



healthwatch
Milton Keynes

Healthwatch Milton Keynes
Enter and View Policy and Procedure
November 2018



Contents

Purpose of Policy.....	4
Definition of Enter and View.....	4
Where Enter and View applies.....	5
Enter and View at Healthwatch Milton Keynes.....	6
Principles.....	6
Healthwatch Advisory Panel and E&V Task and Finish Groups	7
Determining the use of Enter and View	7
Announced and Unannounced Visits	9
Announced Visits	9
Unannounced Visits	10
Measuring Impact	10
Enter & View Authorised Representatives.....	10
Who They Are	10
Recruitment and Training	11
Role Description	11
Application Form.....	11
Initial Meeting.....	11
References.....	12
Disclosure and Barring Service Check.....	12
Basic Training Programme	12
E&V Quarterly Workshop.....	13
Individual Support.....	14
Lead Enter & View Authorised Representatives	14
Process	14
Health and Safety.....	14
Insurance	15
Annex 1 - Procedure Document.....	15
Decision to Visit.....	15
Composition of Enter and View Visiting Team.....	15
Planning Meeting	15
Informing the Provider	17
Conducting the Visit	17
Reporting	18

Visit Reports.....	18
Programme Reports	19
Sharing Reports.....	19
Follow Up.....	20
Appendix 1 - Task and Finish Terms of Reference	21
Appendix 2 - AR Role Description.....	22
Appendix 3 Lead AR Role Description.....	25

Purpose of Policy

This document sets out the approach of Healthwatch Milton Keynes to Enter & View. The policy is a ‘live’ document which is reviewed regularly to ensure it stays up-to-date.

This policy:

- Explains to staff, volunteers, trustees, service users, service provider, commissioners and the public how and why Healthwatch Milton Keynes carries out Enter & View visits;
- Outlines the key principles underpinning Enter & View at Healthwatch Milton Keynes;
- Ensures fairness and consistency in Healthwatch Milton Keynes’ approach to Enter & View;
- Helps service users and service providers to know what they can expect from Healthwatch Milton Keynes in relation to Enter & View

Definition of Enter and View

An Enter and View visit is an opportunity to for Healthwatch to improve services by listening to the views of the people that use them, within criteria set out in the legislation. There are two pieces of legislation which place a duty on health and social care providers to allow a representative of Healthwatch to carry out Enter and View;

The Local Government and Public Involvement in Health Act 2007

The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013.

In 2014 the Department of Health Review carried out a review of the organisations which have powers of entry (including Healthwatch). This review states that there remains a duty on providers of health and social care to allow a representative of local Healthwatch to enter certain premises and observe activities. ¹

Enter and View is an activity Healthwatch Milton Keynes can carry out, but not a statutory function, which means Healthwatch Milton Keynes can choose if, when, how and where it is used, depending on their local priorities.

¹ *The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013*

[Healthwatch Milton Keynes Enter and View Policy](#)

Review Schedule: Annual

Version Date: November 2018

Review Date: November 2019

Where Enter and View applies

Enter and View activity can be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- A person providing primary medical services (e.g. GPs)
- A person providing primary dental services (e.g. dentists)
- A person providing primary ophthalmic services (e.g. opticians)
- A person providing pharmaceutical services (e.g. community pharmacists)
- A person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

The duty to allow entry does **not** apply in the following circumstances:

- If the visit compromises either the effective provision of a service or the privacy or dignity of any person;
- Where the premises are non-communal parts of a care home (authorised representatives can enter upon invitation, however there is no right of entry);
- If the premises where the care is being provided is a person's own home (authorised representatives can enter upon invitation, however there is no right of entry);
- Where the premises or parts of the premises are used solely as accommodation for employees of service-providers;
- Where health and social care services are not provided at the premises (such as offices) or where they are not being provided at the time of the visit (for example when facilities and premises are closed);
- If, in the opinion of the provider of the service being visited, the authorised representative in seeking to Enter & View its premises is not acting reasonably and proportionately;
- If the authorised representative does not provide evidence that he or she is authorised.

The duty does not apply to the observing of any activities which relate to the provision of social care services to children.

