

healthwatch
Nottingham & Nottinghamshire

Enter and View

**Essential information
for care providers.
Making positive
change together.**



About us

We are a statutory, independent organisation set up to ensure that local health and care services meet the needs of residents. We listen to what people like about services, and make recommendations for improvements based on patient feedback.

What is Enter and View?

Enter and View is the name of the statutory power that HWNN holds. Our Enter and View program gets to the heart of people's experience of local health and social care services, such as care homes, pharmacies, hospitals and GP surgeries. We spend time listening to patients, families, carers, and staff to explore what is working well, and what needs to improve. Enter and View visits are an opportunity to help you identify changes that could improve the experiences of the people using your service.

Under the Local Government and Public Involvement in Health Act (2007), and the Public Health Functions and Entry to Premises by Local Healthwatch Representatives Regulations (2013), we have a statutory power to carry out Enter and View visits.

Although the power to Enter and View may sound quite alarming, it is not intended as an audit or an inspection, and we are not looking to 'catch people out'. Instead, it is an opportunity to learn more about people's experiences with services.

Each visit or programme of visits must be planned with a stated reason. While local Healthwatch can carry out these visits with or without notice, HWNN has made an organisational decision to make 'announced' and 'partially announced' visits wherever possible.

Further reading

You can find out more about Enter and View statutory functions by referring to:

- Section 221(2) of the Local Government and Public Involvement in Health Act 2007 - www.legislation.gov.uk/ukpga/2007/28/section/221
- Part 4 (11) (13) of the Local Authorities Regulations 2013 - www.legislation.gov.uk/uksi/2013/218/part/4/made

Why do Enter and View visits take place?

Visits may be prompted by one or a combination of the following reasons:

- As part of a local or regional Healthwatch programme of work
- Due to patient, service user, or public feedback
- To explore good practices or a particular idea across several services
- To follow up on the actions of a service after an Enter and View visit, where recommendations for improvement have been made
- In response to a formal request or recommendation by a professional from the NHS or social care involved in the commissioning, contracting or regulation of that service
- When services have been described as good or excellent, to share improvements and the learning from the care they provide.

Before the visit

Before the visit, we will get in contact with you to explain the purpose of the visit and to arrange a date and time. In exceptional circumstances, and where we've been unable to confirm a date with you directly, our visit may be unannounced. We will let you know how many people will be involved in the visit, discuss how long it will take, and provide you with information leaflets and/or posters to display.

On the day

There will be an Enter and View lead who will introduce themselves and check the visit is still ok to go ahead. During the visit, we will speak to people who use the service, family, friends, and we may speak to staff as well. Enter and View is not an inspection, and Authorised Representatives will not ask to see personal or sensitive information such as care plans.

The visit is also an opportunity for people to ask questions about what other health and care services are available to them in the community.

At the end of the visit, the lead will explain what will happen next, and may also share positive reflections or concerns they may have.

Our report

After our visit, we will send you our report.

This is based on our observations, and the experiences that people shared with us on the day.

Our report may also contain recommendations for improvements. It's also an opportunity to highlight and share good practice that we have observed.

After the visit, if we have significant concerns we will discuss these with you, and any action needed. We will share the final report, including your response, with the relevant commissioner, regulator, and the public.



Your legal obligations

Under the Local Government and Public Involvement in Health Act (2007), and the Public Health Functions and Entry to Premises by Local Healthwatch Representatives Regulations (2013), we have a statutory power to carry out Enter and View visits.

- By law, you must allow our Authorised Representative to Enter and View the premises, and observe activities on the premises controlled by you as the service provider, as long as this does not affect the provision of care or the privacy and dignity of people using services.
- By law, you must respond to our report within 20 working days. We will ask you to let us know about any factual inaccuracies, and you also need to respond to any recommendations we have made.

Thank you for your time and we look forward to working with you. We will contact you informally once the visit has taken place to discuss how you and your team felt the visit went, and how we can improve our Enter & View process in the future. If you have any questions please get in touch.

The logo for Healthwatch, featuring the word "healthwatch" in a bold, lowercase sans-serif font. The letter "h" is pink, "e" is green, "a" is blue, "l" is purple, "t" is yellow, "h" is green, "w" is blue, "a" is purple, "t" is yellow, "c" is green, "h" is blue, and "t" is purple. The "o" is replaced by a white circle with a black outline.

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