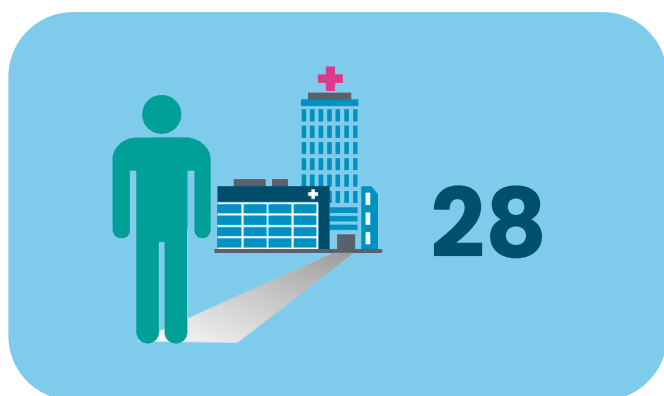


# Enter & View Provision Impact Report

# Enter & View Provision (June 2024 to May 2025)

## Healthwatch Cornwall Transforming Voices into Impact

**This report outlines the measurable impact of Healthwatch Cornwall's Enter & View programme in 2023–2024.** The programme not only brought immediate, tangible improvements to primary care services but also contributed directly to influencing wider system change.



**Through visits to 28 primary care practices (GP surgeries, Dentists, Opticians, Pharmacists) we gathered the views and experiences of 168 patients and 50 staff members.**


Those lived experiences were translated into evidence-based recommendations, several of which were promptly implemented by providers. Our work has been foundational in shaping Cornwall's response to the national dental crisis, with insights directly contributing to our high-profile Dental Crisis Report 2024.

Using the *Making a Difference Toolkit*, we frame our impact through a Theory of Change lens, identifying clear goals, outcomes, and indicators of success. This approach demonstrates how Healthwatch Cornwall acts as a conduit between community voices and decision-makers, amplifying what matters most to people and turning it into systemic improvements. The instrumental contribution of Healthwatch Cornwall is evident in the adoption of our recommendations and the strategic changes they inspired.




"We remain committed to improving patient access and are grateful for the feedback provided through Healthwatch Cornwall's Enter & View process."

— **Practice Manager, West Cornwall**



"Hearing patients talk honestly about their challenges helped us look at our service with fresh eyes. We've already made several changes as a result."

— **General Practitioner, Mid Cornwall**



"Healthwatch Cornwall's insight into dental care helped put pressure on decision-makers and gave real weight to what we hear in our constituencies."

— **MP for Camborne, Redruth & Hayle**

## Healthwatch Cornwall's Long-Term Commitment for Change

**Community Led Vision:** Health and care services in Cornwall that are equitable, accessible, and shaped by the people who use them.

**Community Led Mission:** To elevate public voices through direct engagement and evidence gathering, ensuring meaningful change in how health and care services are planned and delivered.

## Actively Listening and Focusing on What Matters: Key Priorities

- Improve accessibility and communication in GP practices
- Reduce physical and sensory barriers in service environments
- Use patient voice to influence dental care reform
- Increase inclusivity through better signage and assistive technologies
- Strengthen volunteer-led insight collection

These priorities were set by spotlighting areas of need based on lived experience.

They ensure that Healthwatch Cornwall can have clear focus on cornerstone contributions to local and systemic improvements.

## Driving Change on the Ground: What We Did

- **28 Enter & View visits** to primary care practices
- **Observation** of service environments and processes
- Conversations with **211 patients, 74 staff** members
- **Reports** created and sent to each service provider
- **Follow-up** with providers and system leaders
- Data fed into the **Dental Crisis Report 2024**
- **Engagement** with media, MPs, and NHS commissioners

Each of these activities was underpinned by Healthwatch Cornwall's unique ability to mobilise public voice for meaningful change. Our instrumental role ensured these insights were captured, validated, and transformed into concrete action.

## The Difference We Made: Measurable Outcomes

### Short-Term

- Environmental issues addressed (e.g. lighting, seating, signage)
- Practices committed to weekly hearing loop checks
- Updated signage with accessible fonts and visibility
- Clearer communication on costs and private care transitions

### Medium-Term

- Staggered appointment systems introduced to manage waiting room flow
- Provider enthusiasm to collaborate with Healthwatch Cornwall on future visits
- Enter & View data used to amplify concerns in national dental debate

### Long-Term

- Enhanced public trust in care services
- Better-informed policy and commissioning decisions
- Stronger infrastructure for inclusive engagement across Cornwall

These outcomes reflect Healthwatch Cornwall's significant contribution to initiating service-level and system-level change based on first-hand evidence.

## How We Know It's Working: Indicators of Impact

- Practices immediately implementing recommendations (10 of 13)
- Acknowledgements received from service providers and ICB
- Reference of findings in Westminster debate and Dental Crisis coverage
- Increased volunteer interest and participation

The results outlined here are a direct result of Healthwatch Cornwall's consistent and strategic engagement across the health and social care landscape.

## Influencing Systems, Shaping Policy: Dental Crisis Response

Enter & View findings were instrumental in shaping the Dental Crisis Report 2024. Patient stories and service access issues highlighted during visits were echoed in debates in Parliament and covered widely in national media. As a direct result, the NHS Cornwall & Isles of Scilly ICB has begun implementing local measures to mitigate the effects of national dental care shortages.


Healthwatch Cornwall's integral role in gathering, analysing, and presenting this data was essential to the report's credibility and its political and public impact.

## Foundations of Our Work: Core Assumptions

- Lived experience is essential to understanding system performance
- Services are open to constructive, evidence-based feedback
- Policy change is possible when grounded in public voice
- Our statutory role ensures credibility and influence with key stakeholders

Healthwatch Cornwall operates with the assumption that its contribution is not only needed but a strategic driver in closing the feedback loop between patients and providers.

## Voices of Trust: What Stakeholders Say



"The Enter & View process was fair, respectful, and ultimately helpful. We welcome further collaboration with Healthwatch Cornwall."

- **Practice Lead, East Cornwall**



"I look forward to working alongside Healthwatch Cornwall in the future. It's clear their work is rooted in community voices."

- **MP, Southwest Region**

These endorsements underline Healthwatch Cornwall's instrumental role as a trusted partner and change-maker.

## Strengthening Our Impact: What's Next

- Recruit and train more volunteers to extend reach
- Shorten Enter & View notice period to ensure authenticity of insight
- Advocate for better communication infrastructure with providers
- Expand thematic reporting based on Enter & View findings (e.g. access, mental health)
- Continue to integrate patient voice into system transformation planning

As we look to the future, Healthwatch Cornwall will continue playing a pivotal role as a core contributor in shaping equitable and responsive care systems.

## Final Reflection: Sustaining Change Through People's Voice

**Enter & View has proven to be a powerful tool in both improving individual service environments and informing system-wide change. Healthwatch Cornwall's crucial contribution lies in its unique ability to convert individual voices into collective influence. We will continue to build on this momentum, ensuring that the lived experience of Cornwall's residents is the foundation for better care delivery.**



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