Enter and View at Healthwatch Milton Keynes

Enter & View at Healthwatch Milton Keynes aims to:

- Gather data on people's experiences of the NHS and publicly funded social care services from the lay perspective;
- Draw on data to make recommendations for the improvement of patient/ service user experience of services delivered in Milton Keynes.
- Increase Healthwatch Milton Keynes' contact with the local communities it serves;
- Increase Healthwatch Milton Keynes' contact with local service providers, Milton Keynes commissioners and the Care Quality Commission (CQC);
- Ensure visits are tailored to meet the needs of the people of Milton Keynes

Principles

This policy is underpinned by the following principles:

- Healthwatch Milton Keynes will ensure that Enter & View is properly integrated into the organisational structure and the processes are in place to ensure that the data gathered is effectively used to improve health and social care in Milton Keynes;
- All data is demonstrably evidence based;
- All reports are available in the public domain, subject only to exceptional circumstances.
- Enter & View visits are carried out with a clear purpose and all data gathering activities are designed to reflect that purpose;
- Enter & View is carried out by authorised representatives who are selected through a robust recruitment system, and receive appropriate training and support to ensure they carry out their duties to the highest standards;
- Concerns about a service are escalated through the appropriate channels
- Enter & View will be undertaken only where it can have an impact on the service users.

Healthwatch Advisory Panel and E&V Task and Finish Groups

The Healthwatch Advisory Panel is a sub-committee of the Board of Trustees and monitors all Enter & View activities of Healthwatch Milton Keynes. To discharge Enter and View activities it will set up a task and finish group to plan and deliver the Enter and View programme. The composition of the task and finish group, and its purpose are outlined in the Terms of Reference (see Appendix 1). The task and finish core membership group includes the Chair of the Healthwatch Advisory Panel, the Deputy Chief Executive Officer, the Enter and View Coordinator and Enter and View authorised representatives.

Healthwatch Milton Keynes delegates to the Chair of the Healthwatch Advisory Panel (HAP) with responsibility for Enter & View, the authority to authorise the programme of visits through the Enter & View Task and Finish Group and approval of the Chief Executive Officer.

Determining the use of Enter and View

All Enter and View visits must have a clear purpose which links to the statutory functions in section 221 of the Local Government and Public Involvement in Health Act 2007. This purpose is identified by Healthwatch Milton Keynes in all cases and will be agreed by the Chief Executive and the HAP Task and Finish Group. Enter and View programmes of work may be ‘triggered’ by one, or a combination of the factors identified below:

- **As a contribution to a local Healthwatch programme of work**

For example, as part of an engagement topic about dementia, there could be a place for Enter and View to engage with residents who have dementia who live in a care home, and their carers.

- **As a consequence of patient/service-user, or public feedback**

Information and evidence received by Healthwatch may be considered best responded to with an Enter and View activity. The HAP task and finish group will consider each piece of feedback on its own merits, and action can be taken as a result of one, or any number of pieces. The HAP group will discuss the feedback in relation to the organisation’s identified priorities and develop a position to enable the group and the Chief Executive to decide if an Enter and View visit is appropriate.

- **As a strategy to explore good practice, or a particular topic, across a number of services**

For example, to conduct a series of Enter and View visits to explore good practice regarding access to GPs across a number of practices. These visits can be planned in advance and so can act as core activity to help utilise and retain all active volunteers.

- **As a method for checking the responses of a service following an earlier Enter and View visit**

This would be conducted if the HAP and Chief Executive believe that there is a benefit to checking any progress made by the provider and/or progress towards implementing recommendations made during the first visit.

- **As a response to a request or recommendation by a professional from the NHS or social care who has involvement in the commissioning, contracting, provision or regulation of that service**

In relation to such a request, the following framework will be adopted to assist the HAP group and Chief Executive with the decision making process: -

1. All requests for potential E&V by external agencies must be made in writing to the Healthwatch Milton Keynes Enter & View Coordinator.
2. The Enter & View Coordinator will convene a meeting with appropriate provider/ commissioner representatives to discuss and clarify the basis of the request.
3. The Enter & View Coordinator will advise whether, on the basis of discussions, that the Enter & View request might be taken forward for further consideration by the Healthwatch Milton Keynes Enter & View approval process undertaken by the HAP group and the CEO.
4. In order for the HAP group to consider the request, full details of the proposed E&V visit and the rationale for it to be considered, is to be submitted in writing to the HAP group via the Enter & View Coordinator.
5. The Enter & View Coordinator will advise the HAP group of the capacity/resources available to support the Enter & View request if agreed.
6. Visits requested will normally be considered on the basis that:
 - (i) Health or Social Care agencies wish to obtain a general independent view of the quality of a service, especially to find out about the experiences of those using and/or delivering the services

