#DeclareYourCare
Have you raised concerns about health and care services?

CQC’s new #DeclareYourCare campaign encourages people to speak up about their experiences of care – both good and bad - which is essential for helping health and social care services learn and improve the quality of care. Yet Care Quality Commission (CQC) research finds…

Almost 7 million people in England who have had concerns in the last 5 years have never reported it.

58% of people have regretted not complaining or raising concerns about poor care that they or someone they are responsible for has received.

Over half (54%) of ‘Share Your Experience’ forms submitted to CQC have been used for inspection planning or resulted in direct action by our inspectors.

Two thirds (66%) found their issue was resolved quickly, it helped the service to improve and they were happy with the outcome.

Why aren’t people expressing these concerns?

- 52% “I don’t know how or who to raise concerns with”
- 33% “I don’t want to be seen as a troublemaker!”
- 37% “I don’t think it would make a difference”
- 28% “I don’t think I’ll be taken seriously”

The most common reasons for raising, or wanting to raise, a concern are:

- Delays to a service
- Delays to an appointment
- Lack of information
- Poor patient care

www.cqc.org.uk/DeclareYourCare  @CareQualityComm  facebook.com/CareQualityCommission  #DeclareYourCare

Research carried out on behalf of the Care Quality Commission between: 29/11/2018 and 14/12/2018 on a sample of 2,002 UK adults.