A screenshot of a video game

Description automatically generated with low confidence

**Enter and View Programme 2024/25**

The Enter and View programme for 2024/25 focussed on the patient experience at the **2** discharges lounges within the Sandwell and West Birmingham NHS Trust.

* Birmingham City Hospital Acute Medical Unit 1 at Birmingham City Hospital, Dudley Road, Birmingham, B18 7QH.
* Sandwell General Hospital Newton 1 Ward at Sandwell General Hospital Hallam St, West Bromwich B71 4HJ

The aim of the visits was to find out:

* review the service provided by discharge lounge teams
* about patient experiences of care during the stay at hospital
* the effectiveness of discharge to home/care facility
* whether the discharge was co-produced

 The visits took place over a period of time to ensure that every day was visited (including weekends) so that the proffered service can be assessed from a Patient perspective.  **32** patients were spoken and **12** members of staff.

 All visits have now taken place and reports are being written.

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| **Date** | | **Where** |
|  | Wednesday 29th May | Birmingham City Hospital |
|  | Tuesday 11th June | Sandwell General Hospital |
|  | Tuesday 2nd July | Birmingham City Hospital |
|  | Sunday 14th July | Sandwell General Hospital |
|  | Saturday 27th July | Birmingham City Hospital |
|  | Wednesday 7th August | Sandwell General Hospital |

For more information contact:

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