



# Annual Provider Survey results

2019

- **The Care Quality Commission's annual provider survey tracks providers' experience, understanding and opinion of CQC**
- **We use the results to improve how we work with providers and other stakeholders**
- **For 2018-19 we sent the survey to 32,300 providers of health and social care. We received 9,100 responses**
- **We asked about a range of topics:**
  - **Registration, inspection and inspection reports, contact with CQC**
  - **CQC's approach to regulation, and our impact on the quality of care**
  - **How providers improve**
  - **CQC's call on provider resources**
- **This information pack summarises the information we gathered and analysed for 2018-19**

Please note the acronyms in the report are:

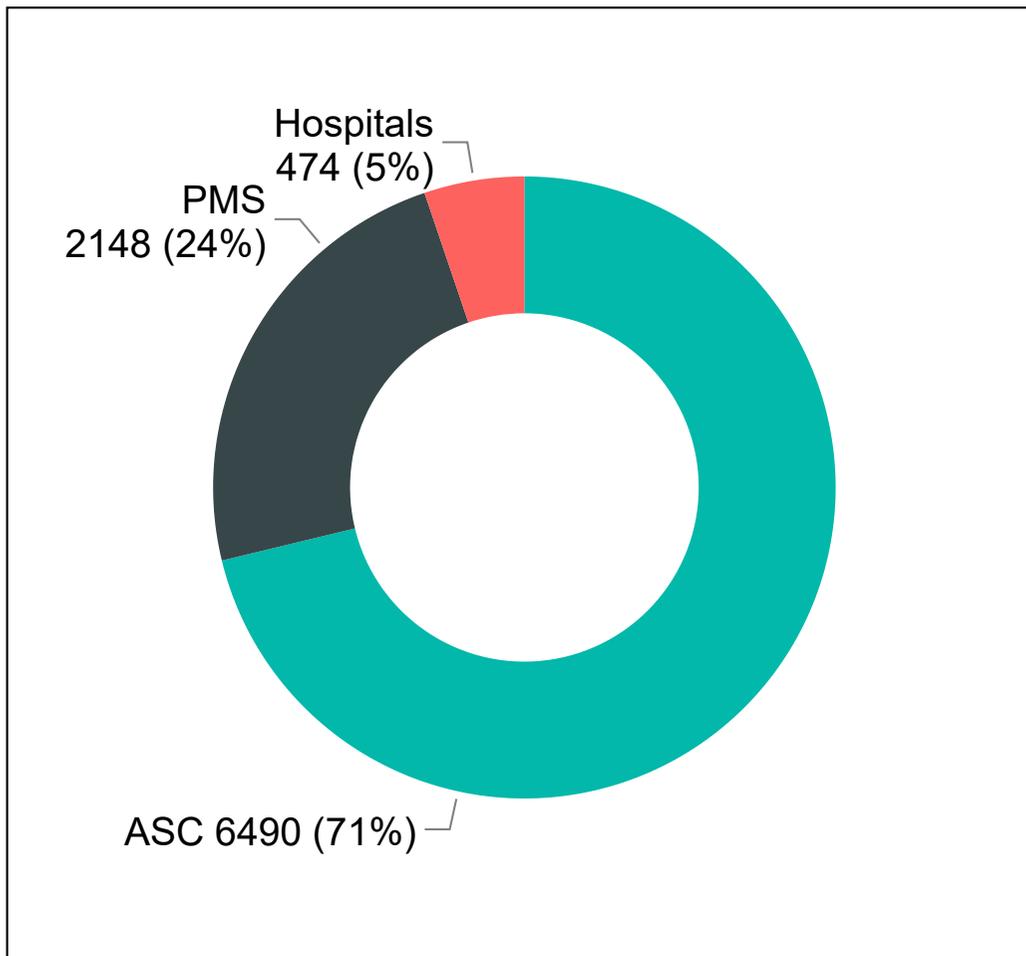
ASC - Adult Social Care

HSP - Hospitals

PMS - Primary Medical Services

NCSC - National Customer Service Centre

## Breakdown of respondents by sector and subsector

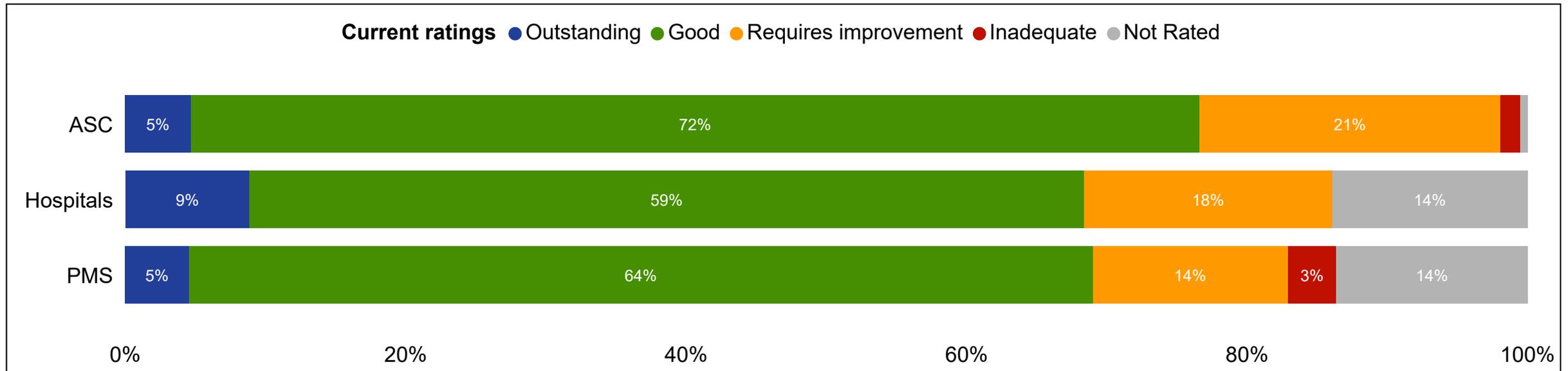


SUBSECTOR	ASC	Hospital	PMS
Residential social care	3725		
Community based ASC	2765		
GP practices - NHS			1044
Primary dental services			881
Independent consulting doctors			153
Mental Health Services - NHS		105	
Hospice services		70	
Community Health - NHS		69	
Hospital - NHS		68	
Hospital - Independent		64	
Community Health - Independent		31	
Ambulance - Independent		29	
Urgent care services & mobile doctor			25
GP practices - Independent			22
Ambulance - NHS		20	
Mental Health Services - Independent		18	
Remote clinical advice			9
Prison Healthcare			6
Slimming clinic			5
Other unspecified PMS			3

