

Information sheet for health overview and scrutiny committees (OSCs)

September 2009

The Care Quality Commission would like to involve OSCs in all aspects of our work. This information sheet lets you know how we would like to do this, and includes many of the ideas you have already given us about working together. We will update this information as our work develops.

Telling us about people's views of services and experiences of care

We would like to hear about people's views of health and social care services and their experiences of care. We will use as much of the information you give us as we can. It might be from people who use services, their carers, members of the public or local user or community groups. It doesn't matter which services the information relates to, or how many services it covers.

Our staff are here to listen to you. You can talk to your local Care Quality Commission staff or send them written information at any time. Please ring our National Contact Centre on 03000 616161 to find out the names of the Local Area Managers in your local authority area. You can also email written information about people's views and experiences to our National Contact Centre at enquiries@cqc.org.uk.

Overview and scrutiny committee reports

If you have conducted reviews of any aspect of health or social care services, we would be interested in the evidence you gathered from users and the public. We will use the information to help us in our work. You can send any reports to our National Contact Centre at enquiries@cqc.org.uk

Assessing NHS services

You can send us any evidence you have about the quality of local NHS services. We will send you further guidance in the autumn about the aspects of quality and safety we are assessing this year.

Your information will help us to decide if local NHS service providers meet the requirements to register with us as a service provider from April 2010. Where relevant, it will also be used to inform our decisions about providers' compliance with the core standards assessment (previously known as the Annual Health Check), from April 2009 to April 2010.

It will help us if you can send any information by the end of January 2010 to your local Care Quality Commission staff or to: enquiries@cqc.org.uk

Assessing primary care trusts and councils

You can send any evidence you have about how well primary care trusts and councils are finding out about the health and social care needs of people in your area, and how they buy the services to meet these needs.

We will send you more information about how we are assessing these commissioners for the period April 2009-April 2010. In the meantime, you can send any information that you think is relevant to the contacts given above.

Reviewing local social care services

Your local Care Quality Commission staff will let you know if we are planning to inspect a council's social care service in your area. We will invite you to contribute evidence for these inspections and explain how you can do this. We welcome any information you have that helps us to understand the experiences of people using social care services.

Registering independent healthcare services

You can send information to us about the quality of independent healthcare services (such as private hospitals, clinics and doctors and hospices) at any time, using the contacts given above.

Special reviews and studies

We are starting work on reviews and studies about the following services and issues:

- How well are the healthcare needs of people (of all ages) in care homes being met?

- How well is the pathway of health and social care for people who have a stroke and their carers working?
- Health and social care for families with disabled children and young people.
- How well are the physical health needs of people with mental health needs and learning disabilities in hospital and residential settings being met?
- Are local services being commissioned (or put in place) that meet the different health needs of the local community, and that help those people most at risk of poor health?
- How well are councils responding to people's first contact with them?
- Is the economic downturn affecting the quality of care?

If you have any information or evidence related to these topics, please send it to us using the contacts given above. More information about these reviews and studies can be found on our website:

www.cqc.org.uk

Giving you feedback

Annual health check 2008/09:

A big thank you to all the overview and scrutiny committees that contributed to the annual health check of NHS organisations for 2008/09. We will be giving you feedback about how we used the information you gave us. One of our local Care Quality Commission staff will contact you to set up a meeting later this year.

Annual performance assessment of councils 2008/09:

We would also like to thank any OSCs who gave us information about their council's adult social services this summer. Again, a local member of our staff will give you feedback about how we used your information later this year.

Other ways to get involved

There are a number of other ways for you to get involved in our work.

Consultations

You can take part in our consultations. For more information about our current consultations, please visit our website: <http://www.cqc.org.uk/getinvolved/consultations.cfm>

Sounding board for representative groups

Join our new sounding board. You can get involved in different ways, to suit you. This will mainly use email to get your advice on what we do and how we do it. We may invite you to occasional meetings to discuss our work face-to-face. If you are interested in joining, please contact: lucy.hamer@cqc.org.uk or clare.delap@cqc.org.uk

OSCs with special interests

As part of the sounding board, we would like to hear if you are particularly interested in certain services or areas of our work. You may like to help us develop areas of our work such as registering and monitoring service providers, assessing service commissioners, assessing mental health, social care, NHS or independent healthcare services.

You may have a special interest in the care given to certain local communities, groups of service users, such as children or older people, or about certain issues that affect them.

Please contact our public involvement managers: lucy.hamer@cqc.org.uk or clare.delap@cqc.org.uk to tell us about your interests.

How you can find out more

If you would like to find out more about the Care Quality Commission, you can:

- Visit our website at www.cqc.org.uk to see the latest news and events.
- Sign up to our monthly newsletter by visiting our website: www.cqc.org.uk/newsandevents/newsletter.cfm or by ringing our National Contact Centre on 03000 616161.

We hope you find this information sheet useful. If you have any questions about the information it contains, or have other issues you want to discuss with us, please contact enquiries@cqc.org.uk. We look forward to working with you.