Care Quality Commission – Provider Portal

Online roles, accounts and user permissions

What you, as an individual user, can do on CQC's Provider Portal is determined by the permissions you are given. These permissions are first allocated when your account is set-up and what you can do will largely depend on your **role** (although the type of organisation you work for will also have an effect in some circumstances).

Permissions are not static and will change if your role or organisation changes. For some users, permissions can be changed (extended or restricted) by an administrator within their provider. An individual can also have more than role and can be associated with more than one organisation.

This document is intended to help you understand how the Provider Portal works and to make decisions about how you as an individual or as an organisation want to use it.

If you have any questions about permissions, or the Provider Portal in general, please email enquiries@cqc.org.uk or call 03000 616161 and choose option four for the CQC Provider Portal.

Our National Customer Service Centre opening hours are Monday to Friday between 8.30am and 5.30pm, excluding bank holidays.

Roles and types of organisation

Roles

1. **Partner**
   A Partner who is part of a Partnership (of two or more people), who is jointly responsible for the running of a service. One Partner within the provider will be the Main Partner.

2. **Individual**
   An individual who owns and is responsible for the running of a service.

3. **Nominated Individual**
   A Nominated Individual within an **organisation**, who acts as the main point of contact with CQC. They are normally employed as a director, manager or secretary of the organisation (i.e. they should be a senior person, with authority to speak on behalf of the organisation).

4. **Registered Manager**
   A Registered Manager who is appointed to manage the regulated activity and the day-to-day running of a service.

5. **Delegated User**
   Someone in a function who supports the running of a service who may submit forms to CQC on behalf of someone in a Regulated Role (Partner, Individual, Nominated Individual or Registered Manager)

6. **Delegated User - Group**
   A group of people, for example people working at a single location or a unit within a Hospital, who can submit forms to CQC, using a single, shared account, on behalf of someone in a Regulated Role (Partner, Individual, Nominated Individual or Registered Manager).

Types of organisation

The Provider Portal uses four organisation types to determine permissions and to ensure that users only have access to forms that are relevant to them. The four types are:

- Partnership
- Individual
- Organisation
- NHS body

1. Partner

A Partner is part of a Partnership (of two or more people), who are jointly responsible for the running of a service.

Activity	Permission
Provider registration variation forms	Submit (with full legal declaration)
Apply to be a registered manager	Submit
Other Registered Manager registration variation forms	No access (unless also a registered manager)
Notifications	Submit
Mental Health forms* (main partner only)	Submit
Manage users	Yes

* Applicable only to providers who provide assessment or medical treatment for persons detained under the Mental Health Act 1983

2. Individual

An Individual owns and is responsible for the running of a service.

Activity	Permission
Provider registration variation form	Submit (with legal declaration)
Apply to be a registered manager	Submit
Other Registered Manager registration variation forms	No access (unless also a registered manager)
Notifications	Submit
Mental Health forms*	Submit
Manage users	Yes

* Applicable only to providers who provide assessment or medical treatment for persons detained under the Mental Health Act 1983

3. Nominated Individual

A Nominated Individual within an Organisation or NHS body acts as the main point of contact with CQC. They are normally employed as a director, manager or secretary of the organisation (i.e. they should be a senior person, with authority to speak on behalf of the organisation).

Activity	Permission
Provider registration variation forms	Submit (with legal declaration)
Apply to be a registered manager	Submit
Other Registered Manager registration variation forms	No access (unless also a registered manager)
Notifications	Submit
Mental Health forms* (Only NI with responsibility for these services)	Submit
Manage colleagues Provider Portal accounts	Yes

* Applicable only to providers who provide assessment or medical treatment for persons detained under the Mental Health Act 1983

4. Registered manager

A Registered Manager is appointed to manage the regulated activity and the day-to-day running of a service.

Permissions for a Registered Manager can be changed by an administrator within a provider. This is normally a Partner, Individual or Nominated Individual. The default access options are shown in bold, the other options are what the administrator can change them to. If there are no other options then that permissions cannot be changed.

Activity	Permission (default in bold)
Provider registration variation forms	• **No access** • Draft only • Submit (without legal declaration) • Submit (with legal declaration – for organisation type 'Organisation' or 'NHS body' only)
Registered Manager registration variation forms	• **Submit**
Notifications	• **Submit**
Mental Health forms (Only RM with responsibility for these services)	• **Submit**
Manage users	• **No** • Yes

5. Delegated User

A person within the provider can be given the permission to act on behalf of an Individual, Partner, Nominated Individual, or Registered Manager. In practice, this is usually someone like a Practice Manager, a Ward Manager, or someone in a support function at the service.

There are no default permissions with delegated users, these are determined when their accounts are set up by another user (normally a Partner, Individual, Nominated Individual, Registered Manager, or another delegated user with the 'manage user' permission).

Please note that user cannot devolve permissions to a delegated user that they do not have themselves and that some permissions cannot be delegated.

Activity	Permission
Provider registration variation forms	• No access • Draft only • Submit (without legal declaration) • Submit (with legal declaration – for organisation type Organisations or NHS body only)
Registered Manager (RM) registration variation forms	• No access
Notifications	• No access • Draft only • Submit
Mental Health forms (Only if created by an administrator with responsibility for these services)	• No access • Draft only • Submit
Manage users	• Yes • No

6. Delegated user - group

A group of people within a Provider, perhaps at a single location within the Provider (e.g. a Ward or Unit), can be given permission to act on behalf of an Individual, Partner, Nominated Individual, or Registered Manager. In practice, this means that a group email is set up, and various members of staff can submit forms, and receive feedback, through a single Provider Portal account.

There are no default permissions with Group delegated users, these are determined when their accounts are set up by another user (normally a Partner, Individual, Nominated Individual, Registered Manager, or another delegated user with the 'manage user' permission).

Please note that user cannot devolve permissions to a delegated user that they do not have themselves and that some permissions cannot be delegated.

Permissions for Group delegated users are identical to those for individual Delegated Users except that:

1. They cannot manager users.
2. They cannot be given permissions to submit forms requiring a legal declaration.

Access to history – permissions summary

Access to history is generally based on a user's specific permissions, based on their organisation type and role. This is set out in summary below.

Have permission to:	Provider registration forms	Registered Manager registration forms	Notifications
Submit registration forms that require a legal declaration	View of all provider registration forms transaction history and PDFs	View of all provider registration forms transaction history and PDFs	N/A
Submit registration forms that do not require a legal declaration	View of provider registration forms transaction history and PDFs, except for those that require a legal declaration	View of RM registration forms transaction history and PDFs, except for those that require a legal declaration	N/A
Submit notifications	N/A	N/A	View of all Notifications transaction history and PDFs
Draft only registration forms and notifications	View of provider registration forms transaction history, no access to PDFs	View of RM registration forms transaction history, no access to PDFs	View Notifications transaction history, no access to PDFs
No access	No access to provider registration forms in history	No access to RM registration forms history	No access to Notifications in history