


Patient and public
engagement forum,
9 July 2014


Welcome and introduction

Mark Addison,
Chair


What we will cover today

- 
- Overview of our role in Education
 - Update on the Code review

Law Commission Bill

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- The Law Commission bill would have enabled us to make some fundamental and much needed changes to the current system of delivering public protection.
 - We were hugely disappointed that the government has not included this revolutionary bill in its final session of parliament.
 - We have called for all of the political parties to make a public commitment, to including this Bill in their plans for the first session of the next parliament.

PSA Performance review 2013-14



Improvements
across each
regulatory function

Protecting
the
public

Significant
improvement in
stakeholder
engagement

Improvements even
where Standards not
being met

Headlines

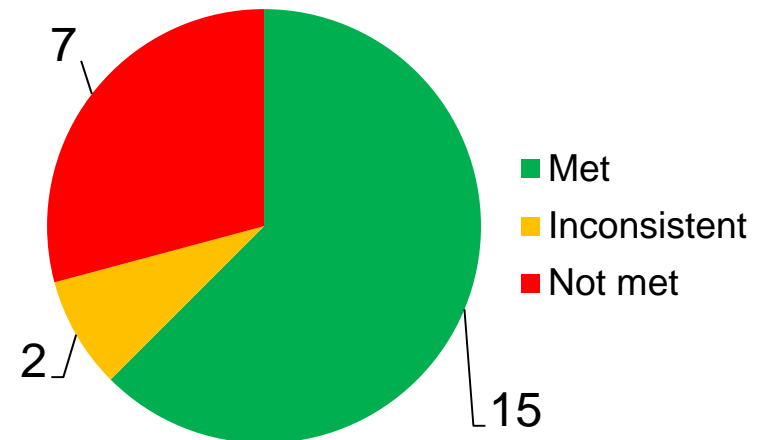
Good news

- Protecting the public
- Improvements across all four functions
- Many positive comments on progress
- Stakeholder feedback – best ever had

But

- Meeting fewer standards in full than 12-13

Performance 13/14



15 Standards met

2 Standards inconsistently met

7 Standards not met

Learning and moving forward

- Build on progress made.
- Address areas for improvement:
 - Customer service.
 - Quality.
 - Revalidation.
 - Handling people's data securely.
 - Get better at assessing our own performance.

Update

Alison Sansome,
Director of Registration

Registrations services move online

- From June, all nurses and midwives will be able to use new, online registration facilities.
- NMC Online allows nurses and midwives:
 - Complete their Notification of Practice form online.
 - Change their contact information online.
 - Provide equality and diversity information.
 - Print statements of entry.

New overseas registration process

- From Autumn 2014 we will introduce a new registration process for nurses who trained outside the EEA.
- This will enhance public protection.

Overseas applicants will:

- Apply online to join the NMC register.
- Sit an online examination at one of the global centres local to them.
- In the UK, complete an objective structured clinical examination (OSCE). This will be a practical test of conduct and competence in a simulated practice environment.
- Present documentation to the NMC including identification, university transcripts and IELTS certificates.

Improving the witness experience

- Witnesses have told us they need:
 - more support
 - a single point of contact for advice
 - consistent information and advice
 - support and assistance at the hearings
 - to be more comfortable at hearings.

Improving the witness experience

- We have:
 - set up a witness experience project aimed at improving the experience of our witness.
 - improved the information and advice we provide.
 - improved our training for staff and panellists to cover points raised by witnesses.
- We are currently recruiting for a dedicated witness support team.

Raising our public profile

- We are working hard to raise our profile so that the public are aware of us and know how to raise concerns about a nurse or midwife.
- We have shared our new leaflet *What can I do if I am unhappy about the care I have received or witnessed?* with over 1000 groups including local Healthwatch, Citizens Advice, Community Care Councils and Patient and Client Council
- They are sharing the leaflet through their websites, helplines, newsletters and on Twitter


Four country engagement

- At the beginning of June we held a number of engagement events in Scotland. These included a:
 - Meeting with members of the Scottish Government Health and Sport Committee.
 - Council meeting attended by observers.
 - Reception event attended by senior nurses and midwives, employers, educators, Scottish government and patient groups.

Four country engagement

- Roundtable discussion on professionalism.
- Site visits by Council members and directors to meet staff at the Royal Infirmary of Edinburgh, and staff and students at Edinburgh Napier University.
- Meeting of the Patient and public engagement forum in Edinburgh.
- We also attended the NHS Scotland conference in Glasgow.