# Annual Provider Survey 2019



## Breakdown of respondents by rating



Rating	ASC	Hospitals	PMS	Overall
Outstanding	134	14	17	<b>165</b>
Good	2064	94	241	<b>2399</b>
Requires improvement	615	28	52	<b>695</b>
Inadequate	41	0	13	<b>54</b>
Not Rated	15	22	51	<b>88</b>

# Annual Provider Survey 2019



## REGISTRATION

Question	CQC		ASC		HSP		PMS	
	2019 CQC	Diff from 2018	2019 ASC	Diff from 2018 on ASC	2019 HSP	Diff from 2018 on HSP	2019 PMS	Diff from 2018 on PMS
The registration inspector/registration inspection team had the skills and expertise to assess the service/applicant being registered.	78.0%	-6.7%	82.1%	-7.2%	73.1%	-	61.2%	-15.6%
The registration inspector/registration inspection team clearly explained the registration application process.	73.0%	-2.7%	77.5%	-2.1%	68.8%	-9.8%	54.4%	-6.2%
My service found the process of registering a new registered manager straightforward.	73.5%	-2.1%	79.8%	-0.9%	67.1%	-6.4%	45.7%	-8.7%
My service found the process of registering a new provider straightforward.	62.6%	4.4%	68.7%	0.8%	-	-	43.6%	5.3%
My service found the process of making a change to our registration straightforward.	53.7%	0.0%	62.4%	1.4%	55.4%	0.6%	35.7%	8.0%

\*Unweighted results look at responses on 'Strongly agree'/'Agree' only.

\*When responses dominator is less than 50, result "-" will be displayed.

# Annual Provider Survey 2019



## REGISTRATION

Question	CQC		ASC		HSP		PMS	
	2019 CQC	Diff from 2018	2019 ASC	Diff from 2018 on ASC	2019 HSP	Diff from 2018 on HSP	2019 PMS	Diff from 2018 on PMS
CQC's approach to regulation takes account of my service's role in the wider health and social care system.	75.7%	-	78.9%	-	67.1%	-	61.0%	-
The registration process provided a robust assessment of my service's ability to deliver a safe, effective, caring, responsive, and well-led service.	83.9%	9.0%	87.1%	4.5%	-	-	74.1%	16.0%
The registration process helped my service understand the commitment we make to provide safe, high quality care.	73.8%	-5.2%	80.0%	-3.0%	74.2%	-7.1%	54.1%	-9.8%

\*Unweighted results look at responses on 'Strongly agree'/'Agree' only.

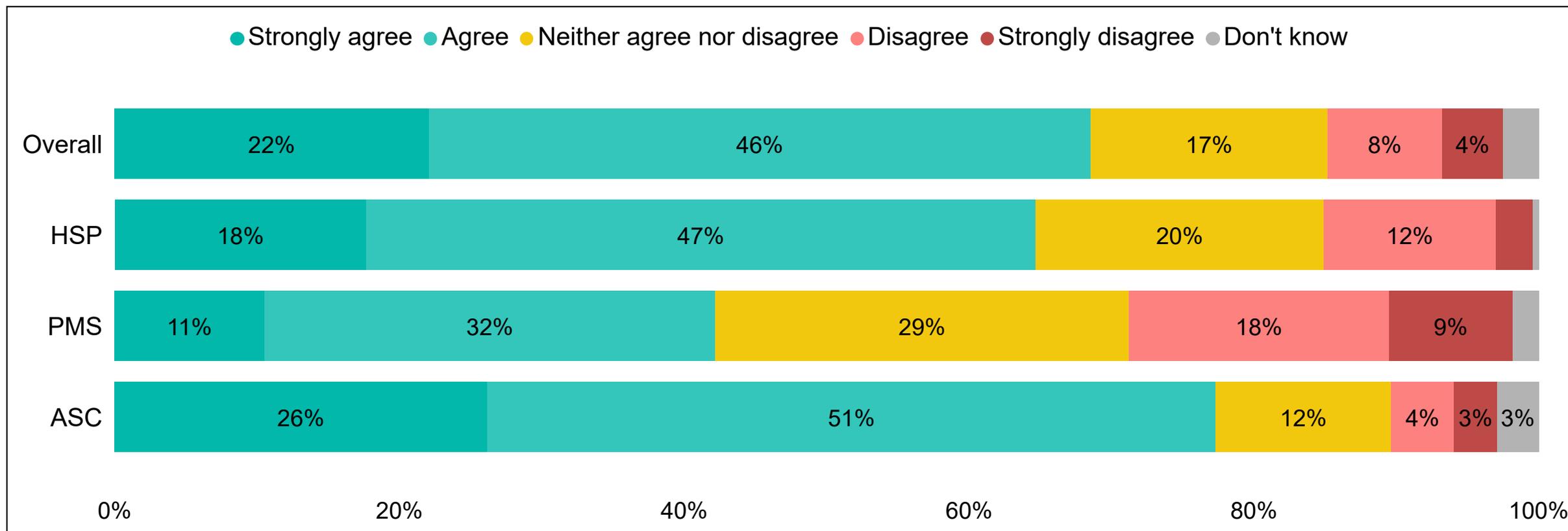
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# Annual Provider Survey 2019



## REGISTRATION

•The overall experience of the registration process was good.



\*Unweighted results

# Annual Provider Survey 2019



## INSPECTION AND INSPECTION REPORTS

Question	CQC		ASC		HSP		PMS	
	2019 CQC	Diff from 2018	2019 ASC	Diff from 2018 on ASC	2019 HSP	Diff from 2018 on HSP	2019 PMS	Diff from 2018 on PMS
During the most recent inspection, staff had the opportunity to share their views with the inspection team.	90.3%	1.0%	91.4%	1.1%	93.0%	-1.4%	83.2%	-0.2%
The inspection team provided clear feedback at the end of, or shortly after, the inspection visit.	88.3%	1.6%	89.0%	0.9%	89.2%	9.1%	83.9%	1.6%
At the most recent inspection, the inspection team had the appropriate skills and expertise to inspect my service.	85.0%	2.8%	87.0%	2.3%	82.3%	5.8%	75.0%	1.6%

\*Unweighted results look at responses on 'Strongly agree'/'Agree' only.

