
What we did between April 2022 and March 2023



Who we are



We are the Nursing and Midwifery Council (NMC).



We make sure **nurses**, **midwives** and **nursing associates** are safe and kind, and have the skills and knowledge they need to do their jobs well.



This way people will be safer, healthier and trust our services.

Register

*Helen O'Mahony
Michelle Newman
Krishna Azim
Kai Chung
Zofia Kowalczyk
Angela Brown
Santiago Silva*

We have 3 main jobs:

1. We keep a list of all the people who can work as **nurses** and **midwives** in the UK. We also keep the list of **nursing associates** in England. This is called the **register**.



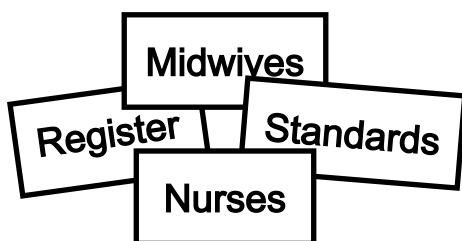
We say what people need to learn to be on our **register**, and we can take them off it if we need to when things go wrong.



2. We support **nurses, midwives** and **nursing associates** to do their job well. We also support you when you need our help.



3. We work to help health and social care get better for everyone. We work with other organisations to look at problems and make things better.



Some words are in **bold**. There is a list of what they mean at the end of this report.

What we did between April 2022 and March 2023



We did a lot last year. Thank you to everyone who helped.

We looked into some worries people had about nurses, midwives and nursing associates safely and more quickly



People can tell us when they get poor care. We listen to these worries and decide if we need to look into it.



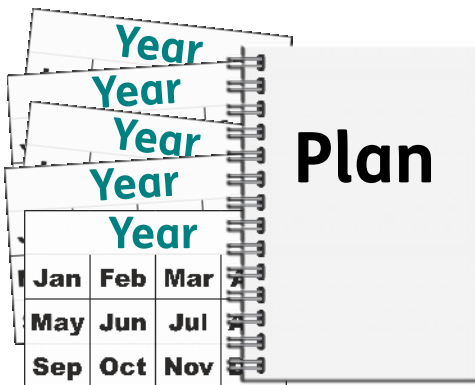
In the last few years we haven't been doing this as quickly as we want to.



This means too many people were waiting a long time for us to look at things, which can be upsetting.



We are very sorry about this and we have found ways to be quicker. This means less people are waiting for us to look into things.



We try to make sure everyone is treated fairly, no matter who they are

We made a 5 year plan to help us and have been doing the things in the plan.



The work we do affects people from different groups in different ways. We have found ways to make this fairer.



We hope that if we get better at treating people fairly, this will help us to make things fairer in health and care services.



We supported nurses, midwives and nursing associates so they could keep giving you good care even though they were working really hard

Health and social care workers are under a lot of pressure.



We made some changes to help you still get good care. This included helping the right people join our **register** more quickly.



We also helped people with information when there were strikes.



We worked with others to make health and social care safer

We looked at maternity care.



Last year there were some important and upsetting reports about people and families who had very bad care from **maternity services**.



We listened and are working with people to try and make sure these services get better.



We helped **midwives** to use our new **standards**. **Standards** are things people need to know and be able to do well to do a good job.



We also decided that student **midwives** must now work in more than one place to help them learn more about how to be a good **midwife**.



We helped protect women, babies and families

We work with universities to make sure they are teaching students to give good care.



We had some worries about how good the new course at Canterbury Christ Church University was going to be, so we told them not to run the course.



We did this to make sure women, babies and families get the best care.



We are helping to support the students affected.

We have made our standards better so that your care will be even better



We:

- made some new **standards** for **nurses** working in the community



- made our **standards** for courses better



- started looking into the more complicated jobs some **nurses** and **midwives** get when they have more skills. We will look to see if we need to do anything to make sure these people care for patients well.



The new **standards** should help make care even better and safer.



We're looking at how new laws could make us better at what we do

There are laws that tell us how we must work.



The Government wants to make these laws better so we can work a bit differently when we need to. This will help us do things faster and in the best way we can.



We work with Government to think about the changes and how we can make health and care better.



We made the NMC a better place to work

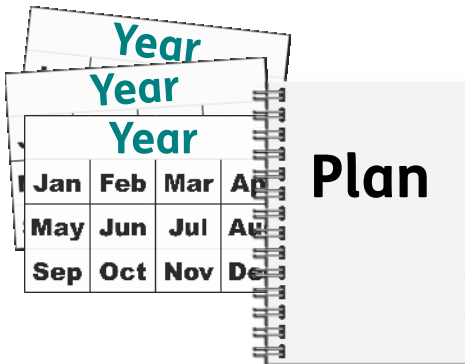
We are making our technology and our offices better.



We also made a plan that shows how we will be a fair employer and help everyone be happier in their jobs and do well.



We never forget that the money we spend comes from the people on our **register**. So, we spent our money carefully and in ways that help us do our work well.



Looking ahead

We have just set out our plans for the next three years.



These are not in easy read, but you can find out more on the internet here: www.nmc.org.uk/about-us/our-role/our-corporate-plan/

The number of people on our register



Our **register** is a list of all the people who can work as a **nurse** or **midwife** in the UK, or as a **nursing associate** in England.



At the end of March 2023 there were more than 788,000 people on our **register**.



These were:

- over 731,000 **nurses**



- over 41,000 **midwives**



- just over 6,500 who could do both jobs



- just over 9,300 **nursing associates**



Our **register** has lots of different people on it:

- 11 out of 100 told us they are men



- 28 out of 100 are from minority ethnic backgrounds



- 3 out of 100 have a disability.

Complaints



People can tell us if they think a **nurse**, **midwife**, or **nursing associate** has given poor care to someone.



This happened 5,068 times last year.



4,639 of these cases were not cases we could look into. We can only look into a case if it is serious and shows someone is not safe to work.

Helen O'Mahony
~~Michael Newman~~
Krishna Azim
Kai Chung
Zofia Kowlezyk
Angela Brown
Santiago Silva

We took 191 people off the **register** because they are not safe to work.



This means they cannot work in the UK as a **nurse**, **midwife**, or **nursing associate**.

The money we spent



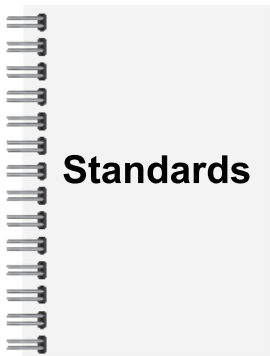
It cost us £98 million to do our work.



Nearly half of that money was spent on looking into worries about some **nurses**, **midwives** and **nursing associates**.



It cost us £5 million to look after our **register** and keep it up to date.



We spent £9 million on making our **standards** better. And on helping people learn about the **standards**.

What the words mean

Maternity services

This is a service for people and their babies. They start when you get pregnant right through to the baby being born and afterwards.

Midwives

People who are trained to give women support, care and advice during pregnancy, labour and after the baby is born.

Nurses

People who are trained to give safe and kind care to help people who have health problems and to help people to stay well.

Nursing associates

This is a role in England. Nursing associates are trained to work with nurses to support and care for patients.

Register

A list of all the people who have the right training and meet our rules to work as a nurse or midwife in the UK, or nursing associate in England. People who can give good, safe care.

Standards

These are the things people need to know and and be able to do the job well.

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23 Portland Place, London W1B 1PZ
T 020 7637 7181
www.nmc.org.uk