

Committee of Public Accounts

House of Commons, London SW1A 0AA

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Treasury Minute response to the Committee's report on the Care Quality Commission

I would first like to welcome you to your appointment as Chief Executive of the Care Quality Commission.

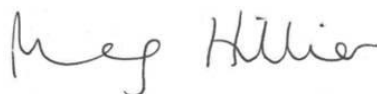
Thank you for the response in May 2018 to our report on the Care Quality Commission (the Commission). While I am heartened by your overall response to our recommendations, I am concerned by your response to two of them:

- *The Commission should also work with NHS England and NHS Improvement to ensure that trusts routinely publish the post-inspection letter from the Commission, thus ensuring the public has access to this information.*
- *The Commission should ensure that its digital and information collection infrastructure is in place and working as expected before fully extending the inspection periods in its frequency-based inspection regime planned for 2019– 20.*

In your response on the post-inspection letter, you state that the Commission provides verbal feedback to hospitals following all inspections, but now only sends a post-inspection letter if serious concerns are raised. It expects trust Boards to discuss any feedback at their next public meeting with the letter of concern being published alongside other Board meeting papers. However, the response does not set out what measures the Commission has taken to ensure trust Boards do indeed discuss the feedback and publish the letter of concern. This is particularly important in light of the fact that (as of June) the Commission is still not meeting its KPI targets on publishing hospital reports after an inspection. I would be grateful if you could set out the measures you are taking to ensure the public have access to this important information as soon as possible.

In your response on digital infrastructure, you list a number of initiatives designed to improve information systems. However, the response does not explicitly confirm that the Commission will ensure that its digital and information collection infrastructure is in place and working before extending the time-period between inspections. I note that your recent Board papers highlighted 'red' risks related both to IT technology and systems, and effective information collection and processing. Therefore, I would be grateful if you could provide an update on progress to upgrade your digital infrastructure and confirm that this will be tested and working as expected before the planned extension to inspection time periods is rolled out.

I would be grateful if you could respond by 15 November. I am copying this letter to the Treasury Officer of Accounts, the Permanent Secretary at the Department of Health and Social Care, and the Comptroller and Auditor General.



MEG HILLIER MP
CHAIR OF THE COMMITTEE OF PUBLIC ACCOUNTS

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