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# Annual Provider Survey 2019



## INSPECTION AND INSPECTION REPORTS

Question	CQC		ASC		HSP		PMS	
	2019 CQC	Diff from 2018	2019 ASC	Diff from 2018 on ASC	2019 HSP	Diff from 2018 on HSP	2019 PMS	Diff from 2018 on PMS
The most recent inspection report(s) reflected feedback given by the inspection team at the end of the last inspection visit.	82.6%	1.0%	83.9%	0.6%	75.2%	0.2%	77.5%	1.6%
The process of reviewing and commenting on my service's most recent draft inspection report(s) was straightforward.	85.2%	1.6%	86.9%	2.3%	82.8%	2.8%	76.9%	-3.5%
Our most recent inspection judgements (and ratings, if relevant) were fair, based on the evidence.	76.7%	2.0%	78.1%	2.0%	76.3%	5.6%	68.7%	-0.8%

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# Annual Provider Survey 2019



## INSPECTION AND INSPECTION REPORTS

Question	CQC		ASC		HSP		PMS	
	2019 CQC	Diff from 2018	2019 ASC	Diff from 2018 on ASC	2019 HSP	Diff from 2018 on HSP	2019 PMS	Diff from 2018 on PMS
The most recent inspection provided a thorough review of whether my service was safe, effective, caring, responsive and well-led.	86.8%	2.1%	88.3%	1.2%	89.6%	13.0%	77.6%	1.9%
CQC's approach to regulation takes account of my service's role in the wider health and social care system.	75.7%	-	78.9%	-	67.1%	-	61.0%	-
In my experience, CQC is consistent in its approach from inspection to inspection.	54.4%	4.9%	57.8%	0.4%	40.8%	5.5%	39.6%	7.2%

\*Unweighted results look at responses on 'Strongly agree'/'Agree' only.

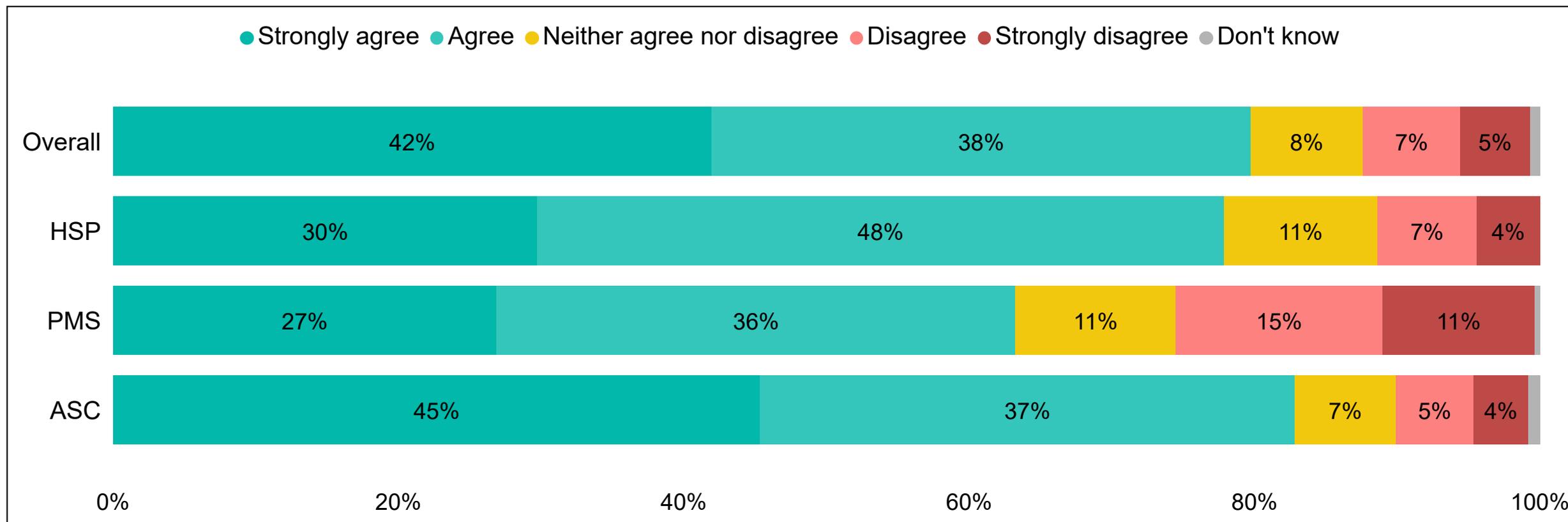
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# Annual Provider Survey 2019



## INSPECTION AND INSPECTION REPORTS

- My service's experience of the overall inspection process was good.



\*Unweighted results

# Annual Provider Survey 2019



## INSPECTION AND INSPECTION REPORTS

- Please tell us whether your service's rating(s) had the following impacts.

Sector Area impacted by the Rating received	ASC		Hospitals		PMS		Overall	
	Result	Denominator	Result	Denominator	Result	Denominator	Result	Denominator
Adverse effect on delivery of the service	4%	2854	5%	136	16%	323	5%	3313
Demotivated staff	15%	2854	18%	136	32%	323	17%	3313
Discouraged improvement	3%	2854	3%	136	11%	323	4%	3313
Encouraged improvement	67%	2854	76%	136	47%	323	65%	3313
Helped to identify priorities for action	51%	2854	66%	136	47%	323	51%	3313
Loss of business	7%	2854	4%	136	5%	323	7%	3313
Motivated staff	62%	2854	65%	136	32%	323	59%	3313
Negative media coverage	4%	2854	8%	136	7%	323	5%	3313
Positive effect on delivery of the service	62%	2854	57%	136	31%	323	59%	3313
Positive media coverage	14%	2854	25%	136	6%	323	14%	3313
Prompted interventions from other regulators/commissioners (e.g. local authorities, NHS Improvement)	8%	2854	13%	136	7%	323	8%	3313
Provided confirmation (validation) of how we were performing	59%	2854	67%	136	49%	323	58%	3313
Ratings encouraged more people to use our service	28%	2854	23%	136	7%	323	26%	3313

\*Unweighted results

# Annual Provider Survey 2019



## APPROACH TO REGULATION

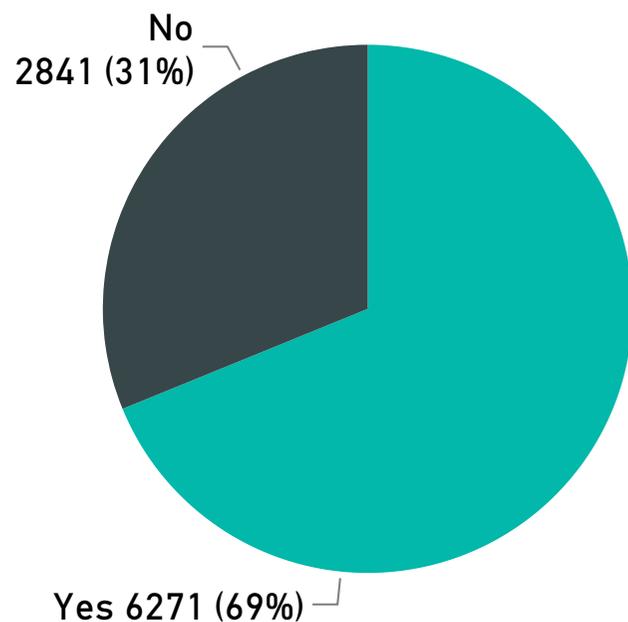
Question	CQC		ASC		HSP		PMS	
	2019 CQC	Diff from 2018	2019 ASC	Diff from 2018 on ASC	2019 HSP	Diff from 2018 on HSP	2019 PMS	Diff from 2018 on PMS
My service use CQC's five key questions when we conduct quality control and assurance.	91.7%	5.5%	93.9%	4.7%	93.8%	5.4%	84.5%	6.1%
My service use CQC's five key questions when we assess our clinical or service governance.	85.7%	8.9%	85.7%	11.9%	91.8%	1.3%	84.5%	2.9%
My service use CQC's five key questions when we communicate about our policies.	87.9%	1.4%	90.4%	0.1%	85.6%	5.1%	80.8%	2.8%
The guidance and standards focus on the issues that matter most to our service.	80.6%	1.9%	86.3%	-0.1%	80.5%	0.7%	63.3%	4.4%

