

Review of aggregate assessment of providers of health and social care in England ('Rating review')

Background

For all who are in need of health care or social care, the quality and safety of care available, including the experience of people using services, is clearly crucial. While there is a significant amount of information available on organisations providing health and social care in England, there is currently no aggregate 'rating' to summarise and compare the performance of organisations or the services provided by them. Such a rating might be of value to the public, in helping to choose the right services, and to those purchasing or providing services constantly to seek better performance.

This review will consider whether aggregate ratings of provider performance should be used in health and social care, and if so how best this might be done. In doing so the review will consider current arrangements and accountabilities in the NHS and social care to improve quality and safety, and the possible place of provider performance ratings alongside these. The review will fully learn lessons from past experience of developing and using aggregate performance ratings in health and social care, from other relevant areas of the public sector and relevant experience from other countries. The emphasis will be on engaging a wide group of local and national stakeholders in a dialogue to try, as far as possible, to gain consensus on this important issue.

A report with recommendations will be presented to the Secretary of State in the spring 2013.

Terms of reference

Objectives

- To map the current system of assessing the quality and safety of care of providers of health and social care and the current system of accountability for quality of care.
- To identify the advantages and disadvantages of aggregate assessment of providers of health and social care.
- To identify in broad terms how best to combine relevant current and historic data on quality (safety, effectiveness, and user experience) and information from inspection to provide useful, credible and meaningful aggregate assessment for comparing the performance of organisations providing health care and social care. Key goals will be to use existing metrics, rather than require costly new data collection, and not to create extra burdens on providers.
- To suggest priorities for developing data and testing metrics in the short to medium term to allow better aggregate comparative assessment.
- To identify which organisation/s might be best placed to provide such aggregate comparative assessments.