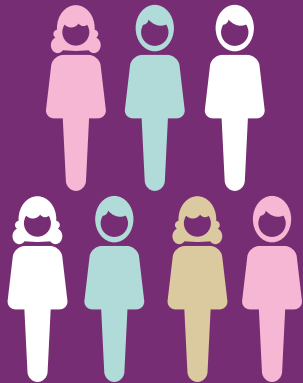


#DeclareYourCare

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%

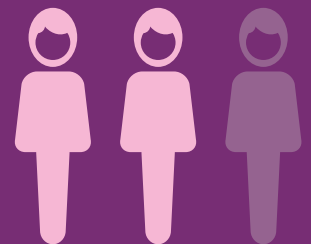
of people have regretted not complaining or raising concerns about poor care that they or someone they are responsible for has received

Two thirds (66%)

found their issue was resolved quickly, it helped the service to improve and they were happy with the outcome

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



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 an appointment



Lack of information



Delays to a service



Poor patient care

