



Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Dr Minh Alexander

By email: minhalexander@aol.com

Telephone: 0300 061 6161
www.cqc.org.uk

12 July 2017

Dear Dr Alexander,

Thank you for your email of 5 July 2017 following comments I made at a Patient Safety Conference, which were reported in the Health Service Journal.

As I explained at the conference I fully recognise the challenge for the NHS and the Care Quality Commission (CQC) have to create a culture where staff feel confident in raising concerns. There is certainly more to do, but I think it is important to highlight the significant progress made, both by CQC and the National Guardian's Office (NGO) in listening to people who raise concerns and acting upon the information appropriately. I do not agree, therefore, with your view that CQC has failed in our governance around whistleblowing.

Whilst your comments regarding Employment Tribunals in cases referred to the NGO have been noted, I understand that Sir David Behan, Chief Executive, and Dr Henrietta Hughes, National Guardian have both responded to you at length in order to explain the role of the NGO and the case review process and therefore I do not have anything further to add.

Thank you for your offer of a meeting, but as I am sure that you will appreciate the coming months will be a very busy time for me and reluctantly I will have to decline the offer at present. I can, however, assure you that I am fully committed to listening to the views and experiences of people who use, and work within services as we develop our future approach.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ted Baker', written in a cursive style.

Professor Ted Baker
Deputy Chief Inspector of Hospitals (London)