- (ii) Health or Social Care agencies wish to work in partnership with Healthwatch Milton Keynes to jointly engage in service quality assessment/monitoring activities
- (iii) Health or Social Care agencies have received information that give them some concerns which they are satisfied are not sufficiently serious for referral elsewhere but are seeking an independent view on the matter
- (iv) Health or Social Care agencies are aware of changes implemented within or affecting the service and would like an independent evaluation of the service-users/care deliverers views on the impact
- (v) Visits requested will **not** normally be considered if:
- (vi) The service identified is under scrutiny from internal quality processes and/or other agencies e.g. Safeguarding or CQC due to serious concerns being evident
- (vii) The service issues raised would be better addressed by means of other actions by the service or alternative interventions available to Healthwatch Milton Keynes
- (viii) The nature of the focus of a proposed visit requires examination of professional practices or organisational, administrative and/or managerial systems operating within a service
- (ix) The Enter & View is being requested to supplement a lack of resources to undertake the internal monitoring that is the duty of the provider/ commissioner

Healthwatch Milton Keynes is committed to undertaking Enter and View only where it will have an impact on the service users

Announced and Unannounced Visits

During the time when an Enter & View visit is taking place a Healthwatch Milton Keynes staff member will be on duty.

The decision to undertake a visit will be taken by the Chair of Healthwatch Advisory Panel, with the approval of the Chief Executive Officer. The decision must take into consideration the most effective way of gathering the data that is sought through the visit. All visits will be announced unless the HAP group and the CEO feel that circumstances dictate an unannounced visit would be more appropriate.

Announced Visits

An announced visit is defined as an Enter & View visit where the provider has been advised at least one week in advance of the day and time of a visit.

On an announced visit the provider will have been given the names of the authorised representatives who will make up the visit team as well as the stated purpose for the visit.

The decision to inform the provider of the purpose of the visit in advance must reflect the purpose of the visit and the objective for carrying out the visit

Unannounced Visits

An unannounced visit is defined as an Enter & View visit where the provider is unaware that a visit will take place in advance of the authorised representatives' arrival.

A Healthwatch Milton Keynes staff member will make up a member of the visit team during all unannounced visits.

Measuring Impact

Influential Enter and View depends upon effective relationships with commissioners (including the Local Authority and Clinical Commissioning Groups), with regulators (especially CQC), with local politicians (typically via the Health & Wellbeing Board and Overview and Scrutiny Committees) and with Healthwatch England. Effort needs to be applied to developing and maintaining these vital relationships. Enter and View has impact on its own in individual settings. However, it can bring about sizable change when evidence of good practice and improvement is shared and progressed through the collaboration of the community of health and social care organisations.

Healthwatch Milton Keynes is committed to developing and maintaining these relationships to ensure we gain honest feedback and a fuller understanding of how the improvements made as a result of recommendations from the Enter and View programme, and our wider range of activities, have impacted on the way services are delivered in Milton Keynes.

Enter & View Authorised Representatives

Who They Are

Although the majority of authorised representatives will be volunteers, some will be staff members from Healthwatch Milton Keynes who manage the Enter and View activities. Healthwatch Milton Keynes commitment to volunteers is outlined in more depth in the Volunteering Policy. The following principles and procedures are applied to all individuals who act as authorised representatives regardless of their employment status. The exceptions are that Healthwatch Milton Keynes staff members do not have to complete a volunteer application form and interview.

Recruitment and Training

Healthwatch England guidance² stipulates that Enter & View programmes must include a robust recruitment system to ensure that only people with the appropriate attitudes and behaviours act as authorised representatives. Healthwatch England also states that it is crucial that authorised representatives do not carry personal agendas.

In support of this, and in line with its Volunteering Policy, Healthwatch Milton Keynes has a number of mechanisms around the recruitment of authorised representatives:

- Role Description
- Application Form
- Interview
- References
- Basic Training Programme (including Safeguarding Training)

Healthwatch Milton Keynes is committed to the fair treatment of its staff, potential staff, volunteers, potential volunteers, users of its service, and users of health and social care services. Healthwatch Milton Keynes representatives come into contact with, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical/mental disability or offending background.