\*Unweighted results look at responses on 'Strongly agree'/'Agree' only.

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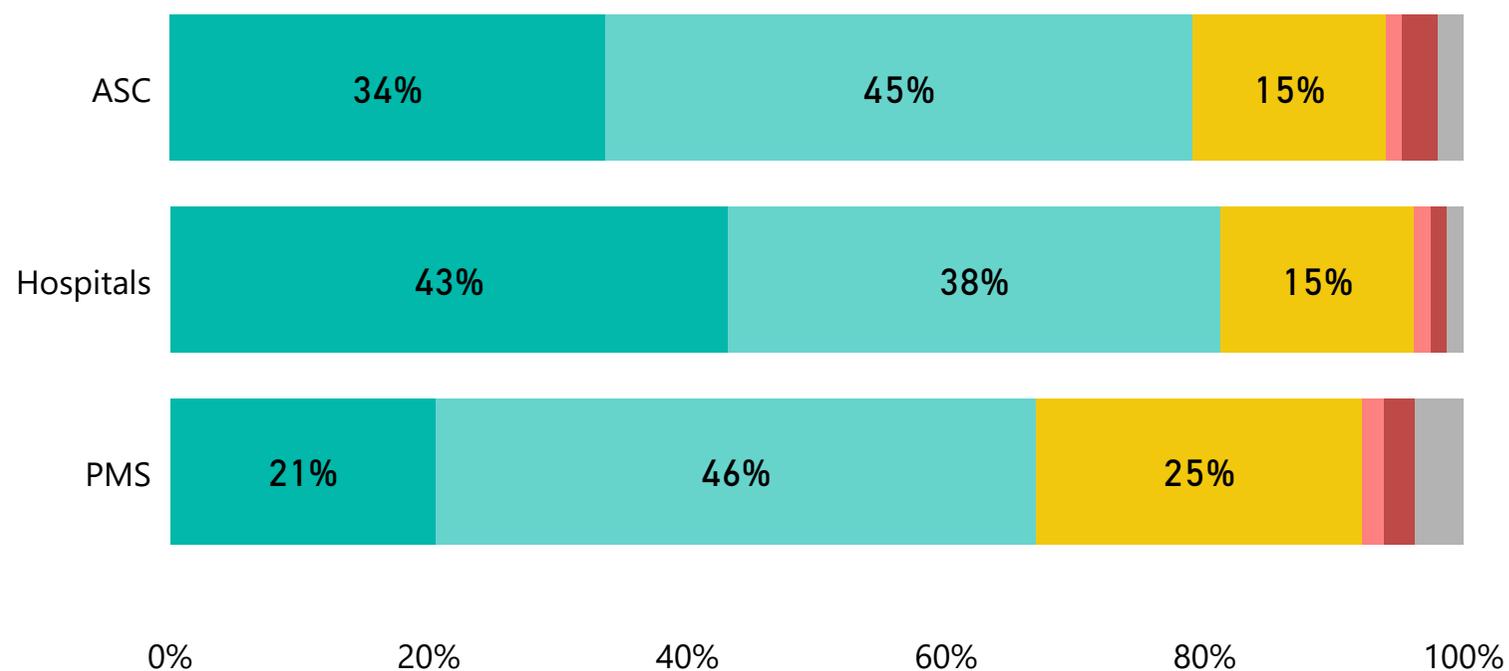
## APPROACH TO REGULATION

Do you know who your named CQC contact is?



My service has a good relationship with my named CQC contact person.

● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree ● Don't know



\*Unweighted results look at responses on 'Strongly agree'/'Agree' only.

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# Annual Provider Survey 2019



## APPROACH TO REGULATION

Question	CQC		ASC		HSP		PMS	
	2019 CQC	Diff from 2018	2019 ASC	Diff from 2018 on ASC	2019 HSP	Diff from 2018 on HSP	2019 PMS	Diff from 2018 on PMS
I understand the overall approach CQC takes to regulation.	89.7%	-	92.9%	-	93.8%	-	79.2%	-
I understand the overall approach CQC takes to inspection.	88.9%	-	91.9%	-	93.4%	-	78.9%	-
Overall CQC focuses on what matters most.	74.2%	3.2%	80.5%	1.0%	79.6%	-1.7%	53.7%	6.4%

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## IMPACT ON THE QUALITY OF CARE

Question	CQC		ASC		HSP		PMS	
	2019 CQC	Diff from 2018	2019 ASC	Diff from 2018 on ASC	2019 HSP	Diff from 2018 on HSP	2019 PMS	Diff from 2018 on PMS
CQC's work is effective in ensuring that people using our service have their human rights upheld.	82.4%	3.1%	89.8%	1.1%	75.7%	-1.7%	61.2%	5.5%
The prospect of enforcement action encourages compliance with CQC regulations.	77.6%	9.0%	80.0%	8.9%	73.2%	4.1%	71.5%	9.0%
CQC's work is effective in advancing equality for people using our service.	76.3%	3.5%	82.8%	2.3%	65.4%	-4.8%	59.1%	5.2%
CQC, commissioners and other regulators have a shared definition of what good quality care looks like in our service.	69.8%	5.4%	76.0%	4.0%	61.8%	4.5%	52.8%	6.3%
Overall CQC works well with other partners in the health and social care system to coordinate their work.	63.1%	5.0%	70.8%	3.9%	54.1%	1.3%	41.8%	5.0%

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# Annual Provider Survey 2019



## IMPROVEMENT

Question	CQC		ASC		HSP		PMS	
	2019 CQC	Diff from 2018	2019 ASC	Diff from 2018 on ASC	2019 HSP	Diff from 2018 on HSP	2019 PMS	Diff from 2018 on PMS
Overall CQC encourages health and social care services to improve.	85.2%	4.6%	88.6%	1.9%	90.1%	4.3%	74.0%	9.9%
CQC has encouraged our service to improve in the last 12 months.	66.0%	3.8%	68.9%	-0.2%	74.9%	5.5%	55.1%	12.1%

\*Unweighted results look at responses on 'Strongly agree'/'Agree' only.

