

Patient and public
engagement forum,
19 November 2013

Welcome and introduction

Katerina Kolyva
Director Continued Practice

The Francis report

- February 2013 – report published
- March 2013 – Government’s initial response
- July 2013 – Our full response, including an action plan
- November 2013 – Government’s full response due to be published

The Francis report: Our planned actions

- Raising our public profile
- Improving our effectiveness and efficiency through changes to our legislation
- Improving joint working and intelligence sharing
- Improving witness experience
- Evaluating our pre-registration education standards
- Reviewing the Code and other practice standards
- Introducing regional advisors to provide local liaison

Other healthcare reviews

- The Cavendish Review, The Keogh Review, The Berwick Review and Clwyd/Hart Review

We:

- Have responded to these reviews
- Have committed to visiting 11 of the Keogh trusts by the end of 2013
- Are members of the Department of Health-led patient safety working group

Professional Standards Authority (PSA)

- Annual performance review looks at four regulatory functions and 24 standards of Good Regulation
- For 2012-201 we met 16 of the 24 Standards

2013-2014:

- Review underway, evidence submitted in December
- There is still time for you to give your views to PSA - www.professionalstandards.org.uk
- Report published June 2014

Health Select Committee

- We submit our annual reports
- PSA and other interested parties also submit evidence
- Most recent hearing October 2013
- Report and recommendations in December 2013
- We have 2 months to respond
- Can view the hearing at:
www.parliament.uk/healthcom/

Launch of Quality assurance framework

- Outcome focused
- Clarifies roles of other organisations
- Proportionate, risk based approach
- Responding to concerns
- Exceptional reporting

The Quality assurance framework

For nursing and midwifery education and local supervising authorities for midwifery



Revalidation

- Three options presented for phase 1- within current legislation
- Option 3 - clear steer by stakeholders as preferred option based on benefits
- Self Confirmation from the individual registrant which is informed by third party input and based on enhanced Code and standards
- We will perform audit and triangulation

Revalidation and the revised Code

- Commitment to include feedback from patients, service users and peers to improve practice
- A new Code and guidance will support how nurses and midwives demonstrate their continued fitness to practise
- Six-month period of intensive consultation starting in the New Year
- Pre-consultation engagement on-going
- Working together to engage patient and public views

Last time we met....

We:

- Visited Old Bailey and heard about how hearings work
- Heard a very interesting presentation from Clare about Mencap (thank you Clare!)
- Asked you to look at our draft quality assurance of education leaflet
- Started a discussion about how we would all like this group to develop

So how are we doing?

We have been:

- working on a witness improvement programme
- working on the design for the quality assurance of education leaflet

How registration protects the public

Alison Sansome
Director Registrations

Public Protection

- Clear and robust entry requirements to the professions
- Elements of registration
- Registrars Advisory Group
- Referrals to Fitness to Practice
- Referrals to other appropriate bodies – e.g. Care Quality Commission

The future development of the forum

Alison Sansome
Director Registrations

A BIG THANK
YOU!

What we have covered over the last year

We have asked you about:

- What patients expect from an effective regulator
- What needs to be done to restore public confidence in the NMC
- What is patients experience of referring to the NMC
- What does good customer service mean

What we have covered over the last year

You have told us how we can make our materials more user friendly for patients and the public. We have looked at:

- Complaints against nurses and midwives: Helping you support patients and the public leaflet
- Referral form for patients and the public
- NMC website
- Patient and public newsletter

What we have covered over the last year

We have updated you on:

- Our response to the Francis Report
- The progress we are making on our Improvement Plan
- Our Engagement commitments and delivery plan
- The quality assurance of nursing and midwifery education
- Our new Council (who some of you met over lunch on 2 May)

How we use what we learn from you

- We write a summary of the discussions from each meeting and we share this with you and with our directors. We also publish these on our website
- We have an action plan so we can follow up the issues you raise

Reaching more people

- We are working with the Health and Social Care Alliance and Scottish Health Council to establish a Patient and public engagement forum in Scotland
- We will be setting up similar groups in Wales and Northern Ireland next year

Moving forward – let's discuss

- There are a number of questions on your table
- Discuss these and write your comments on the sheets
- There will be 40 minutes for discussions at your tables
- Then 20 minutes to share comments and have a wider group discussion
- Tell us what you think!

Shaping the future: Our strategy and corporate planning

Stephen Thornton
Council member

Towards a strategy for the NMC

- Council and Executive considering its strategy for the next five years (2014-19)
- Away day on 24 October
- Staff day on 17 January
- External engagement through opportunities such as this
- Approval and publication in March 2014

Existing commitments

- Code review in 2014
- Fitness to practise legislation changes in 2014
- Fitness to practise improvements by end of 2015 and then more challenging targets after that
- Revalidation by end of 2015
- IT strategy delivered over next three years
- Financial targets by 2016

External strategic context – what is on the horizon?

- Possible Law Commission Bill containing improvements to healthcare regulation legislation
- New EU directive be transposed into UK law
- Scottish referendum
- General elections across the UK

External strategic context – 'Francis fallout'

- Continued impact of Francis and other inquires / reports into failings in care
- Need for NMC to deliver Francis commitments including
 - Raising our profile with patients and the public
 - Better collaborative working between system and professional regulators

Likely direction of travel

- Continuing to focus on protecting the public better
- Registration and fitness to practice improvement
- Getting the right legislation to help us regulate well
- Efficiencies
- Reducing unit cost
- Investing in IT to improve efficiency and effectiveness

Your views

- What would you want the NMC to look like in 5 years' time, and why?
- Are these good themes, from the patient and public perspective? Or is something missing?
- What do you want – and not want – from our strategy, and why?

Next steps

Katerina Kolyva
Director Continued Practice

Next steps

- We will use the comments you have made today to help us think about how we can develop this forum

Keeping in touch

- Read and circulate notes of this meeting
- Sign up to our public newsletter
- Follow us on Twitter – @nmcnews
- Just call or email us!
- Laura Oakley – laura.oakley@nmc-uk.org

Dates for your diary

Future Patient and public engagement forum meetings:

- Wednesday 5 February 2014
- Wednesday 7 May 2014
- Wednesday 9 July 2014
- Wednesday 8 October 2014

Thank you