Role Description

The role description includes the person specification against which applicants are considered during the recruitment process. The role description is reviewed on a regular basis by the Enter & View Task and Finish group; and taken to Healthwatch Advisory Panel for any ratification required. See Appendix 2.

Application Form

Applicants must complete the standard Healthwatch Milton Keynes Volunteer Application Form.

Initial Meeting

All applicants are invited to an initial meeting to establish whether the applicant is suitable for Healthwatch Milton Keynes and Enter & View, and whether Healthwatch Milton Keynes is suitable for the volunteer.

Healthwatch Milton Keynes recognises that acting as an authorised representative is a sizeable commitment for an individual and seeks to ensure that applicants are aware of, and comfortable with, the commitment that is asked of them; the

² Healthwatch, March 2013, 'Enter & View' Study: Final Report: Version: 1.0
[Healthwatch Milton Keynes Enter and View Policy](#)
 Review Schedule: Annual
 Version Date: November 2018
 Review Date: November 2019

meeting is one element through which Healthwatch Milton Keynes seeks to achieve this.

References

Where the applicant for this role is not already a volunteer with Healthwatch Milton Keynes, they will be required to follow the application process for volunteers which will include the details of two referees who can supply Healthwatch Milton Keynes with character references.

Disclosure and Barring Service Check

Authorised representatives need to undergo a criminal record check by the Disclosure and Barring Service (DBS), *previously Criminal Records Bureau*, as part of the application process. Authorised representatives require an enhanced disclosure. Healthwatch Milton Keynes staff will facilitate the application; ensure the correct policies and procedures are in place; and absorb any associated costs.

Basic Training Programme

All authorised representatives will have completed:

- Healthwatch Milton Keynes volunteer induction
- Equality and Diversity
- Confidentiality
- Data Protection
- Adult Safeguarding
- Deprivation of Liberties
- Enter & View

Healthwatch Milton Keynes will use the recommended training resources developed by Healthwatch England to ensure they are in line with good practice; however, Healthwatch Milton Keynes will include additional exercises as appropriate to support individual learning.

The Enter & View training programme will also include shadowing experienced authorised representative on visits.

The purpose of these shadowing activities is:

- To provide practical instruction in carrying out an Enter & View visit;
- To develop the volunteer's confidence in carrying out Enter & View visits;
- To familiarise the volunteer with the environment(s) that Enter & View is carried out in;
- To familiarise the volunteer with examples of good/bad/mediocre practice in the environment(s) as are witnessed on the visits;
- To assess the volunteer's ability to respond to feedback;
- To identify possible areas where assistance is required;

- To assess the volunteers demonstrable understanding of the Enter & View process and its required attitudes and behaviours.

On completion of these shadowing activities trainee authorised representatives will be provided with feedback from the authorised representative(s) leading the visits. This feedback is an opportunity for the individual to learn and develop their understanding and method of conducting visits. The feedback will be constructive.

During the period of practical training where a trainee authorised representative is involved in producing the report, they will always receive feedback to support their development. Similarly, the first few reports (as a minimum) should be co-produced by a visit 'Lead'.

Enter and View reports may also be shared with other authorised representatives in the Quarterly Workshops in order to support the development of all authorised representatives'. This will only be done with the author's permission.

E&V Quarterly Workshop

Held once a quarter, E&V quarterly workshops are designed to provide an opportunity for the following:

- For volunteers to share and learn from their experiences in Enter & View;
- To enable changes and important messages about Enter & View to be communicated;
- Identify knowledge and best practice;
- To provide an opportunity for volunteers to ask questions on Enter & View to other volunteers and Healthwatch Milton Keynes staff;
- To deliver additional training to enhance the skills and knowledge of volunteers in relation to Enter & View;
- To communicate the findings and outcomes of Enter & View visits;
- To identify areas where volunteers feel they require additional support and/or training;
- For Enter & View volunteers to network with each other;
- To agree volunteers to sit on the Enter & View task and finish groups;
- For Healthwatch Milton Keynes staff and volunteers to communicate upcoming events and activities that may be of interest to others.

All Enter & View volunteers will be invited to attend an E&V quarterly workshop and there is an expectation that volunteers will attend at least two in a twelve-month period to ensure they can deliver the same quality of volunteering as the other Enter & View volunteers.

