Response to NHS Chief Executive’s Open Call for Evidence and Ideas

Respondent ID: 219

Organisation name: Care Quality Commission

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NHS Chief Executive Innovation Review Team
Department of Health
Room 2N16
Quarry House
Quarry Hill
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Dear Sir Ian Carruthers / Sir David Nicholson

Re: Care Quality Commission response to the call for evidence and ideas on spreading innovation in the NHS

CQC strongly supports the drive for the improved adoption and spread of innovation throughout the NHS, and welcomes the opportunity to respond to this call for evidence.

Outlined below are some of the key steps we are currently undertaking, or giving consideration to, to ensure that our regulatory model does not unnecessarily stifle innovation or create disincentives to new approaches to care or prohibit providers from entering the health and social care market.

These actions aim to address many of the concerns and issues which providers, commissioners and other bodies have raised with CQC during a number of stakeholder events we have held throughout 2011, to help us understand how the market is changing and what implications there are for the regulatory framework. Some of the stakeholder engagement work has been carried out in partnership with the Department of Health, specifically the Provider Policy team, to ensure a joined up approach to tackling some of these issues where appropriate.

- CQC is developing its registration processes to ensure they are 'open' to any qualified provider delivering a registerable activity.

- CQC has developed a central registration team – we will continue to ensure the team are able to maintain an up-to-date understanding and knowledge of developments and changes in the provider landscape, so as to react consistently where innovative and new services arise and providers seek advice on registration.
• CQC is making improvements to information sharing and communication with providers and the public, for example a new and improved website and new stakeholder council/register. We will be making the website more user friendly for the public to find the full range of services that are regulated, and also to make it more useful for prospective providers to understand the scope of registration.

• The CQC Mental Health Act Programme is addressing the inconsistencies which providers have told us sometimes occur between the roles and responsibilities of CQC Compliance Inspectors and Mental Health Act Commissioners.

• CQC will continue to work in partnership with the Department of Health for example on the registration of Any Qualified Providers and the review of the regulations (including clarity on the registration of personal assistants).

• CQC continues to work with a wide range of partners to ensure the sharing of information and to prevent the duplication of work.

• CQC need to consider the role of HealthWatch England in identifying and sharing innovative practice examples.

We hope that this contributes to the NHS Chief Executive Innovation Review and we look forward to your final report in November. If you require any further information or clarification, please do not hesitate to contact us.

Yours sincerely

Amanda Hutchinson
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Care Quality Commission