment to promoting equal opportunities and a non-judgemental approach.
- Respectful approach to others.
- Willingness to work in a team within an agreed framework as well as take the initiative where necessary to fill gaps.
- Understands and adheres to the volunteer code of conduct.

What you will get from volunteering with us?

- Develop your knowledge and understanding of how health and social care services are planned, delivered and commissioned.
- Develop your skills and increase your confidence working with a range of people from service users and the NHS and council and community organisations.
- Use and develop experience in health and social care, service user engagement, feedback analysis and report writing.
- Help make sure that local people can have a voice in health and social care.
- Become part of our volunteer team and help Healthwatch Wandsworth make a difference in the community.

Support provided:

- Induction and support from a supervisor.
- Where available training or events will be offered to help with the role or learning on the specified topic.
- Reasonable travel and out of pocket expenses will be reimbursed in accordance with the Healthwatch Expenses Policy.
- Support will be proportionate to the volunteers' time commitment.

Duration: One year's commitment as a minimum, as required and dependent on volunteer's preference. Below will give you an idea of time commitment:

Typically there are 4 day team meetings a year (1/2 day each)

Each visit will involve about 2 (2 hour) meetings and 1 visit day (6 hours). After a visit you will write up notes within the two weeks. (You can decide which projects you would like to be involved in before committing)

There may be weeks when you have to spend no time on working with the team and others which can involve several hours of work. The time commitment and dates will be specified during the planning process. There are other volunteer roles with us you may also be interested to be involved with.



An enhanced DBS Check will be required, which we can arrange for you.

Accountable to: Healthwatch Manager and Healthwatch Wandsworth Executive

To apply contact: healthwatch@wandcareall.org.uk, or call 020 8516 7767 with your CV and cover letter.

Please note: this is an **unpaid**, voluntary post.

We look forward to hearing from you!