Roundtables on professionalism

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- We have held two recent roundtables to discuss the issues of the relationship between professionalism and regulation.
 - These were attended by directors of nursing, unions and other regulators.
 - Themes emerged included the role of the director of nursing, the impact of wider culture on upholding professional standards, the NMC's visibility, and championing professionalism.

Facebook page


- We have relaunched our Facebook page.
- Our page now focuses on the Code.
- We make regular posts, quoting paragraphs from the Code.
- Our posts receive an average of 25,000 views.

Consultations

Don't forget to take part in our consultations.

- The consultation on the draft Code and revalidation guidance is open until 11 August 2014.
- The consultation on proposed fee increase is open until 31 July 2014.

Health Select Committee

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- We gave oral evidence to the committee as part of their inquiry into complaints and raising concerns.
 - We were asked questions on a range of topics such as:
 - how we support patients through the fitness to practise process
 - what we are doing to raise awareness of standards of nursing and midwifery
 - We discussed our current consultation on the draft revised Code and our improvements to the witness experience.
 - The committee now has a new chair – Sarah Wollaston MP.

Overview of our education function

Lucia Owen
Education Policy and Engagement Manager

This session will cover:

- Overview of our education function
- Brief summary of QA of education
- Plans for the future

Our education function

We set:

- Standards for pre registration nursing and midwifery education
- Standards for specific post registration nursing and midwifery education

We:

- Quality assure education programmes against our standards – this includes visits to practice placements

Facts and figures

- 79 approved education institutions, two in Northern Ireland, ten in Scotland, six in Wales and 61 in England.
- We undertake approximately 200 approvals each year
- Total number of programmes in approval:

No of programmes	England	Northern Ireland	Scotland	Wales
960	782	27	74	77


Brief programme overview

Programme	England	Northern Ireland	Scotland	Wales	Total
Pre reg nursing	51	2	10	5	71
Pre reg midwifery	44	1	6 (3)	4	55
SCPHN health visiting	36	4	2	1	43
SCPHN OHN	9	1	1	1	12
V300	55	2	6	5	68
Mentor	57	2	6	5	70

Key points

- Our standards always include theory and practice requirements that must be met
- 50% of student learning takes place in practice
- Learning in practice is supported and assessed by nurses and midwives working in practice who have completed a mentor or practice teacher programme

Standards development policy



NMC principles for setting standards and guidance for public protection



Standards development methods

- Evaluation

Understanding the effectiveness of our standards and guidance in addressing risk and protecting the public.

- Development:

Responding to evaluation and other evidence to create new standards and guidance or amend existing standards.



Standards development work plan

Standard / guidance	Description
The Code	Development by December 2014
Standards for medicines management and Standards of proficiency for nurse and midwife prescribing	Evaluation and development by March 2015
Education standards and guidance	Evaluation by June 2015
Duty of candour guidance	Development by Autumn 2014
Post-registration standards	Development pending outcomes of evaluation

QA framework

- Outcome focused
- Proportionate, risk based approach
- Lay reviewers form part of the QA team
- Exceptional reporting
- Cross regulatory working

