**Enter and View training**

**Agenda (times can be changed)**

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|  | **09.30** | Arrival  Registration  Housekeeping  Ground rules |
| **A blue bubble with white text  Description automatically generated** | **9.40** | Aims of the day  Introductions  Setting the scene  5 Ws approach |
| **SESSION 1** | **10.00** | What is Enter and View?  Who can Enter and View?  Why Enter and View?  When not to Enter and View  Understanding the purpose  Enter and View situations exercise |
|  | **11.00** | Break |
| **SESSION 2** | **11.15** | Preparing for a visit  Nolan Principles  Case study exercise  Code of conduct |
|  | **11.45** | Making observations  Good listening Skills  Asking questions  Dealing with difficult situations |
|  | **12.30** | Lunch |
| **SESSION 3** | **1.00** | After the visit  Writing the report  Report template  Further Healthwatch activity |
| **SESSION 4** | **1.30** | Learning review |
|  | **1.50** | Any further questions?  Evaluation |
|  | **2.00** | Close |