

Volunteer Role Description

About Healthwatch Kirklees

Healthwatch Kirklees is committed to trying to make changes to health and social care services that reflect the needs of the people in the local community. In order to do that, we establish projects looking in to the key concerns and issues that have been reported to us by the general public. Enter and View visits enable us to learn more about services and their delivery and speak to the people who are using them.

Enter and View Authorised Representative

An Authorised Representative is an individual who is authorised by Healthwatch Kirklees to participate in Enter and View activities. Enter and View visits are conducted by a small group of trained volunteers who visit health and social care services to:

- Observe and view the service being provided
- Write a group report (which will be publicly available)
- If applicable make suggestions for improvements
- Follow-up suggested recommendations where necessary

They are trained to deal with sensitive situations and confidential information appropriately, and will not interfere with service delivery at the service undergoing the visit.

About Enter and View

‘Enter and View’ is the name used to describe local Healthwatch visits to health and care services. The visits are used to learn about how services are provided and if they could be made better. It is a means of gathering evidence of patient experiences to report back to providers and is one of the many tools used by Healthwatch Kirklees.

Authorised representatives of Healthwatch Kirklees visit the health and care service to observe and assess their nature and quality, applying their ‘good common sense’ and providing a lay person perspective.

They talk to people using the service to get their feedback. This includes:

- Examples of good practice and things that are working well in services
- Problems with services

Enter and View contributes to local Healthwatch’s remit to help ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social. The visits are not an inspection or part of an investigation. Our aim is to work together to recognise good practice and to make recommendations where needed.

Is this the right role for me?

This role will suit someone who is interested in health and social care systems and services, and who cares a great deal about how different services work and the level of care provided.

All volunteers involved in an Enter and View Visit will be expected to:

- Adhere to Healthwatch Kirklees values, policies and procedures
- Work together to achieve aims that are beneficial to people using health and social care services
- Share information, ideas and learning openly
- Listen to and encourage others
- Work out how much time they can commit to the work and stick to this commitment
- Be willing to undertake training and develop knowledge/understanding
- Demonstrate commitment to inclusivity and valuing diversity
- Be involved with a visit from the planning stages to the reporting stages

Experience

We are looking for individuals who have personal experience, interest and a good understanding of health and social care services. This could have been developed through working in a particular service area or a general understanding/experience as a carer or service user, or from your own interest in this area.

Personal Qualities and requirements

You should:

- Have some knowledge and understanding of health and social care service provisions
- Be able to work effectively as a member of a team
- Be able to work with a wide range of people from different backgrounds
- Be able to deal with confidential information sensitively and appropriately
- Have good listening skills and communicate well with people
- Be able to feed-back information correctly and factually
- Be punctual and reliable
- Be non-judgemental
- Have the time available to commit to training, planning, visits and reporting information
- Be willing to undergo relevant training for Enter and View purposes and have a DBS check (previously CRB)
- Be Kirklees Resident and over 18 years of age
- Be committed to the vision of making positive changes to health and social care services

Are you interested?

For more information contact Katherine Sharp, Volunteer coordinator - 01924 450379

or email katherine.sharp@healthwatchkirklees.co.uk