LGBTQ+ COMMUNITIES AND THE CARE QUALITY COMMISSION

Earlier this year, Healthwatch and Brighton and Hove and Brighton and Hove Switchboard LGBT worked in partnership to collect LGBTQ+ patients' experiences of using health and social care services. We also asked you how existing feedback systems could be improved to encourage you to share your experiences. We fed your views back to the Care Quality Commission (CQC) who commissioned us to deliver this project.

WHAT HAS HAPPENED SINCE THEN

1

FORMS SHOULD MORE INCLUSIVE
- CQC is working with its LGBTQ staff network and Switchboard has shared guidance on using inclusive language

CQC SHOULD USE ONLINE AND SOCIAL MEDIA PLATFORMS TO ATTRACT YOUNGER PEOPLE
- CQC has recruited 11 young people to act as advisers to support their work

2

3

CQC FEEDBACK SHOULD BE AVAILABLE IN THE NHS APP / NHS WEBSITE
- CQC has talked to NHS.co.uk about putting a link to their feedback form on the NHS website

FORMS SHOULD BE SHORTER
- CQC are reviewing the number and order of questions

4

5

DEVELOP QR CODES SO THAT PEOPLE CAN EASILY SCAN THE FORM
- CQC tested this approach which was successful so more QR codes will be used in the future

PROVIDE REASSURANCE THAT ANY FEEDBACK IS ANONYMOUS
- CQC will make this more explicit

6

7

ASK PEOPLE WHAT THEY WANT TO HAPPEN OR CHANGE AS A RESULT OF THEIR FEEDBACK
- CQC are exploring different options to tell the public how their feedback is processed and used in their work

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WHAT HAS HAPPENED SINCE THEN

CQC MUST BE FULLY ACCESSIBLE WHEN CONTACTING PEOPLE

8

- CQC will check their feedback form to ensure it is accessible and inclusive

9

CQC SHOULD DEVELOP DIFFERENT FEEDBACK SYSTEMS

- CQC use focus groups and inpatient surveys. Local inspection teams will consider what different options could be utilised

READ OUR REPORTS

click on the links

HEATHWATCH BRIGHTON AND HOVE REPORT

BRIGHTON AND HOVE SWITCHBOARD LGBT REPORT

your voice matters