

PRQC in 5 Questions - Provider Nutshell Guide

1. What is PRQC?

Provider Reported Quality Concerns (PRQC) replaces Provider Reported Incidents (PRI) from 1 August 2026. PRQC focuses on care quality patterns, trends and emerging quality care delivery concerns rather than routine reporting of isolated incidents.

2. Why are we changing?

Learning from PRI showed that providers have good management oversight and governance arrangements in house to record isolated incidents and accidents that do not meet the safeguarding threshold, but were often reporting those concerns externally because they wanted to be transparent and demonstrate that issues had not been ignored. PRQC aims to support more confident decision making, greater use of professional judgement, improved reporting route selection, improved quality intelligence and more proportionate reporting.

3. Which route should I use?



LOCAL MANAGEMENT (Keep it in-house)

Use when incident/accident/concerns are isolated, are being managed appropriately and do not meet safeguarding thresholds. Record it, review it, learn from it and manage it through your own organization's governance arrangements.

Remember: No reporting to Suffolk County Council is required.



PRQC (Tell SCCM about a care quality concern)

Use when a pattern is developing, incidents/accidents/concerns are recurring, risks are increasing or actions have been taken but concerns remain.

Remember: The quality concern is the report. The incidents are the evidence.



CONSULTATION (When you are unsure)

Use when you have looked at the safeguarding framework but remain uncertain if your concerns constitute or meet the safeguarding thresholds and would value a professional discussion.

Remember the Consultation Line is there to share and discuss your thinking, not provide you with the answer.



SAFEGUARDING (Abuse, neglect or harm)

Use when safeguarding thresholds are met.

Remember: PRQC does not replace safeguarding.

4. When should I submit a PRQC?

Submit a PRQC when care quality concerns are recurring, a pattern is developing, risks are increasing or a wider quality concern is emerging around a specific topic.

PRQC is not intended for routine reporting of isolated incidents. PRQC is not intended for batch reporting of local management concerns.

5. Where can I get help?

Support is available through your SCCM officer, Provider FAQs, PRQC form and guidance, the Adult Safeguarding Framework and the MASH Consultation Line. Confidence develops through experience and Learning.

Culture Change takes time - Nobody is expected to get everything perfect from day one.

Key Messages

- The Decision Comes First. The Reporting Route Comes Second.
- Not safeguarding does not automatically mean PRQC.
- Local Management is often the right answer.
- Your Professional judgement remains centrally important.
- In Provider Reported Quality Concerns The quality concern is the report. The incidents that make it a concern are the evidence.
- Support remains available – we are on this journey together.