Individual Support

The Deputy CEO line manages the Enter and View Coordinator who is the key contact for authorised representatives and who acts to oversee volunteers in these roles.

Healthwatch Milton Keynes aims to provide each authorised representative with a review at least annually to support the individual's personal development within the role.

Lead Enter & View Authorised Representatives

The opportunity to be a 'Lead' is one that the volunteer must choose to undertake. Volunteers who wish to become the 'Lead' must first speak with the Coordinator about their suitability for this task (see appendix 3 for Lead Enter & View Authorised Representative role description). Suitable individuals will attend additional training designed to equip them with the skills and knowledge to lead other volunteers in Enter & View visits.

Training will include:

- Outline of responsibilities of a Lead Enter & View Authorised Representative
- Guidance on how to appropriately frame questions
- Leading a planning meeting
- Scenario training for difficult situations
- Report writing
- Supporting and developing new authorised representatives
- Providing feedback to new authorised representatives.

Process

Healthwatch Milton Keynes will follow the Procedure Document as set out in Annex 1. The Healthwatch Advisory Panel has the authority to amend the Procedure Document as and when appropriate.

Health and Safety

Healthwatch Milton Keynes will ensure that an appropriate risk assessment is produced for all Enter & View activities and that the relevant persons receive the outlined training.

Insurance

Healthwatch Milton Keynes will ensure the correct insurance provisions are in place to cover all activities involved in Enter & View.

Annex 1 - Procedure Document

Decision to Visit

The decision to carry out an Enter and View visit is made by the Healthwatch Advisory Panel Task and Finish Group with the approval of the Chief Executive.

At the time of deciding to schedule a visit the following must also be decided:

- Whether the visit is a 'stand-alone' visit or whether it forms part of a series of visits in a planned programme
- The purpose of the visit
- Any relevant parameters for the visits.

The decision, the basis for the decision, the purpose, and any relevant parameters for visits must be documented for presentation to the HAP to enable adequate monitoring.

All decisions to carry out Enter and View visits are ultimately reported to the Board to ensure accountability.

Composition of Enter and View Visiting Team

Each individual Enter and View visit should be composed of a minimum of two authorised representatives, one of whom must be a 'Lead'. The decision for individual Enter and View authorised representatives to undertake visits must be approved by the Healthwatch Advisory Panel and Chief Executive, subject to the following assurances being in place:

- Lone working risk assessment
- Evidence of staff being available for emergency support
- Project plans and business case for activities to be carried out by a single individual

Unannounced visits should be conducted by a minimum of two authorised representatives, one of whom must be a staff member.

Planning Meeting

A planning meeting will be held and will be attended by the visit authorised representatives and a member of Healthwatch Milton Keynes staff with responsibility for the Enter and View programme.

The planning meeting will:

- Set a date and time for the visit(s) fitting around other planned visits by other organisations to the provider as known. The Deputy CEO is to check with other stakeholders (e.g CQC, Local Authority) about planned visits before and following the planning meeting to confirm there are no clashes or inappropriate visit timeframes), and to ensure a Healthwatch Milton Keynes staff member is available during the visit period.
- Assess accumulated reports and evidence about the service to be visited including:
 - Recent Enter and View reports
 - The last Care Quality Commission (CQC) inspection reports
 - Any other recent visit reports e.g. Clinical Commissioning Group (CCG) visit; Patient Led Assessments of the Care Environment (PLACE) visit reports
- Identify any requirements for special support needs necessary to facilitate the visit
- A decision on the approaches to be used to elicit service user experiences for the Enter and View visit (for example interview, group facilitated discussion, observation/ “sit and see”)
- Determine the questions that will be asked of service users, carers and/or staff as applicable.
- Define the key themes of observation for the visit.
- Agree how discussion responses and observation outcomes will be recorded, and prepare discussion and observation capture forms as appropriate;
- Allocate tasks to each authorised representative based on their skills and experience.
- Agree an approach for collating and writing up notes, and for producing draft findings from the visit.
- Check the location of the service and directions on how to get there, and any protocols that may be in operation for visits to that organisation/location.
- Ensure the visit Lead is appropriately prepared to handle the visit arrival if the visit is to be unannounced.

The purpose of the visit must be reflected in each of these decisions in order to meet the required outcomes of the visit.

The authorised representatives who will be carrying out the visit must attend and actively participate in the planning meeting.