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# Annual Provider Survey 2019



## IMPROVEMENT

- If your service has improved in the last 12 months, please select all the factors that helped it improve below.

Sector Factors that helped service improve	ASC		Hospitals		PMS		Overall	
	Result	Denominator	Result	Denominator	Result	Denominator	Result	Denominator
Advice from CQC staff	27%	5704	33%	447	17%	1852	25%	8003
Being placed in special measures	2%	5704	1%	447	1%	1852	1%	8003
CQC Insight (not ASC)	1%	5704	8%	447	5%	1852	3%	8003
CQC publications about national topics and themes	26%	5704	34%	447	14%	1852	23%	8003
CQC's guidance, standards, handbooks or assessment framework (e.g. key lines of enquiry)	46%	5704	57%	447	33%	1852	44%	8003
Enforcement action	1%	5704	2%	447	1%	1852	1%	8003
Feedback from people who use services or their carers	65%	5704	69%	447	48%	1852	61%	8003
Feedback from stakeholders and commissioners other than CQC	30%	5704	45%	447	13%	1852	27%	8003
Going through registration process	10%	5704	14%	447	10%	1852	10%	8003
Improvement activity that was already planned prior to the previous inspection	32%	5704	38%	447	24%	1852	31%	8003
Inspection reports relating to other services	25%	5704	33%	447	10%	1852	22%	8003
My service's own desire to improve	83%	5704	88%	447	82%	1852	83%	8003
Responding to a provider information request or collection from CQC	15%	5704	16%	447	4%	1852	13%	8003
Support or intervention from other organisations	18%	5704	14%	447	11%	1852	17%	8003
Taking action in anticipation of inspection	28%	5704	47%	447	32%	1852	30%	8003
Taking action in anticipation of registering with CQC	6%	5704	11%	447	7%	1852	7%	8003
The inspection ratings for my service	30%	5704	24%	447	10%	1852	25%	8003
The inspection report(s) for my service	32%	5704	34%	447	15%	1852	28%	8003
The inspection visit	28%	5704	32%	447	18%	1852	25%	8003
The NHS Improvement and CQC assessment of our use of resources (only NHS acute trusts)	1%	5704	2%	447	1%	1852	1%	8003
The ongoing relationship with the CQC inspector	27%	5704	41%	447	8%	1852	23%	8003

\*Unweighted results

# Annual Provider Survey 2019



## IMPROVEMENT

- You have indicated that the rating your service received at the last inspection was an improvement on your previous rating. We would like to understand what factors encouraged or enabled this improvement.

Rating Factors that encouraged or enabled improvement ▲	Outstanding		Good		Requires improvement		Inadequate	
	Result	Denominator	Result	Denominator	Result	Denominator	Result	Denominator
Advice from CQC staff	11%	132	12%	936	3%	183	0%	14
Being placed in special measures	0%	132	1%	936	10%	183	0%	14
CQC's guidance, standards, handbooks or assessment framework (e.g. key lines of enquiry)	27%	132	11%	936	4%	183	0%	14
CQC's publications about national topics and themes	4%	132	1%	936	1%	183	0%	14
Enforcement action	0%	132	1%	936	5%	183	0%	14
Feedback from people who use services or their carers	33%	132	17%	936	5%	183	0%	14
Feedback from stakeholders and commissioners other than CQC	8%	132	5%	936	2%	183	0%	14
Having the inspection visit	10%	132	12%	936	5%	183	0%	14
Improvement activity that was already planned prior to the previous inspection	30%	132	20%	936	13%	183	0%	14
My service's own desire to improve	70%	132	43%	936	27%	183	0%	14
Support or intervention from other organisations	2%	132	4%	936	7%	183	0%	14
The inspection report(s) for my service	10%	132	20%	936	10%	183	0%	14

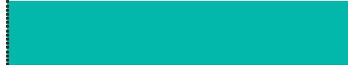
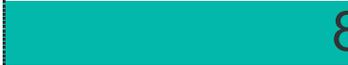
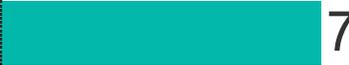
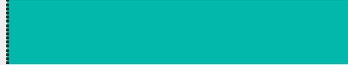
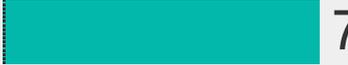
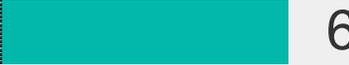
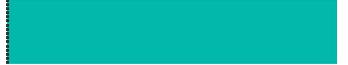
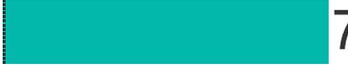
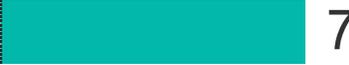
\*Unweighted results

# Annual Provider Survey 2019



## IMPROVEMENT - KLOEs (Key Line Of Enquiry)

- You stated that the options listed below helped your service to improve. Which areas of quality did these activities encourage your service to improve (safe, effective, caring, responsive, well-led).

Improvement area	ASC	Hospitals	PMS	Overall
Safe	 75%	 85%	 73%	<b>75%</b>
Well Led	 74%	 72%	 66%	<b>72%</b>
Effective	 71%	 74%	 70%	<b>71%</b>
Responsive	 70%	 72%	 66%	<b>69%</b>
Caring	 58%	 59%	 59%	<b>58%</b>

