**Enter and View update – October 2023**

The Enter and View programme for 2023/24 has supported the theme of the priority project : **Diabetes – exploring Sandwell health, care and support services through patient experiences and voices.**

The Enter and View programme has included visiting specific places of support that are associated with diabetes e.g. diabetes clinics, phlebotomy, retinal screening services (at hospital eye clinics and opticians), foot clinics and urology. Some sites offered a range of these services so some visits were combined but **2** separate reports produced.

During the visits, the team of Authorised Representatives focused on:

* Observing how people experience the service through watching and listening
* Speaking to people using the service to find out more about their experiences and views
* Observing the nature and quality of services
* Asking how long they have waited to access this service

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|  | **Date** | **Which Service** | **Date report**  **published** |
|  | 23rd May | Diabetes Clinic  Sandwell General Hospital  Lyndon  West Bromwich | 19th July |
|  | 13th June | Eye Clinic  Sandwell General Hospital  Lyndon  West Bromwich | 24th July |
|  | 11th July | Birmingham Midland  Eye Centre City Hospital NHS Trust  Dudley Road  Birmingham | 9th August |
|  | 18th July | Urology Outpatients City Hospital NHS Trust  Dudley Road  Birmingham | 23rd October |
|  | 26th July | Young Adult Diabetes Transition Clinic, Diabetes  Centre City Hospital NHS Trust  Dudley Road  Birmingham | 23rd October |
|  | 1st August | Blood Tests  (Phlebotomy)  Neptune Health Park  Sedgley Road West  Tipton | With Provider |
|  | 1st August | Foot clinic  Neptune Health Park  Sedgley Road West  Tipton | With Provider |
|  | 8th August | Blood Tests  (Phlebotomy)  Victoria Health Centre  5 Suffrage Street  Smethwick |  |
|  | 8th August | Foot clinic  Victoria Health Centre  5 Suffrage Street  Smethwick |  |
|  | 5th September | Foot Clinic Mesty Croft Clinic  Alma St,  Wednesbury |  |
|  | 20th September | Foot Clinic Warley Medical Centre  Ambrose House  Kingsway  Oldbury |  |
|  | 27th September | Chapmans Opticians Ltd.  61 Union Street  Wednesbury |  |
|  | 3rd October | Asda Oldbury Superstore  Wolverhampton Road  Oldbury |  |

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