

CQC Board Meeting of May, 2014 - *extracts*

Present

**Michael Mire (MM)**

**David Behan (DB)**

**Louis Appleby (LA)**

**Anna Bradley (AB)**

**Paul Corrigan (PC)**

**Steve Field (SF)**

**Mike Richards (MR)**

**Kay Sheldon (KS)**

**Andrea Sutcliffe(AS)**

In attendance

**Eileen Milner (EM)**

**Hilary Reynolds (HR)**

**Claire Luxton (CL)**

**Emma Rourke (ER)**

ITEM 11 – NEW APPROACH FROM HEALTHWATCH ENGLAND  
PERSPECTIVE (CM/04/14/11)

AB tabled a slide which illustrated how Healthwatch (England and **Local**) should engage with the CQC's new approach to inspection.

Engagement took place in three phases: during registration and surveillance; pre and during inspections; and the post inspection and improvement journey.

She noted that **Local Healthwatch engagement with the inspection process had been patchy, as had CQC engagement with some Local Healthwatch.**

Healthwatch England has included an objective in its Business Plan and **budget to support Local Healthwatch develop capacity and capability.**

Board members acknowledged strong links with local Healthwatch provided the CQC with an important link into the community. AS commented that the diagram provided a good illustration for hospital inspection but would like to see it further developed for Adult Social Care. She suggested the **ongoing relationship between local Healthwatch and local inspection teams and an appropriate exchange of information is essential** to enhance understanding of what the CQC is doing at a local level.

It is also important for the CQC to consider how to feedback to Local Healthwatch on the local health and social care economy. SF also acknowledged it is important for **primary care inspectors to build a strong relationship with Local Healthwatch teams.** It was also agreed that it was important to reflect the One CQC concept at a local level rather than a separate relationship with each of the 3 inspection directorates.