


Patient and public engagement forum, 23 August 2012

Judith Ellis
Interim Chair

Welcome

- Thank you for coming – or coming back!
- We want and need our engagement with you to be different
- Focus today on
 - Listening
 - Common ground
 - Ongoing relationships

Our regulatory role




The NMC safeguards the health and wellbeing of people who use, or need the services of, nurses and midwives

Nursing and Midwifery Order 2001

Our key regulatory functions

- Quality assurance of education
- Maintaining the register
- Setting standards for nurses and midwives
- Fitness to practise

Today's agenda

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- Strategic review
 - Discussion groups
 - Next steps

Update on strategic review of the NMC

Lindsey Mallors
Director of Corporate Governance


CHRE report: Main findings

The strategic review report identified

- Failures in our leadership, governance, decision making and financial management
- A lack of clarity about our regulatory purpose
- The need to improve our relationships with stakeholders


Report made a series of recommendations, and three are key:

Key recommendation 1




The NMC will best win back the confidence of the public and the professions by being an effective and efficient regulator. We recommend it concentrates its strategy, business planning and resources on improving effectiveness, efficiency and customer service.

Key recommendation 2



We recommend that the NMC explains its plans for improvement clearly to all stakeholders and then concentrates on delivering the changes that are needed.

Key recommendation 3




We recommend that the NMC develops a constructive dialogue with external stakeholders and concentrates its communications to those that relate directly to its core functions. It should also ensure that it follows best practice in all public consultations.

Where are we now?


- New Chair appointed
- Recruitment of the Chief Executive
- Organisational restructure and refocus
- Change management programme
- Engagement with stakeholders
- Fitness to Practise improvement plan
- Fee rise consultation closes midday tomorrow

Discussion

Jackie Smith
Acting Chief Executive and Registrar



What do patients and the public expect from an effective and efficient regulator?



What will the NMC
need to do to
restore public
confidence?

Next steps

Andy Jaeger
Assistant Director, Policy and Communications

Keeping in touch

- Sharing today's output with you and others
- Reflect back how we are using your feedback
- Future regular meetings – or keeping in touch in other ways?
- Sign up to our public newsletter
- Follow us on Twitter – @nmcnews
- Just call or email us!

Thank you