

#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?



"I don't know how or who to raise concerns with"



"I don't want to be seen as a troublemaker!"



"I don't think it would make a difference"



"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