

Care Quality Commission's draft strategy discussion

Healthwatch Birmingham welcomes the opportunity to respond to the Care Quality Commission's (CQC) draft strategy discussion. Our key role is to make sure that patients, the public, service users, and carers (PPSuC) are at the heart of service improvement in health and social care.

We are pleased to see the CQC discussing their draft strategy in advance of formally consulting on it in early 2021. We are pleased that PPSuC have been involved in the discussions at this stage, and welcome the opportunity to share our comments. Due to our role, we have focussed our comments mainly on the **"People"** theme of the draft strategy.

We welcome that the CQC plans are for regulation to be driven by people's experiences of health and care services. Enabling people to give feedback by different routes is key, and we would like to see more detail about how this will be achieved, including how the CQC will work with partners such as local Healthwatch, that are listed.

In capturing people and communities views on services, it is important to record the demographics of those sharing feedback, not only to enable identification of those whose voices are seldom heard, but also ensuring that those giving feedback are representative of those using the services and the local population. This can then be analysed to ensure the CQC are employing effective methods of engaging with and collecting feedback from all in a community.

We welcome that the CQC plan to be clearer with people how their feedback is considered alongside other evidence and how this has been acted on. We know that making this clear encourages people to share more feedback as they feel their voice counts.

Assessing how services encourage, enable and act on feedback is crucial to ensure that services are meeting the needs of people. Healthwatch Birmingham found that often commissioners and providers were not clear what good patient and public involvement looks like. As such we developed a Quality Standard for Patient and the Public Involvement, Engagement and Insight. This demonstrates how it's essential to embed responsibility for engaging the public at every level of an organisation.

We look forward to seeing the strategy develop further as it progresses to consultation.

Yours Sincerely,



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