\*Unweighted results

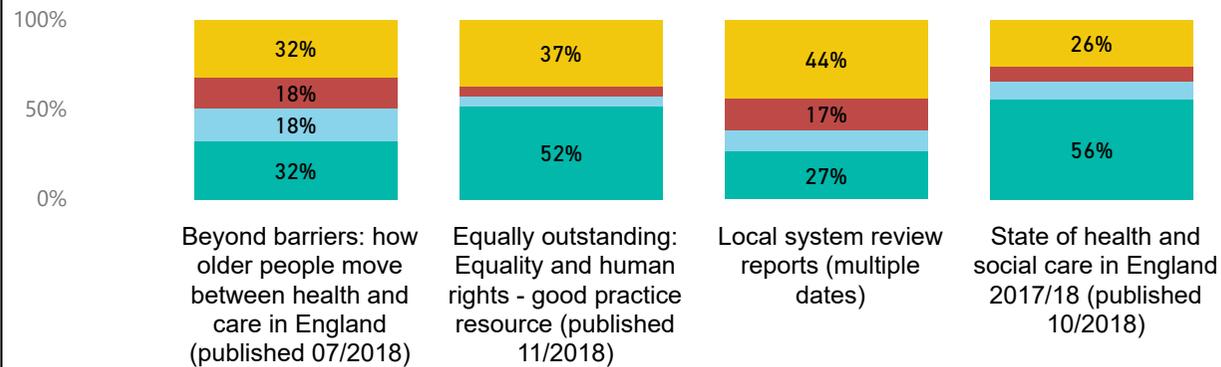
# Annual Provider Survey 2019



## IMPROVEMENT - Are you aware of the following CQC publications and are they useful to your services?

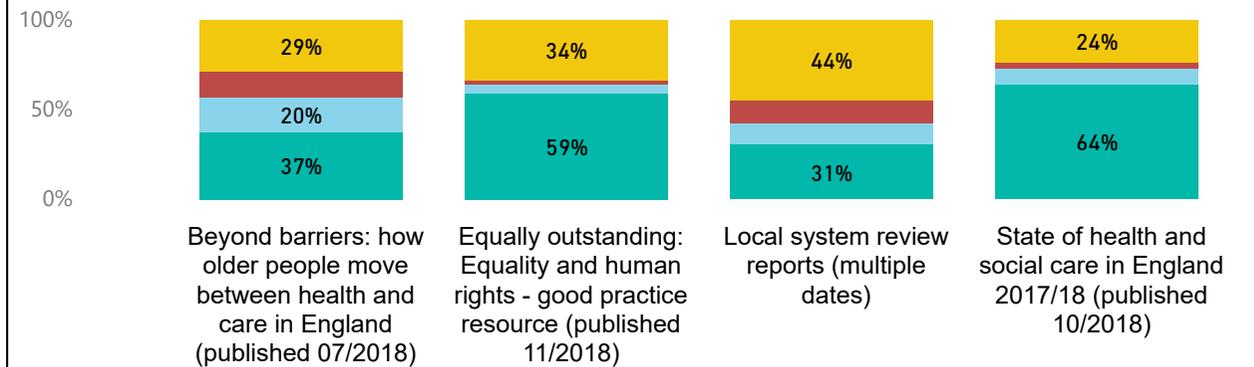
### Overall results

● Aware and it was useful ● Aware but not relevant ● Not aware and not relevant ● Not aware but it'd been useful



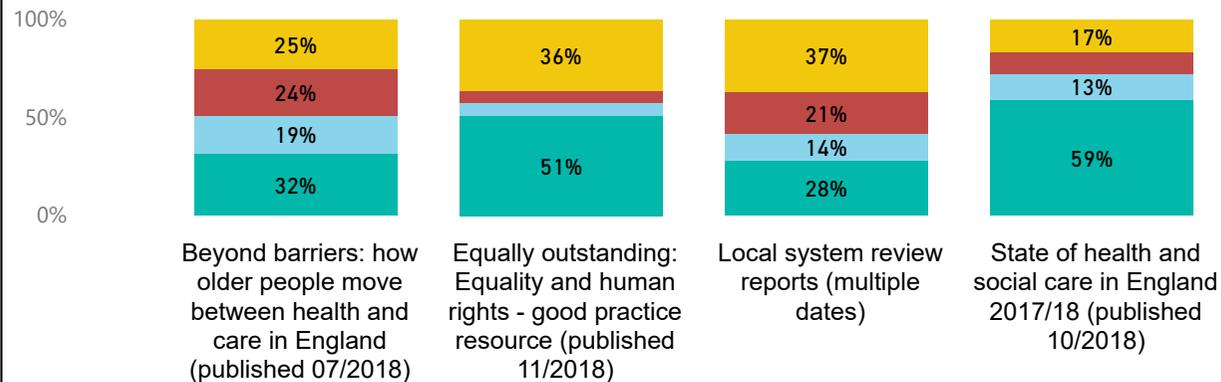
### Adult Social Care directorate results

● Aware and it was useful ● Aware but not relevant ● Not aware and not relevant ● Not aware but it'd been useful



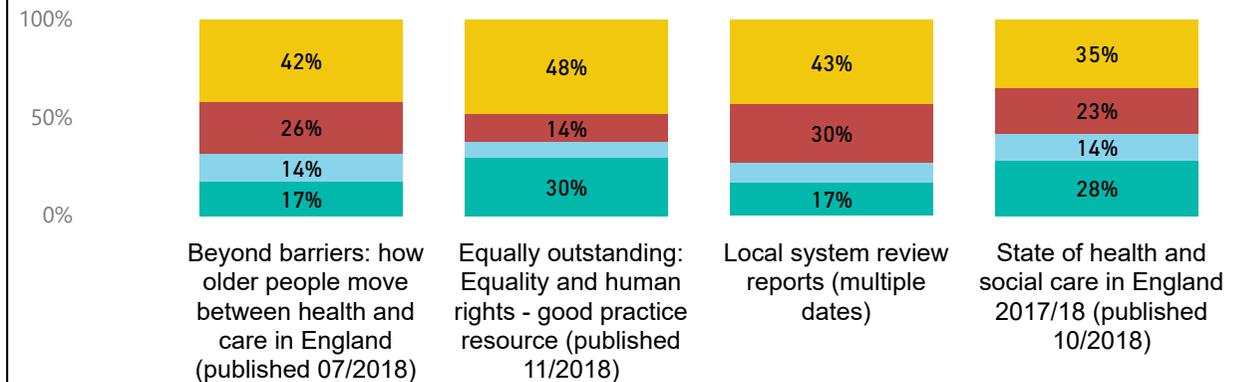
### Hospitals directorate results

● Aware and it was useful ● Aware but not relevant ● Not aware and not relevant ● Not aware but it'd been useful



