

# Enter and View

**Essential information  
for care providers**



## **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?

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.

This Enter and View visit is an opportunity to help you identify changes that could improve the experiences of the people using your service.

## 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.

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 procedure in the future.

**healthwatch**  
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