



### Information Update: Healthwatch Derby / 25 July 2017

It has come to our attention that Healthwatch Derby have been in contact with practices informing them of visits to the practice.

Practices should note that Derby City Council have designated Healthwatch Derby as the organisation to carry out the statutory powers to come into practices as defined by "The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013":

*Duty of services-providers to allow entry by Local Healthwatch organisations or contractors*

*11.—(1) In relation to premises that a services-provider(b) owns or controls, that services provider must allow an authorised representative(c) to—*

*(a) enter and view those premises; and*

*(b) observe the carrying-on of activities on those premises.*

*(2) Paragraph (1) does not apply—*

*(a) in respect of any premises, or parts of premises, if the presence of an authorised representative on those premises, or those parts of premises, would compromise—*

*(i) the effective provision of care services, or*

*(ii) the privacy or dignity of any person;*

*(b) if the authorised representative does not comply with regulation 13;*

*(c) in respect of excluded premises;*

*(d) to observing the carrying-on of excluded activities;*

*(e) to entering and viewing premises, or parts of premises, for the purpose of observing the carrying-on of excluded activities;*

*(f) in respect of any premises, or parts of premises, at any time when care services are not being provided on those premises or those parts of premises;*

*(g) if, in the opinion of the services-provider, the authorised representative in seeking to enter and view, or observe the carrying-on of activities on, premises is not acting reasonably and proportionately;*

*(h) if an authorised representative does not provide the services-provider with evidence that the representative is authorised in accordance with regulation 12.*

Practices are therefore obliged to engage with Healthwatch, subject to the caveats listed in Section 2 above and the LMC advice is to open a constructive dialogue with Healthwatch as they can be a useful advocate in trying to improve patient experiences.

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For further information, or to arrange an interview, please contact:  
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