### Primary Medical Services directorate results

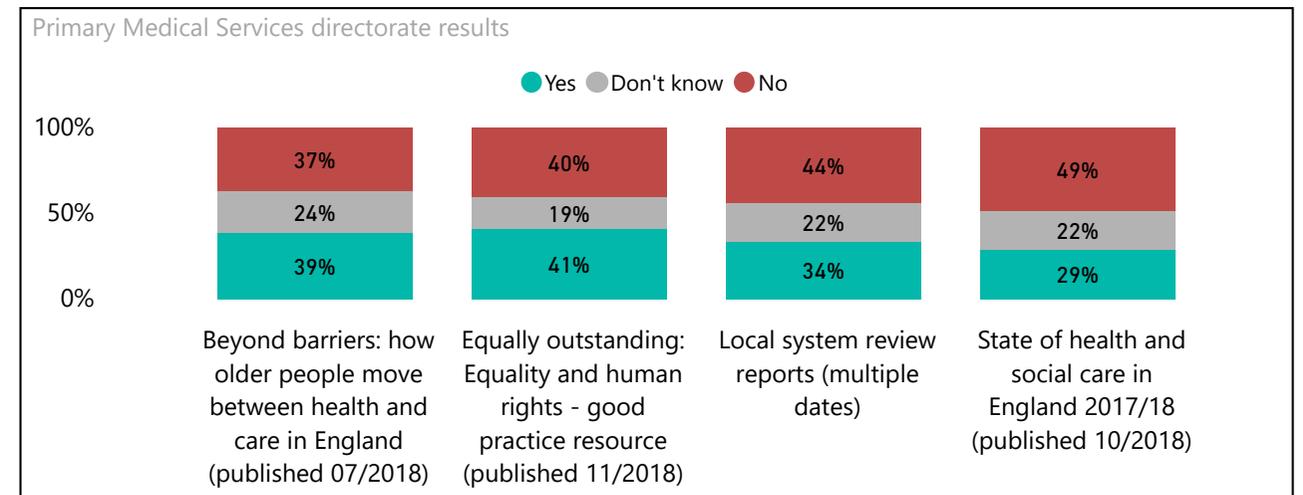
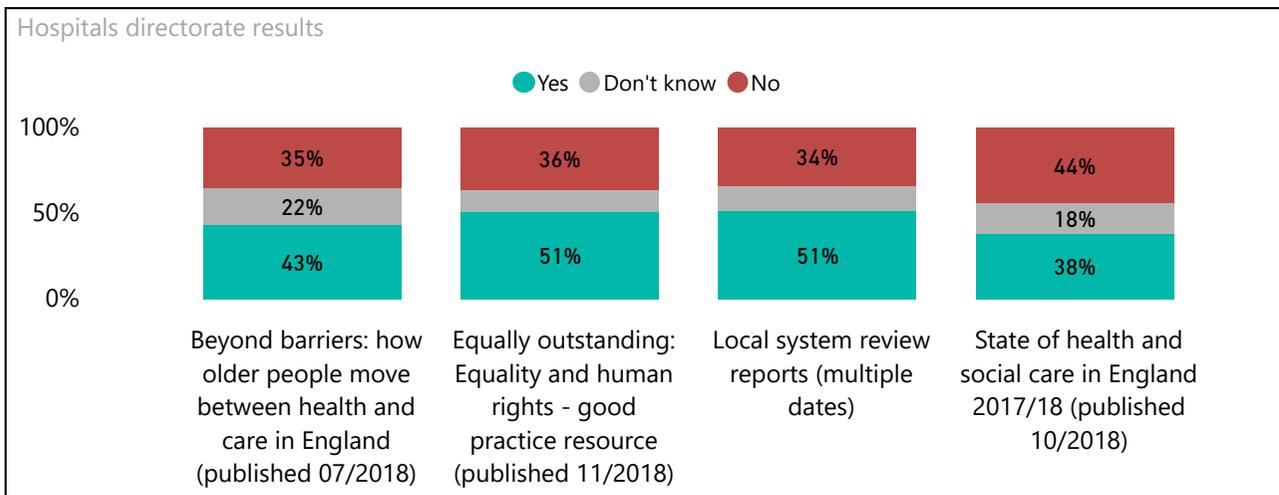
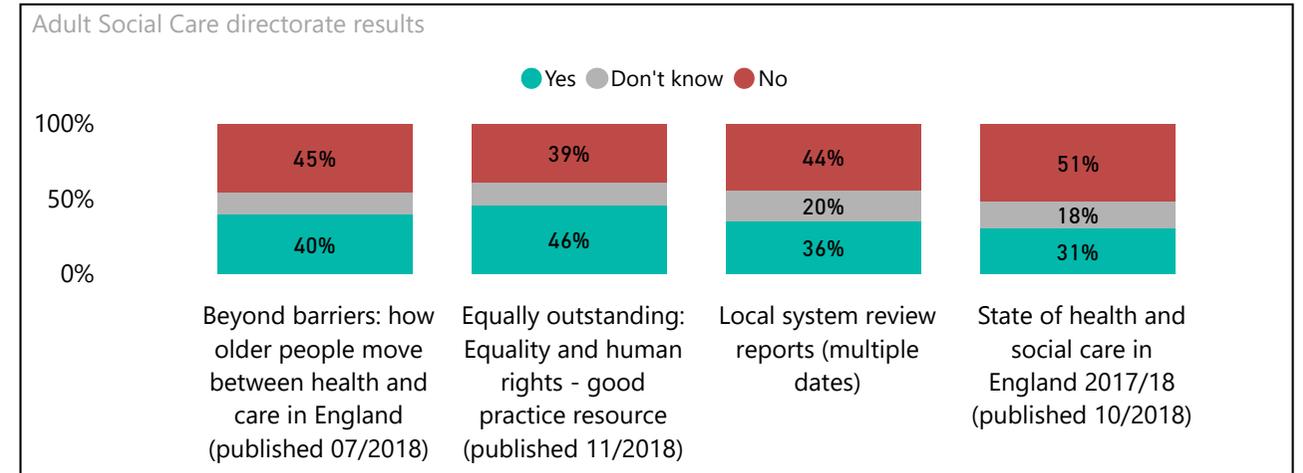
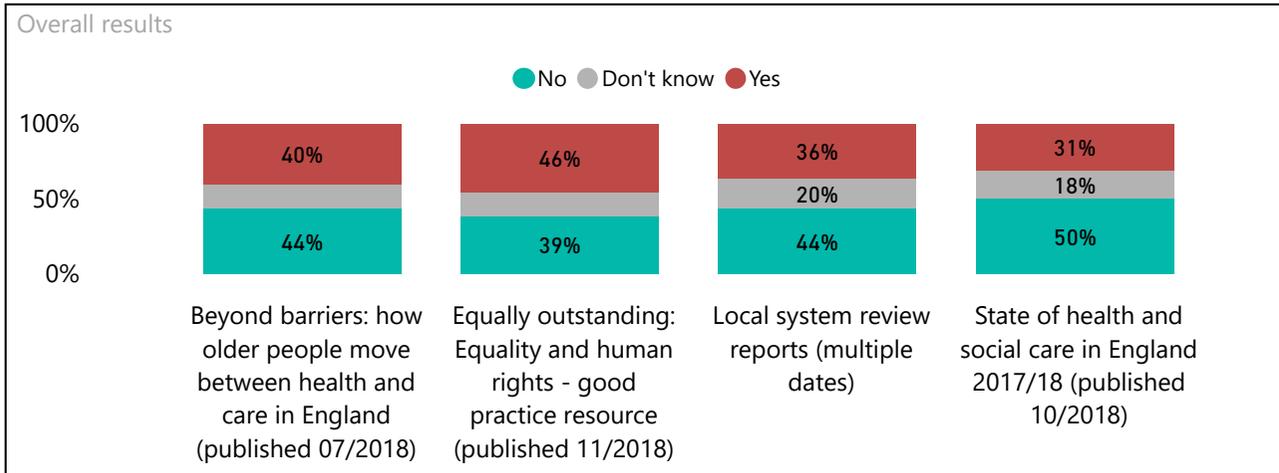
● Aware and it was useful ● Aware but not relevant ● Not aware and not relevant ● Not aware but it'd been useful



# Annual Provider Survey 2019



## IMPROVEMENT - (For those who had said a report was useful) Did your service take any action to make changes as a result of reading the following reports?



