



OUR VISITING PRINCIPLES

We will:

- 🕒 listen to the voice of patients, service users and those who care for and about them
- 🕒 see for ourselves how services are delivered
- 🕒 focus our visits on people who use or are affected by NHS services
- 🕒 approach our visits from a truly lay viewpoint
- 🕒 refer any clinical concerns on to others to investigate
- 🕒 plan and prioritise our visits to find out more about the services we are concerned about or don't know enough about
- 🕒 focus on what's good as well as what needs improving
- 🕒 reflect what people tell us in our feedback and reports
- 🕒 publicise and carry out announced visits to give the widest opportunity for people to tell us about their experiences

- 🕒 carry out unannounced visits to get a true snapshot of services
- 🕒 follow up on our visits to see if good practice has been shared and improvements made where needed

We will not:

- 🕒 carry out inspections, audits or compliance checks against professional or other bodies' published standards or requirements¹
- 🕒 visit areas where patients don't go

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¹ Our visiting activity will however provide an indication of the impact any such requirements may be having on people's experience of accessing NHS services