



Healthcare
Conference
2025

Patient safety in a changing quality and safety environment

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Patient safety in a changing quality and safety environment

Sir Julian Hartley, Chief Executive

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Leadership and expertise



Reviewing our assessment framework



Inspection and technology



Working in partnership

Re-building a trusted approach to our regulation

The changes we're making are focused on enabling us to complete more and better-quality assessments at a faster pace.

This will provide a more up-to-date view of quality across health and social care.

CQC and the patient safety landscape

- Our main objective as a regulator is to **protect and promote the health, safety and welfare of people who use health and social care services.**
- A fundamental part of this is to **encourage and support providers** to improve and provide safe care.
- This is reflected in our **regulations** - require providers to provide care and treatment in a safe way for service and have effective governance and assurance systems to drive improvement
- **Safety of care is consistently the poorest area of performance** in our assessments and remains a key concern for CQC



Changing landscape

How the quality and safety environment is changing and implications for patient safety

Innovation, technology, and AI

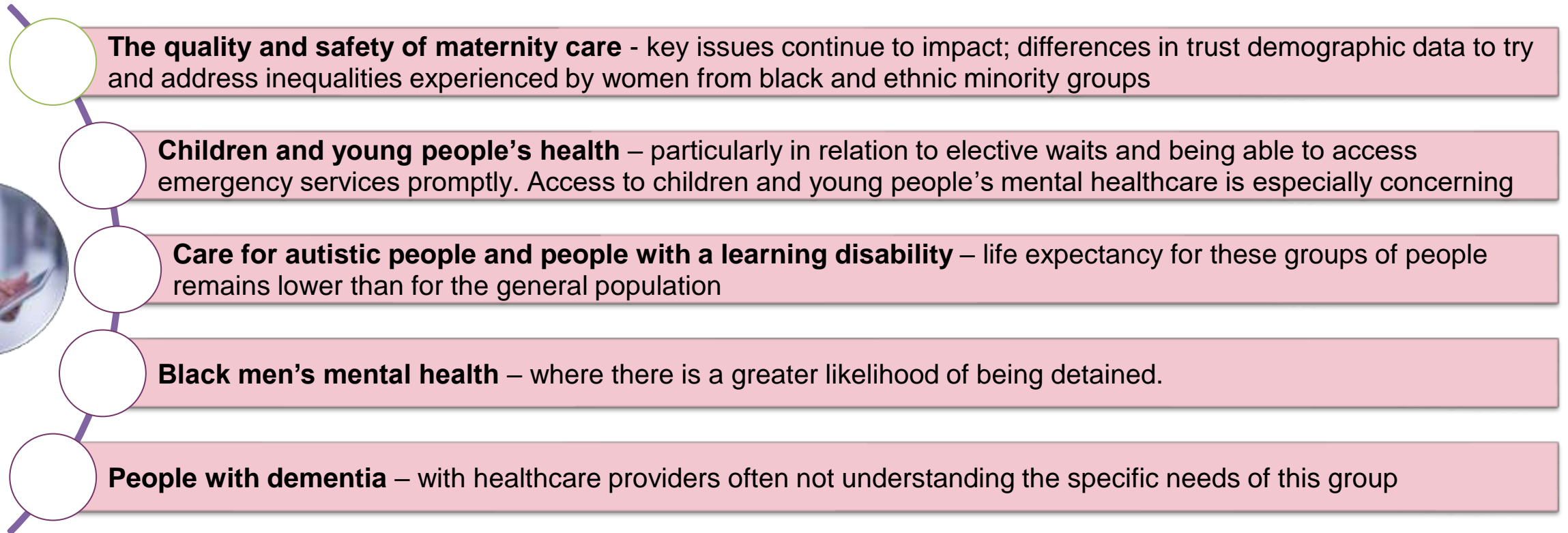
- Part of government's **three shifts** and in line with focus on growth
- Presents real **opportunity** for patient safety but also questions and concerns
- Our perspective is **we need to ensure our regulation supports and enables innovation** and creates an environment where new approaches that enhance patient safety can thrive
- While also balancing our **focus on risk** including:
 - The use of digital technology, including AI, may lead to errors, missed diagnosis and poor care that is not easily or immediately identifiable
 - The risk of new technologies further exacerbating inequalities and barriers to high quality care
- Safety science and Human Factors expertise in NHS Trusts via the National Patient Safety Syllabus - can help to ensure innovations are implemented in a safe way

Changing landscape

How the quality and safety environment is changing and implications for patient safety

Trends for people

- There is lots of work going on to tackle inequalities – but we see trends embedding further

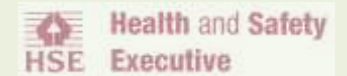


Changing landscape

How the quality and safety environment is changing and implications for patient safety

Institutional shifts

- The institutions involved in patient safety are **vast and complex**
- **Changes in remits** – including NHS England and new challenges for organisations to ensure they are working cohesively
- Care is increasingly delivered across **organisational boundaries**, and we know that safety is particularly at risk at these points





Sir Julian Hartley Chief Executive



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