**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 ClinicSandwell General HospitalLyndon West Bromwich | 19th July |
|  | 13th June | Eye ClinicSandwell General HospitalLyndon West Bromwich | 24th July |
|  | 11th July | Birmingham Midland Eye Centre City Hospital NHS TrustDudley RoadBirmingham  | 9th August |
|  | 18th July | Urology Outpatients City Hospital NHS TrustDudley RoadBirmingham  | 23rd October  |
|  | 26th July | Young Adult Diabetes Transition Clinic, Diabetes Centre City Hospital NHS TrustDudley RoadBirmingham  | 23rd October |
|  | 1st August | Blood Tests (Phlebotomy) Neptune Health ParkSedgley Road WestTipton  | With Provider |
|  | 1st August | Foot clinic Neptune Health ParkSedgley Road WestTipton  | With Provider |
|  | 8th August | Blood Tests (Phlebotomy) Victoria Health Centre5 Suffrage StreetSmethwick  |  |
|  | 8th August | Foot clinic Victoria Health Centre5 Suffrage StreetSmethwick  |  |
|  | 5th September | Foot Clinic Mesty Croft Clinic Alma St, Wednesbury  |  |
|  | 20th September | Foot Clinic Warley Medical Centre Ambrose HouseKingswayOldbury  |  |
|  | 27th September | Chapmans Opticians Ltd.61 Union Street Wednesbury  |  |
|  | 3rd October | Asda Oldbury Superstore Wolverhampton RoadOldbury |  |

Any queries please contact:

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