



LINK Enter and View – your questions answered

What does an Enter and View representative do?

As a LINK enter and view representative you will visit premises providing health and adult social care services in North Tyneside. You will look at the services that are offered, how they are delivered and the quality of those services. You will listen to the views of people using the services and gather information from staff, service users and carers. If we already have information about the services, you will find out if anything has changed or improved. After your visit you will write a report of what you have seen and heard.

Do I have to do visits on my own?

No. You will usually visit services with at least one other enter and view representative. You will have identification from LINK to say you are authorised to visit and the service manager will know why you are there.

Do I have to agree to enter and view all health and social care services?

No. We will talk to you about your knowledge and experience and what services you are interested in visiting.

Will I get any training?

All our enter and view representatives must attend training before they do any visits. Your training will look in more detail at the enter and view role, what is expected of you and what you can expect from LINK. Your training is with other people who have volunteered for this role and is led by the LINK team. We also ask people with knowledge and experience of health and social care to contribute to the training.

What support will I get from LINK?

We offer support and advice to individual representatives and the enter and view group. You will have opportunities to meet with the enter and view group to share experiences and ideas. We will give you information about the services before you visit and advice on what you need to look for. We will give you feedback on how services have changed or improved following your visits

How much time do I need to give to enter and view?

As well as visiting services you will need time to attend training and meetings with other enter and view representatives. We understand that people with health conditions, caring responsibilities or educational needs may have restrictions on the time they can give. We will arrange meetings to fit with enter and view group members and make sure we use accessible venues.

Can anyone become an enter and view representative?

We are looking for people with an interest and some personal experience or knowledge of health and care services. You need to be a good listener and be able to communicate with people and write up what you have seen and heard on your visit. You need to have the time to do the visits and to meet and do training with other volunteers and the LINK team.

Please read more about the enter and view role, qualities, knowledge and experience before you fill in your application form. Everyone who applies is interviewed by a selection panel made up of LINK board members and an enter and view representative. At the interview you can tell us more about yourself and why you want to be an enter and view representative.

We also ask for references and a Criminal Records Bureau check.

What do I need to say on my application form?

In your personal statement, you need to tell us how you are able and willing to fulfil the enter and view role and what knowledge and experience you have in health and social care. The information about the enter and view role specification, personal qualities and characteristics, knowledge and experience tells you what we are looking for.

How can I find out more?

Contact Johanne Mears or Alison Chalmers at North Tyneside LINK.

Phone 0191 200 1429

Email link@voda.org.uk