

Enter & View Volunteer Information Pack



1. Introduction: About Healthwatch North Northamptonshire

Healthwatch North Northamptonshire is the **independent champion for local people**, playing a crucial role in ensuring **health and social care services meet community needs**. As a new service, Healthwatch North Northamptonshire is dedicated to the North Northamptonshire area only. This specific focus allows the service to develop a deep understanding of the **unique character and needs of residents** at our local footprint.

Function and Vision

Healthwatch North Northamptonshire **empowers individuals and communities to share their experiences**, thereby **influencing improvements in health and social care services** across the area.

Our work is guided by core values including:

- **Independence,**
- **Consistency,**
- **Relationships & Trust,**
- **Impact,**
- **and being Outcomes Focused.**

Become a Healthwatch “Enter & View” Volunteer!

Overview

An Enter and View Volunteer listens to people’s experiences of health and care services, including patients in hospitals, those visiting their GP Practice or people living in residential homes to understand **what is working well** and **what can be improved**.

Why should you be a Enter and View Volunteer?

You’ll be helping to make life better for people by using the insight to make tangible differences to health and care services. You’ll **meet a wide range of people who rely on health and care services**. You’ll meet new people, be part of the Healthwatch team who act as the public champion for health and care and make a difference for your local community.

What will the role involve?

- You’ll be part of a team which **plans Enter and View visits**, including speaking to service managers.
- You’ll talk to people, including **family members, carers and staff** to get a full picture about **how services are working**
- You’ll **record these experiences and with your team write a report on what’s working well and areas for improvement**
- You’ll support the Healthwatch staff who **talk to service managers** about the changes needed

- As part of a team, you'll check back to make sure the changes are making a difference

Personal specification/requirements

- Comfortable talking to people from a range of backgrounds, including about sensitive situations in a person's life.
- Balancing being warm and approachable with maintaining impartiality
- Ability to analyse information to find out what's working well or needs improvement
- Enjoyment and ability to work in a team
- Computer skills, including Microsoft Word (but not essential)

How We Will Support You

- We want your volunteering experience to be positive and rewarding. You will receive **full training** and have regular contact with a member of the Healthwatch team for ongoing **support and guidance**. You'll also receive the **Healthwatch North Northamptonshire** volunteer handbook.

Time Commitment and Application

- Our volunteering roles are **flexible** and designed to fit around your existing personal and social commitments. We will always work closely with you to find a schedule that works best for you.
- To apply for this role, please email our Healthwatch Service Manager, Claire, on claire.neilson@healthwatchnn.org.uk or give her a call on 07512 898229

We look forward to hearing from you!

Location: Wellingborough, Corby or Kettering Health & Social Care settings, including, but not limited to Kettering General Hospital, Mental Health Support Services, Adult Social Care Services, GP and Dental Practices....and many more.

- As a volunteer, you will support Healthwatch North Northamptonshire in fulfilling our purpose in being **the champion for people using health and social care services**. You will make a difference by connecting with people in your local community, including those whose voice is seldom heard so their experiences can help make health and care better.
- There are many benefits to volunteering with your local Healthwatch. These include:
- An opportunity to contribute positively to your local community, help people, and make a real difference to their lives
- A chance to learn new skills with training and personal development opportunities
- A useful stepping stone to employment
- An opportunity to meet a diverse range of people and develop connections with people in your local community
- Being part of a great team of volunteers, with dedicated staff to support you



healthwatch

North Northamptonshire

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