



Healthwatch Brent

Enter & View Role Description



Role Title: Enter & View

About the role:

Healthwatch Brent champions the rights of people who use health and social care services, and holds services to account for how well they engage with the public. Healthwatch supports patients, service users, carers and the public to be actively involved in how services are commissioned and delivered.

What is an Enter and View visit?

Enter & View visits are a core Healthwatch activity. Our teams visit health and social care facilities, like hospitals and care homes. During our visits, we talk to staff and patients to assess how the service is run and to examine the quality of care provided. After the visit, we analyse the information gathered and report our findings to the relevant authorities and decision makers.

What you will do

You will help the Healthwatch Brent team prepare for each visit and attend the premises, where you will speak to staff and patients, observe how the service is run, ask questions, and raise issues. Volunteers have the right to scrutinise all aspects of the service under inspection.

Afterwards you will discuss the visit as a group, help write reports and take part in follow-up work.



We will require you to:

- › Read, write and speak English to a good standard. Ideally you will also be able to speak one of the other languages spoken in Brent.
- › Communicate clearly in meetings, group settings as well as larger gatherings.
- › Be assertive when required, but also know when to stand back
- › Use a computer with confidence.
- › Understand the need for confidentiality and what this means in practice
- › Adhere to the principles of Healthwatch Brent.
- › Visit health and social care premises around the borough.
- › Have some awareness of or interest in the health and social care system and be willing to increase your knowledge
- › Communicate effectively with a wide range of people from different communities and backgrounds
- › Be willing to have an Enhanced DBS (Criminal record) check.
- › Commit to at least 16 hours per month.

This position is an excellent opportunity for students of health and social care, or anyone with a strong interest in the sector.

What we offer:

- › Induction training and ongoing support from the Healthwatch Brent team.
- › Agreed out-of-pocket expenses, (on production of receipts or other proof).
- › An identified member of staff who will direct you and access to a Volunteer Coordinator for any questions.
- › A reference after three months' volunteering.

We hope to offer you further training opportunities and your volunteering may also be formally accredited. For more information please email Ibrahim Ali at ibrahim.ali@healthwatchbrent.co.uk, or call on 020 8912 5832.