

**For the attention of the local health/social care overview and scrutiny committee chair**

**April-June 2014 CQC Inspection Programme**

Dear health/social care overview and scrutiny committee chair,

I'm pleased to inform you of our inspection plans for April-June 2014/15, where we will be carrying out inspections in the following sectors:

- Acute Hospitals
- Mental Health
- Community Health
- NHS GP Practices and GP out of hours services (we are inspecting a sample of GPs and out of hours services in 12 clinical commissioning group areas to test our new approach)

A list of the trusts and CCG areas is shown at the end of this letter. We will be making contact with your committee/s before an inspection if you are based in any of the areas covered by these services and trusts. This will give you a chance to advise us how we can best gather peoples' experiences of care, and give you the opportunity to share information you have about these services.

You can also send us information now. The table below gives you the email boxes you can use. If you have information that cuts across different services, please send it to whichever mailbox you feel is most relevant and we will make sure the information gets to the right inspection team.

There are some differences in our approach to inspecting different services, but they all aim to answer five key questions about an organisation:

- Is it **safe**?
- Is it **effective**?
- Is it **caring**?
- Is it **responsive** to people's needs?
- Is it **well-led**?

All NHS acute hospitals will now be rated as outstanding; good; require improvement; or inadequate. We are developing our approach to ratings in other sectors.

We would like you to share any feedback which is relevant about the quality of care provided by these organisations and any of the services they provide. This includes evidence of high-quality care as well as concerns you have identified. We will use your information to help the inspection team plan the inspection and what to look for on the inspection.

We may summarise the information you send us in the data pack we produce for each organisation, unless you specifically ask us not to. The evidence will not contain personal or confidential information and we understand that any references to examples you share will be anonymised.

During April-June we will also be carrying out inspections of Adult Social Care services. Some of these will test our new approach to inspecting these services and some will use our current approach. These are all unannounced and therefore we will not be publishing the details. However we would be interested in any information you may have about adult social care services in your area. You can contact us via [ascinspections@cqc.org.uk](mailto:ascinspections@cqc.org.uk) or by phoning 03000 616161. You can also discuss these inspections with your local CQC contact.

After the NHS inspections, CQC will hold Quality Summits to discuss the inspection findings and any improvement action needed. The local health overview and scrutiny committees will be invited to take part in the Quality Summit.

**Please note:** We will continue to make sure you have a local CQC contact and be able to discuss our inspections with them. We would also encourage you to [sign up for our new e-mail alerts](#) about inspections of your local care services.

Yours sincerely

Professor Sir Mike Richards, Chief Inspector of Hospitals  
Professor Steve Fields, Chief Inspector of General Practice  
Andrea Sutcliffe, Chief Inspector of Adult Social Care