

People's experience of health and care services

This is all types of evidence from people who have experience relating to a specific health or care service, or a pathway across services. It also includes evidence from families, carers and advocates for people who use services.

We define people's experiences as:

"a person's needs, expectations, lived experience and satisfaction with their care, support and treatment. This includes access to and transfers between services".

Find out about [the importance of people's experience](#) in our assessments

Evidence from people's experience of care includes:

- phone calls, emails and [Give feedback on care](#) forms received by CQC
- interviews with people and local organisations who represent them or act on their behalf
- survey results.

- feedback from the public and people who use services obtained by:
 - community and voluntary groups
 - health and care providers
 - local authorities
- groups representing:
 - people who are more likely to have a poorer experience of care and poorer outcomes
 - people with protected equality characteristics
 - unpaid carers