Informing the Provider

Unless the proposed visit is to be an 'Unannounced visit', the proposed visit must be notified to the service provider concerned at least 7 days in advance, giving the provider opportunity to make Healthwatch Milton Keynes aware of any special arrangements prior to the visit. The notification will give the provider a summary of the reasons for the visit, the proposed date and resource pack.

After the planning meeting has confirmed the date of an **announced** visit the service provider must be contacted by email. This action is performed either by the visit 'Lead' or a staff member with responsibility for the Enter and View programme. The service provider will be informed:

- Date of visit;
- Time of visit;
- Likely duration of visit;
- Names of the representatives and the identification they will be wearing;
- The stated purpose of the visit, as required by legislation.

This is to ensure that all relevant persons at the location of the service are informed that a visit will be taking place in advance of the visit, as well as conveying details of what they can expect. This email will include the Notification of Visit letter and the Resource Pack which consists of the Visit Poster, and the Information for Providers leaflet. The email, and attached documents, must be saved into the Enter and View file in the CIO Team site.

The email will be followed up with a phone call to the relevant person, usually the Service Manager, to ensure receipt of information and to respond to any queries the provider may have.

Conducting the Visit

On both announced and unannounced visits, the lead authorised representative will identify themselves and request to speak with the most senior staff member on site. The authorised representative will provide a copy of the Arrival Letter which outlines the legal right of the Healthwatch team and the obligation for the provider to admit entry. It also provides the names of the visit team, the stated purpose for the visit and the contact details for the Deputy CEO, or the CEO if the Deputy CEO is the staff member taking part in an unannounced visit.

Healthwatch Milton Keynes is committed to ensuring that the health and safety of people (service users, staff members, visitors, and members of the public) that the visit team comes into contact with during the course of an Enter and View engagement is not compromised by the actions or presence of any authorised representatives. This includes ensuring that:

[Healthwatch Milton Keynes Enter and View Policy](#)
 Review Schedule: Annual
 Version Date: November 2018
 Review Date: November 2019

- There is no spread of infection through an unwell authorised representative taking part in a visit;
- Authorised representatives comply with the health and safety regulations of a location.

Healthwatch Milton Keynes is equally committed to ensuring that the dignity of service users is not compromised by our actions.

Behaviour that impinges on the following will not be tolerated:

- the dignity of service users;
- the health and safety of service users, staff (including Healthwatch Milton Keynes staff), other volunteers, visitors to a service, and members of the public;
- affects the confidentiality of service users; or
- breaches of the code of conduct for authorised representatives (see the Volunteering Policy).

Concerns will be raised with the authorised representative and may result in the individual being asked to cease participating in Enter and View visits, and potentially being asked to cease association with Healthwatch Milton Keynes.

Where authorised representatives witness, are informed of, or suspect, that there is a safeguarding issue they are obliged by law to pass that information on to the appropriate bodies as soon as possible. Where there is a serious concern about safeguarding the Enter and View visit must be terminated immediately: Healthwatch Milton Keynes refuses to be complicit with safeguarding breaches. Details and procedures relating to safeguarding are contained in the Healthwatch Milton Keynes Safeguarding Policy.

Healthwatch Milton Keynes are obliged to report any appropriate matters to the Care Quality Commission (CQC).

Reporting

Visit Reports

Visit reports are written by the visits' 'Lead', using Healthwatch Milton Keynes' Enter and View Report Template. The first draft is shared with the other authorised representatives present on the visit to input their opinions. The draft report is then sent to the Deputy Chief Executive Officer for proof-reading and support with editing, and then shared with the Chief Executive Officer responsible for approval: the Chief Executive Officer has five working days to respond.

It is Healthwatch Milton Keynes aim to share every draft report with the service provider within twenty working days of the visit. Where this is not possible due to exceptional circumstances the draft report must be shared with the service within

thirty working days. Draft reports will be sent with the standardised Letter Accompanying Report to ensure consistency (appendix 9).

The report is based only on the data gathered during the Enter and View visit and should be written in an objective and factual style, with all statements grounded in data and free from subjectivity. In accordance with Healthwatch Milton Keynes' Data Protection and Confidentiality policies, no individual service user or family member will be personally identifiable in the report. Staff members will not be named in the report however they may be personally identifiable due to their role. Where applicable, a service may request details of a staff member referred to in the report in order to implement positive change or provide praise. Healthwatch Milton Keynes require that on these occasions the service must provide follow up information on their actions as a result of this change.

