Healthwatch Barking & Dagenham’s Enter & View and Project Reports

Report of Healthwatch Barking and Dagenham

Open Report

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Summary:

The local Healthwatch, the consumer champion for both health and social care, aims to give local residents and communities a stronger voice to influence and challenge how health and social care services are provided within the borough. The role of the local Healthwatch is to undertake local research about what people who use services are looking for and identify gaps in service.

Legislation, including the Health and Social Care Act 2012, gives local Healthwatch bodies the power to carry out ‘enter and view’ of health and social care premises to see for themselves how services are provided. After conducting an ‘enter and view’, Healthwatch bodies may produce a report and recommendations for the service provider to action.

Appended to this report are the reports arising from Healthwatch’s Enter and View visits between the period August 2017 and November 2017. Below is an outline of each:

- On 18th and 19th September 2017 HealthWatch Barking and Dagenham carried out and Enter and View of Oncology services at Queens Hospital. The visit was carried out as a result of feedback received from service users. Attached is the full report and the response from the service provider.

- Healthwatch also undertook an Enter and View visit to a GP Practice, Grove Surgery on 14th November 2017. This visit was carried out after a number of residents were unhappy with the service being provided. Although the practice is based in Redbridge there are a number of Barking and Dagenham residents registered with the GP. At the time of writing this report Healthwatch were in process of concluding the findings, therefore were unable to give details of the findings. A verbal update will be given at the meeting.

Recommendation(s)

The Health and Adult Services Select Committee (HASSC) is recommended to note the reports and provide any comments to the Healthwatch representative at the meeting.
**Reason(s)**

It is good practice for Healthwatch to share its information about health services with the HASSC to support the Committee in its ‘critical friend’ function.

**Background Papers Used in the Preparation of the Report:**

None.

**List of appendices:**

Oncology Enter and View Report