

# **Provider review process in the new assessment framework**

**Engagement session Friday 30 September**

# Welcome

Sariat Olatunji

Regulatory Policy Manager

# Working together today



# Today's agenda

Time	Item	Person
2.30pm	Welcome and overview of the session	Sariat Olatunji, Regulatory Policy Manager
2.35pm	<b>Main room presentation:</b> Provider review process	Sariat Olatunji
2.55pm	<b>Main room:</b> Q&A	All
3pm	<b>Breakout room discussions:</b> Your views	All
3.40pm	<b>Main room:</b> Feedback	All - facilitated by Sariat Olatunji
3.55pm	<b>Main room:</b> Wrap up and close	Sariat Olatunji
4pm	<b>Close</b>	

# Today's session

## We will:

- Introduce our current thinking on how providers can challenge factually incorrect information or incomplete evidence in the process
- Seek your feedback to help shape this work further

# Provider review process

# Our new regulatory model

Our framework will assess providers, local authorities and integrated care systems with a consistent set of key themes, from registration through to ongoing assessment

Aligned with 'I' statements, based on what people expect and need, to bring these questions to life and as a basis for gathering structured feedback

Expressed as 'We' statements; the standards against which we hold providers, LAs and ICSs to account

People's experience, feedback from staff and leaders, feedback from partners, observation, processes, outcomes

Data and information specific to the scope of assessment, delivery model or population group



# Current factual accuracy review process

- When we have checked the quality of the draft inspection report, we send the provider these draft documents to the registered person.
- We ask the provider to check the **factual accuracy** and **completeness of the information** that we have used to reach our judgements and ratings, where applicable.
- Providers have 10 working days to return the factual accuracy check submission
- We review and respond to the submission and decide whether amendments are needed to the report before it is finalized.
- The factual accuracy checking process should not be used to challenge:
  - an inspection rating solely because you disagree with it
  - how we carried out an inspection – see how to [complain about CQC](#)
  - enforcement activity that we propose – see how to [make a representation about proposed enforcement activity](#)



# Provider review in the new regulatory model

- We know providers value an equivalent factual accuracy review process for reporting in the new model.
- Our proposed provider review process builds on the factual accuracy process in the current regulatory model.
- New provider review processes will primarily be through a new provider portal that has additional functionality
- We are currently developing the new provider review process and today is an opportunity to help shape it

# Overview of new report format

**Now:** We publish long PDF reports that are not very accessible and take time for us to write and for the public to read.

**Future:** Provide a more up-to-date view of quality, tailored to the audiences that use and read them. Information will be presented more clearly with detailed benchmarking information to help the provider improve.

# Provider review in the new regulatory model

- Our assessments will vary in scale from our current arrangements – will be generally shorter and more frequent
- Some assessments may lead to a change in a score, that will not necessarily lead to a change in a rating
- We're considering how we can make provider review arrangements proportionate to the assessment concerned.
- Providers will be able to view our preliminary judgements (draft reports) for their assessments.

# Provider review in the new regulatory model

- Through our provider portal, providers will be supported to submit relevant feedback on our preliminary judgements within a set timeframe
- Provider feedback will only be accepted if related to factual accuracy and / or completeness of the information that we have used to reach our judgements and ratings.
- If relevant, information submitted as part of the provider feedback that is not relevant to the current assessment may be considered as part of a future assessment.
- Prompts and reminders for provider review submission will be available through the provider portal

# Discussion questions

**In your breakout rooms we would like you to discuss:**

1. What are your initial thoughts on what has been shared about the provider review process?
2. What has been helpful about the current factual accuracy process, that we should keep?
3. What is difficult / could be improved about the current factual accuracy process?

# Questions for clarity

# Feedback

# How to stay up to date



## Get involved on our digital platform

Continue the conversation

Sign up here: <https://cqc.citizenlab.co/en-GB/>



## Bulletins and blogs

- Sign up for our bulletins here: <https://www.cqc.org.uk/news/newsletters-alerts/email-newsletters-cqc>
- All blogs can be found on our medium page: <https://medium.com/@CareQualityComm>



## CQC Twitter account

For the most up to date, immediate information

Follow: @CQCProf



## CQC Connect

Find all of our latest podcast episodes here:

<https://linktr.ee/cqcconnect>



**Thank you.**