Should a provider have concerns about a report they are invited to meet with Healthwatch Milton Keynes Enter and View Representatives (usually Deputy CEO and Healthwatch Advisory Panel Chair or Volunteer and Programme Coordinators) to discuss its content and their concerns; members of the visit team may also be invited.

The service visited is required to respond to the report within 20 working days of receiving it: where this is not possible due to exceptional circumstances the service must negotiate a suitable timeframe with the Deputy CEO or the programme coordinator. The service is required to outline how they intend to action the recommendations or explain why no action will be taken.

Within ten working days of receiving their response the draft report will be edited where appropriate and published in the public domain. No report will be published until the final version has been approved by the Task and Finish group and ratified by a quorum of the Healthwatch Advisory Board: to save time this will be done electronically.

The service visited will receive a copy of the final report directly.

All services who receive an Enter and View visit are asked to complete an evaluation form of the visit itself (see appendix 10) and to provide feedback on their experience of the Enter and View process as a whole.

Programme Reports

Where the visit forms part of a programme of visits the individual visit report may form an appendix of an overall programme report. The Programme Report will be ultimately approved by the Healthwatch Advisory Panel and a copy will automatically be sent to all services who received a visit as part of the Programme.

Sharing Reports

All reports will be shared directly with Healthwatch England through the Hub and the Care Quality Commission (CQC). Where applicable a report will also be shared directly with:

- Milton Keynes Clinical Commissioning Group (CCG)
- NHS England
- Local Authority
- Other Local Healthwatch
- Health and Wellbeing Board
- Quality Surveillance Group (QSG)
- Health and Adult Social Care Overview and Scrutiny Committee (HASC)
- Partners in the Third Sector

Follow Up

Depending on the visit Healthwatch Milton Keynes may decide to follow-on from the visit with one or more of the following actions:

- Arrange future Enter and View visits to the same service premises;
- Send a letter 3-9 months after the visit requesting further information about the service's actions in relation to the recommendations outlined in the visit report. If the service declines to respond, this may trigger a follow-on visit to observe the changes made as a result of the initial report.

Healthwatch Milton Keynes will take all reasonable steps based on the circumstances of each visit to be assured that the service has responded to the recommendations of a report where applicable.

Appendix 1 - Task and Finish Terms of Reference

Healthwatch Advisory Panel Task and Finish Group

Term of Reference

Purpose

- To develop a programme of Enter & View visits to publicly funded health and adult social care settings across Milton Keynes including hospitals, care homes, GP practices, pharmacists, dentists and opticians
- To evaluate the programme and identify outcomes
- To receive and approve Enter & View reports for escalation to the Healthwatch Advisory Panel
- Make recommendations to the Healthwatch Advisory Panel for escalation to Healthwatch England and / or CQC
- To agree and review the training programme for Enter & View volunteers
- To report to the HAP on all activities to enable assurance to the Board

Membership

Manager with responsibility for Enter & View
 Programme Coordinator(s)
 Healthwatch Advisory Panel Chair, or Deputy Chair
 Enter & View volunteers (as appropriate for each programme of work)

Observers as Appropriate

Communications and Engagement Lead
 Healthwatch Advisory Panel representative
 Care Quality Commission (CQC)

Chair

Healthwatch Advisory Panel Chair (or deputy)

Secretary

Nominated member of the Task and Finish group

Quorum

3 (of whom one is a HWMK Healthwatch Advisory Panel Member)

Frequency of meetings

As required

Appendix 2 - AR Role Description



Enter & View Authorised Representative Role Description

Purpose

To conduct Enter & View visits in health and social care settings in services accessed by residents of Milton Keynes, to improve services by providing the lay perspective.

