

Enter & View Authorised Representatives

Volunteer Task(s) Specification

Background/Purpose

Service evaluations are an integral part of Healthwatch activity, placing as they do service users, patients and care home residents at the heart of assessing quality of service delivery. Effective observation of service provision and evidence based reporting of the quality of care delivered in various settings is a powerful means of influencing standards. Healthwatch volunteers have undertaken 'Enter & View' visits to various publicly funded care settings and care homes to assess quality of provision and report on their findings.

A competent body of volunteer expertise is thereby being further utilised to assess other services where public funds are disbursed. The role of Healthwatch Hammersmith & Fulham as consumer champion in the Health & Social care sector is reinforced through its 'Enter & View' activity and reporting which influences commissioners when designing services or service providers as they deliver them throughout the borough.

Task(s):

- Survey completion and service recommendations from on-site visits
- Attend bi-monthly planning group meetings according to availability

Time commitment:

- The number of site visits will depend on availability of the volunteer
- Questionnaire duration approximately 2 hours

When:

- Planning group sessions approximately 2 hours every 2 months in Hammersmith & Fulham according to availability

Skills/experience needed:

- An understanding of the role of Healthwatch Hammersmith & Fulham
- An understanding of the role of 'Enter & View' within the Healthwatch programme
- Tact and diplomacy, observational skills coupled with a desire to raise quality of services

Specific training/support to be given:

- Free specialist training given depending on type of service evaluation



- Patient Led Assessments of the Care Environments (PLACE) training
- Availability of mentoring from experienced Enter & View practitioners
- Travel expenses will be refunded

For more information, please call us on 0203 886 0839 or email vip@yvhsc.org.uk