



Our plan for working with the public

June 2023



Easy read version of 'Our Public
Engagement Strategy 2023 to 2026'.

About us



We are the Care Quality Commission. Our inspectors check health services, like hospitals and care homes, to make sure they give good care to people.



This booklet tells you about our plan for how we will work with the public.

Our last plan



In 2017 we published a plan about how we wanted to work with the public.



This has helped us to get better at the way we work.



But there are things we still want to get better at.

What we want to do



We have made a new plan.



The plan is about how we can get better at our job.



In this booklet, we set out the 4 things we want to do.

1. Using what people tell us to make care better



We want to hear from people from different communities and backgrounds to understand what care is like for them.



We want to make it easier for people to tell us about the care they have received.



We want people to tell us about when they have had good care, like nurses or carers making them feel safe.



But we also want people to tell us if they have had bad care, like not being listened to in hospital.



Our inspectors will ask people about their care when they check services.



Information from people will be used to help our staff decide if a service is doing a good job.



We will ask health and care services to use what people tell them to get better.

2. Making sure our information meets people's needs



We want more people to know about our work.



We will tell people about the care they can expect from a doctor, dentist or other healthcare professional.



We will make sure that people can understand and use our information.

3. Including people in our plans



We will make sure we know what people need from us.



We will ask people to help us make a plan for how we do our job.



We will use what people tell us in the same way we use other information, like what our inspectors see when they visit services.



We will make sure people know how we use their information.



We will make sure that we use what people tell us to get better at how we do our job.

4. Working with other organisations to improve care



We will carry on building relationships with organisations that act for people.



We will make sure that we work closely with these organisations to:



- share information about care for people



- make sure that people's voices are heard



- understand why care is less good for some people.