Key Activities

- To plan and conduct Enter & View Visits authorised by Healthwatch Milton Keynes
- To observe and gather data on patient/service user experience
- To contribute to an evidence-based report on the Enter & View activity
- To promote Healthwatch Milton Keynes positively
- To follow Healthwatch Milton Keynes protocols and policies on all aspects of Enter & View visits, including the Code of Conduct and Confidentiality policy
- To be involved in preparation for Enter & View visits
- To attend at least 2 Authorised Representative workshops each year and engage with Healthwatch Milton Keynes staff support

Person Specification

Essential:

- Self-aware
- Reliable
- Open minded
- Ability to act and report in an objective and consistent manner
- To display tact and diplomacy in challenging situations
- A desire to help make positive change for the people of Milton Keynes
- Excellent listening skills
- Keen observational skills

- Good interpersonal skills
- Understanding of need to maintain confidentiality

Desirable

- Computer skills
- Good written communication skills
- Previous report writing experience

Time Commitment

Each Enter & View activity consists of 3 stages: the planning meeting, the visit and the report writing. Following initial training and supervision, we ask that you take part in at least 2 visits per year and attend Authorised Representatives Workshops.

Restrictions

An enhanced level Disclosure and Barring Service (DBS) check is required. This is facilitated by Healthwatch Milton Keynes.

Training and Support

You will receive a full induction, which includes Equality and Diversity Awareness training, Data Protection training and Confidentiality training. You will also receive Adult Safeguarding and Deprivation of Liberties training. Once you have completed the Enter & View training, you will have the opportunity to complete additional training at the workshop events and will be invited to all Healthwatch Milton Keynes volunteer activities.

You will receive support from the Lead Enter & View volunteer on any visits you are involved in and there will always be a member of staff on call when you are actually on a visit.

Benefits

Apart from the opportunity to make a real difference to the lives of people locally, Healthwatch Milton Keynes will ensure that we enable our volunteers to gain experience across areas of their interest and will provide references for all volunteers upon request.

How to Apply

If you are interested in becoming a Healthwatch Milton Keynes volunteer or Authorised Representative, please contact info@healthwatchmiltonkeynes.co.uk or phone 01908 698800.

Appendix 3 Lead AR Role Description



Lead Enter & View Authorised Representative Role Description

Purpose

To take responsibility for the planning, delivery and reporting of Enter & View visits in health and social care settings in services accessed by residents of Milton Keynes. To support Enter & View Authorised Representatives, ensuring that visits are conducted to the highest standard and remain focussed on the Purpose of the visit. To lead on the practical training of new Enter & View Authorised Representatives.

Key Activities

- To support new Enter & View Authorised Representatives during their practical training stage
- To provide evaluation of new Enter & View Authorised Representatives to the Director with responsibility for Enter & View
- To lead the planning of, oversee the carrying out of and create the written report for Enter & View activity
- To promote Healthwatch Milton Keynes positively
- To follow Healthwatch Milton Keynes protocols and policies on all aspects of Enter & View visits, including the Code of Conduct and Confidentiality policy
- To attend at least 2 Authorised Representative workshops each year and engage with Healthwatch Milton Keynes staff support

Person Specification

Essential:

- Experience as an Enter & View Authorised Representative
- Leadership
- Self-aware
- Reliable
- Open minded
- Supportive
- Patient
- Ability to act and report in an objective and consistent manner
- To display tact and diplomacy in challenging situations

- Negotiation skills
- A desire to help make positive change for the people of Milton Keynes
- Excellent listening skills
- Keen observational skills
- Good interpersonal skills
- Understanding of need to maintain confidentiality
- Computer skills
- Excellent written communication skills and previous report writing experience

Desirable

- Access to a car

Time Commitment

Each Enter & View activity consists of 3 stages: the planning meeting, the visit and the report writing. Following initial training and supervision, we ask that you take part in at least 2 visits per year and attend Authorised Representatives Workshops.

Restrictions

An enhanced level Disclosure and Barring Service (DBS) check is required. This is facilitated by Healthwatch Milton Keynes.

Training and Support

You will receive a full induction, which includes Equality and Diversity Awareness training, Data Protection training and Confidentiality training. You will also receive Adult Safeguarding and Deprivation of Liberties training. Once you have completed the Enter & View training, you will have the opportunity to complete additional training at the workshop events and will be invited to all Healthwatch Milton Keynes volunteer activities.

You will receive support from the Lead Enter & View volunteer on any visits you are involved in and there will always be a member of staff on call when you are actually on a visit.

Benefits

Apart from the opportunity to make a real difference to the lives of people locally, Healthwatch Milton Keynes will ensure that we enable our volunteers to gain experience across areas of their interest and will provide references for all volunteers upon request.

How to Apply

If you are interested in becoming a Healthwatch Milton Keynes volunteer or Authorised Representative, please contact info@healthwatchmiltonkeynes.co.uk or phone 01908 698800.