



Enter & View Programme 2024/25

First Draft – Dec 2023

Background –

Our monthly hospital visiting programme ran from 2017 to 2021 and we were able to influence significant improvements and positive outcomes from our observations, insight, reports and recommendations.

During the programme, the methodology adapted and evolved, which meant that the way we delivered, reported on and followed up, changed over time.

The programme has complimented the work we have done through annual PLACE assessments, community engagement and other project work. It has also supported our promotion of local Healthwatch and has encouraged more people to talk to us and to get involved in our activities.

Since the programme began, we have worked through a global pandemic, seen our largest acute trust merge to establish an even bigger service provider and worked with local system partners in the creation of our local Integrated Care System (ICS) and Integrated Care Board (ICB).

Going Forward –

Our newly developed links with Sussex Healthwatch colleagues and ICS partners, means that we are in a stronger position to add value to our local system and service providers. Our statutory powers to Enter & View services to collect data will enhance and compliment the broad range of workstreams and improvement programmes across the sector.

We are committed to seeking out examples of best practice so that we can shine a light on ‘what good looks like’ and help our system partners to learn from it. We are passionate about ensuring the voices and experiences of local people influence decisions and improvements across the sector.

With this in mind, our Enter & View Programme for 2024/25 will offer a structured, strategic approach to service visits in West Sussex, providing opportunities for our team to:

- Promote Healthwatch West Sussex and our work.
- Collect first-hand service user/resident/patient and family carer stories, experiences, views and voices.
- Make observations and assessments of the care/service environment.
- Collect specific insight and data on themes or topics linked to HW priority work, what we’re hearing from the public, and/or service provider requests and priorities.

How we will deliver the programme –

Our methodology will follow the NHS 15-Steps approach, with environmental assessments based on the NHS annual PLACE assessments.

There will be set questions and conversational prompts to support Authorised Representatives (AR) in speaking with service users, residents, patients and carers, as well as observational prompts and checklists for them to complete.

Forms and documents will be reviewed and developed with a working group of AR's in early 2024.

Activity	Details	Notes
X2 Enter & View visits per month	1 = hospital site with urgent care service (A&E/UTC/MIU) 1 = another NHS or ASC service (community hospital / residential care home / primary care service etc)	<ul style="list-style-type: none">- Visits to hospitals will be announced and in collaboration with trust teams.- Secondary service visits will be chosen and agreed in order to link them to our priority work or projects / current insight / system influences.

Lead AR's will work with the Deputy Manager in the planning and delivery of the programme and will co-ordinate the visits operationally. Supervising and supporting the volunteer team.

Dates and timings of visits will be agreed collaboratively with the team, HW staff and relevant service provider contacts.

Recording and Reporting : Outcomes and Impact –

As we know from experience, there may be 'quick-fix' actions or opportunities to influence improvements while our team are on site. These need to be recorded and fed back to the service management as well as being shared back with the HW team.

There may also be intelligence gathered which would prompt significant actions for the service, so we would expect our teams to work collaboratively with the provider representatives and communicate essential information in a timely way.

Lead AR's will liaise with the visit team and use a summary report proforma to write up the key highlights and headlines from each visit – this will be shared back with the Deputy Manager who will quality assess (QA) the report and forward to the respective trust/service as soon as possible.

Insight and recommendations will be shared back with the HW team as soon as possible, where they will be logged and recorded.

The Deputy Manager will draft a quarterly report detailing all the visits the team have delivered, including: key themes, recommendations, issues, outcomes and impact that has been achieved.

There will be quarterly Enter & View Team Meetings – either in person, online or hybrid – and all AR's will be invited to contribute to the monitoring and evaluation of the programme, with a formal review report produced in July 2024.