

Towards a collective understanding of harm prioritisation & risks

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PSA Symposium

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Our role and purpose

The Care Quality Commission is the independent regulator of health and adult social care in England.

The what....

- Register
- Monitor, inspect and rate
- Take action to protect people
- Speak with our independent voice

The how...

- Listening to and acting on your experiences
- Involving the public and people who receive care
- Working with other organisations



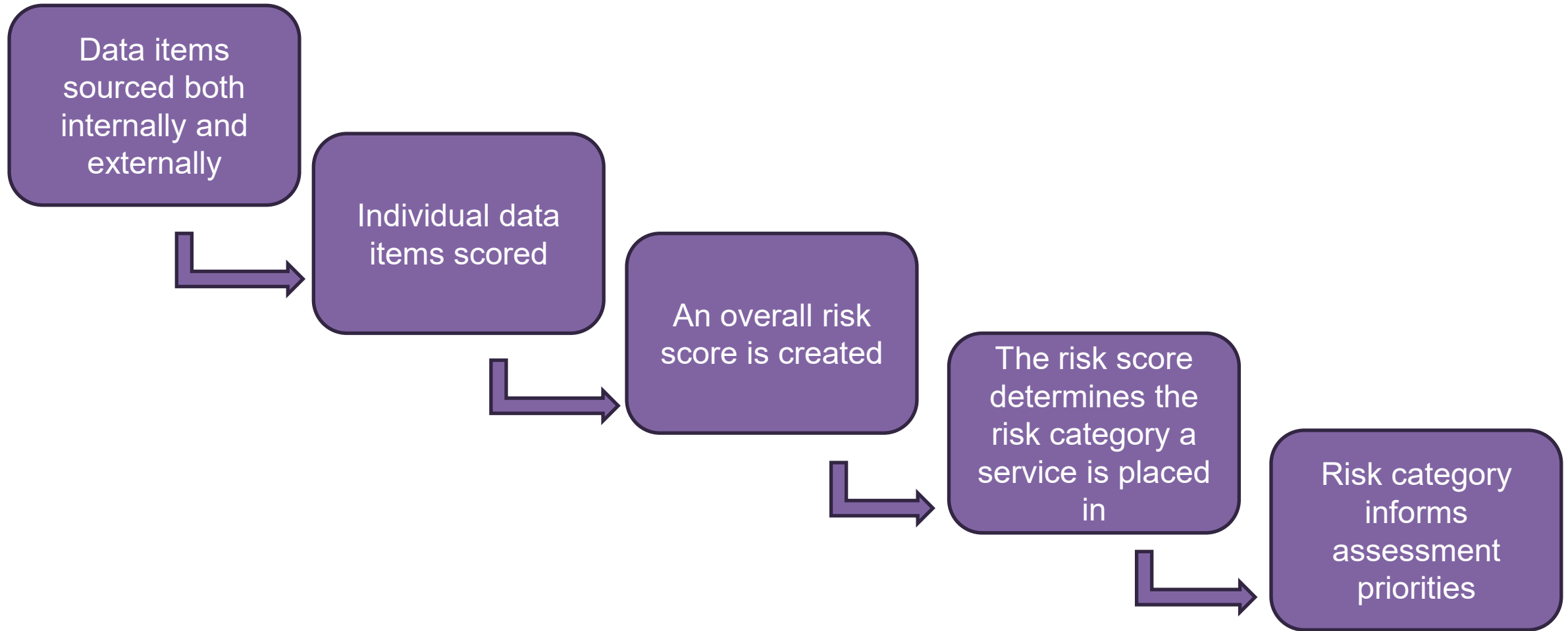
What is CQC's role in complaints?



Sources of 'concerns'

- Give Feedback on Care / National Customer Service Centre / Social Media
- Whistleblowing reports
- Safeguarding enquiries
- Statutory Notifications
- NHS survey programme
- Information sharing with partners
- Provider Information Requests (ASC)

Using concerns to understand risk at service level



Using concerns to understand risk at a national level

- Thematic analysis on Give Feedback on Care / NCSC
- NHS Surveys
- Bespoke research
- Case studies



Concerns about concerns?

“The current system for complaints and concerns is confusing and may lack responsiveness”