# Annual Provider Survey 2019



## CQC CALL ON PROVIDER RESOURCES

Question	CQC		ASC		HSP		PMS	
	2019 CQC	Diff from 2018	2019 ASC	Diff from 2018 on ASC	2019 HSP	Diff from 2018 on HSP	2019 PMS	Diff from 2018 on PMS
Responding to CQC enforcement is demanding.	61.8%	-6.5%	57.3%	-9.2%	-	-	-	-
Completing provider information returns is demanding.	54.6%	-0.5%	54.7%	-2.4%	68.2%	6.4%	49.8%	5.6%
Keeping up to date with CQC guidance and publications is demanding.	51.5%	-11.3%	45.1%	-13.4%	50.0%	-1.2%	70.4%	-5.0%
Preparing for on-site inspection visits is demanding.	47.3%	-3.3%	39.1%	-3.4%	69.2%	3.2%	83.2%	3.8%
The length of time it takes to make changes to registration is demanding.	43.4%	3.3%	36.6%	3.0%	39.7%	1.2%	64.4%	2.1%
Reviewing and responding to CQC draft reports is demanding.	27.7%	-8.9%	22.8%	-10.4%	43.5%	1.5%	48.5%	-0.4%
Submitting relevant statutory notifications is demanding.	24.2%	-10.3%	17.4%	-12.0%	21.2%	-8.1%	44.3%	-3.4%
Keeping in contact with your CQC inspector(s) is demanding.	10.8%	-11.7%	8.8%	-12.8%	9.3%	-7.2%	17.0%	-9.2%

\*Unweighted results look at responses on 'Strongly agree'/'Agree' only.

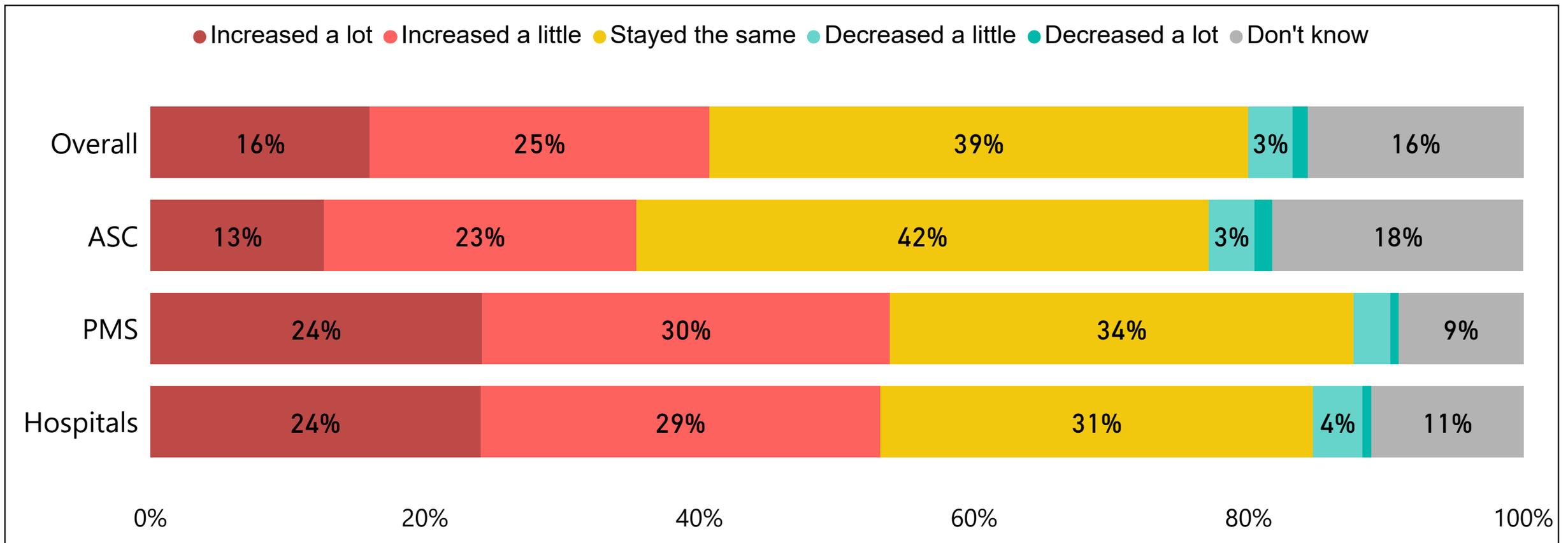
\*When responses dominator is less than 50, result "-" will be displayed.

# Annual Provider Survey 2019



## CQC CALL ON PROVIDER RESOURCES

- Over the last 12 months, has the amount of staff time spent dealing with CQC regulation changed.



\*Unweighted results

# Annual Provider Survey 2019



## TRANSACTIONS WITH CQC

How many times did you make contact with NCSC before your most recent query was resolved?	ASC	Hospitals	PMS	Overall
Once	63%	50%	36%	<b>59%</b>
Two to three times	29%	42%	49%	<b>32%</b>
Four to six times	6%	5%	10%	<b>6%</b>
Seven or more	2%	3%	5%	<b>3%</b>

My most recent contact was dealt with in a timely manner.	ASC	Hospitals	PMS	Overall
Strongly agree	26%	21%	13%	<b>24%</b>
Agree	62%	58%	57%	<b>61%</b>
Neither agree nor disagree	6%	12%	12%	<b>7%</b>
Disagree	4%	7%	12%	<b>5%</b>
Strongly disagree	2%	2%	5%	<b>2%</b>
Don't know	0%	1%	2%	<b>1%</b>

The response to my last contact provided me with the information I needed.	ASC	Hospitals	PMS	Overall
Strongly agree	26%	19%	14%	<b>24%</b>
Agree	62%	62%	57%	<b>61%</b>
Neither agree nor disagree	5%	11%	11%	<b>7%</b>
Disagree	4%	5%	8%	<b>5%</b>
Strongly disagree	2%	2%	6%	<b>3%</b>
Don't know	0%	2%	3%	<b>1%</b>

\*Unweighted results