

Healthwatch Enter & View Volunteer – Role

Description

About us:

There is a local Healthwatch in every local authority area of England. Healthwatch Wandsworth is the independent champion for people using local Health and Social Care services in Wandsworth.

We listen to what people say they like about services and what could be improved. We then share their views and experiences with the people with the power to make change happen. Healthwatch was given significant statutory powers in the Health and Social Care Act 2012 to ensure that the voice of local people is strengthened. Those who pay for, deliver and regulate Health and Social Care services have to respond to what we tell them local people think.

We also share the views of local people with Healthwatch England, the national body, to help improve the quality of services across the country.

Healthwatch is operated by Wandsworth Care Alliance (WCA) a local charity a member-led organisation.

What is Enter and View?

Healthwatch Wandsworth has the statutory authority to visit health or social care services provided in the borough, or which cater for the local population but are located outside the borough. We can observe how services are delivered. Our main aim is to talk to patients or clients, their close relatives or carers, and senior staff responsible for managing the services. Our main focus is on the service user's experience of care.

Our E&V volunteers receive full training and are DBS (Disclosure & Barring Service) checked before they can become authorised visitors. After each visit, the team produces a report containing its findings and recommendations. The reports are then sent to the service provider for comment, and to relevant bodies such as Healthwatch England, the Care

Quality Commission (CQC), and those responsible for commissioning and providing the service we have visited. Finally, our report and any response from the service provider to our recommendations are posted on the Healthwatch Wandsworth website.

Role description:

- To contribute to preparation for visits to health and social care services by researching and reading background information about the service being visited. (e.g. CQC Report, Website).
- You will visit health and care premises such as hospital wards, GP surgeries or day centres on a pre-arranged basis
- Talk to the service users and staff that you meet on the premises and impartially record their feedback
- Observe and record you notice happening on the premises
- Take notes and write them up to contribute to the final report on the service
- You may also be involved in collating the findings of other team members to produce the final report, conclusions and recommendations (It would be desirable but not essential that you are involved in this part of the activities)

Skills, experience and knowledge:

- Some knowledge and understanding of health and social care service provision. This could be through working in a particular service area or a general understanding/experience as a carer or service user or an interest in this area.
- Good interpersonal skills with the ability to work within a team.
- Good communication skills and the ability to talk and listen to people from all walks of life.
- Good written English skills to accurately record information given by others and to a level enabling contribution to report writing.
- Experience and skills in drawing together and analysing information from various sources and interviews with service users to produce a report summarising patient experience and views and how the service operates.

What will you get from volunteering with Healthwatch Wandsworth?

- Get to know people in your area and make a difference to the people who use health and social services in Wandsworth
- Acquire new skills, refine old ones and increase your confidence. Such as practice in attending formal meetings and speaking publicly.
- You could update your CV and use your experience with Healthwatch to seek work in health and social care or other fields of employment.
- Learn or improve your knowledge about health and social care

Support provided:

- Reasonable travel and out-of-pocket expenses will be reimbursed in accordance with the Healthwatch Expenses Policy
- Induction and support from a supervisor, and a volunteer buddy if you want one.
- We can provide support and supervision to our volunteers. If you ever have a question, concern or need some guidance there is always someone available via call or email to support you.
- Where available training or events will be offered to help with the role or learning on the specific topics

An enhanced DBS Check will be required, which we can arrange for you.

Please note that this is an unpaid position. We aim to find opportunities that fit around our volunteers' availability whether that is in the daytime or the evenings, and how much time you have to give. Although this position is unpaid, we offer excellent references upon the successful completion of your role.

If you are interested in this volunteer role, please email us at information@healthwatchwandsworth.co.uk or call us on 0743 463 3745.

We look forward to hearing from you!