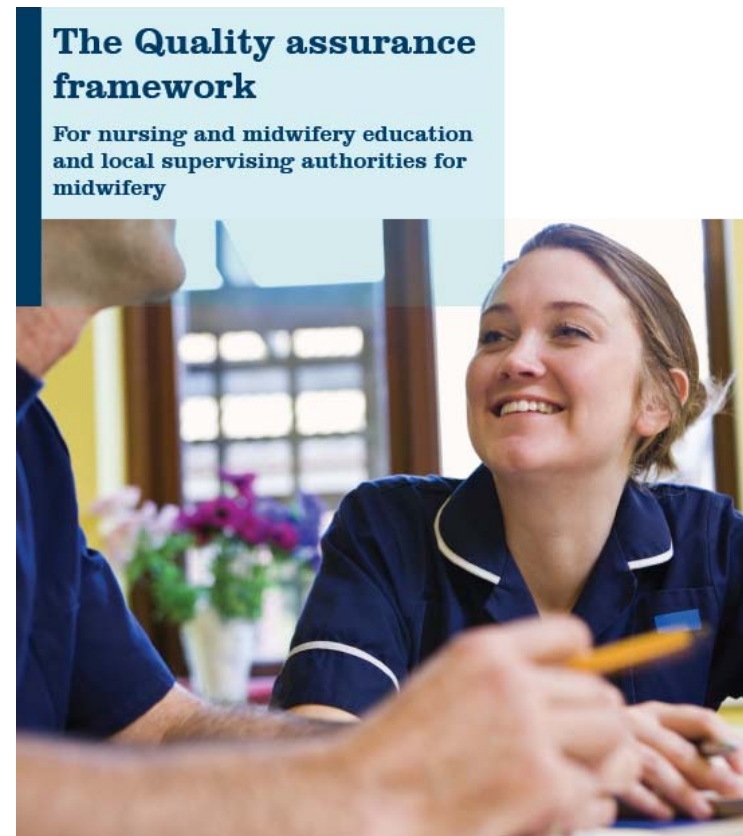
The Quality assurance framework

For nursing and midwifery education and local supervising authorities for midwifery



QA framework: three annexes

- AEI criteria
- Assuring the safety and effectiveness of practice learning
- Responding to concerns within education (and LSAs)



Ongoing plans: one

- The education advisory group was formed in January 2014
- We are developing an education strategy that will be presented to Council early in 2015
- As part of our response to Francis we committed to undertake an evaluation of pre registration nursing and midwifery standards
 - This will also incorporate Standards to support learning and assessment in practice

Ongoing plans: two

- Deliver strategic education focused engagement across the UK
- Work with others – for example the Shape of Caring review we are co-sponsoring with HEE
- NMC annual report on the ‘state of education’ across the UK

Update on the Code review

Chris Bell,
Standards Development Manager

Consultation – Part one

- Online survey from January to March 2014 on the revalidation model and the current version of the Code:
- Outcomes to inform draft revised Code and revalidation development.
- Supported by extensive stakeholder engagement.

Overview of part one

- 9,799 responses (6,741 online + 3,058 omnibus)
- 215 responses from organisations and 6526 from individuals.
- 68 per cent of individual respondents were nurses or midwives who worked in direct patient care.
- Majority of nurses and midwives who responded are in permanent employment.

Overview of part one

- Largely representative responses from all 4 countries.
- Only 1 per cent of responses to online survey came from general public, who were separately targeted by an 'omnibus' survey of representatives of the general population.

How nurses and midwives use the Code

- 88 per cent use it to promote professionalism.
- 76 per cent use it in daily practice.
- 78 per cent use it for training and mentoring.
- 75 per cent use it to help with renewal of their registration.
- 51 per cent use it for disciplinary purposes.
- 44 per cent use it for preceptorship purposes.

How nurses and midwives rate the current format of the Code

- 94 per cent rated it either very good or satisfactory in terms of being easy to read and understand.
- 94 per cent were satisfied with the language and tone.
- 95 per cent were satisfied with the layout and structure.
- 88 per cent said it was easy to apply to different roles and types of practice.

Key responses from omnibus survey

- 88 per cent would feel reassured by third party confirmation of continuing fitness to practice.
- 85 per cent would feel reassured by revalidation being backed up by practice related feedback.
- 78 per cent believed that revalidation would improve patient safety.
- 68 per cent agreed patients and service users should be a source of feedback.
- 47 per cent felt that revalidation should be kept separate from the appraisal system.

Comments and concerns on the current version of the Code

- The language is too complicated, open to interpretation or removed from everyday practice.
- It is too broad and generic in its scope, and does not address the full range of roles that modern nurses and midwives perform.
- It is more prescriptive, rather than supportive in tone.
- It would benefit from some examples of scenarios.

Comments and concerns on the current version of the Code

- It does not account for organisational, employer or other contextual factors.
- Some topics need to be included or update including:
 - Social media
 - Raising concerns
 - The 6 Cs
 - Accountability
 - Duty of Candour

Revalidation and Code consultation – Part two

- Part two started on the 19 May and will close on 11 August 2014.
- Considers the draft revised Code and revalidation.
- Consists of an online survey and qualitative consultative methods including deliberative workshops, focus groups, in-depth interviews and online questionnaires with nurses and midwives, patients and the public and seldom heard groups.

Qualitative research focus groups

- Organised and conducted by IPSOS MORI to ensure independence.
- Four deliberative research events with patients and the public.
- 16 interviews with stakeholder representatives from seldom heard groups.

Initial responses

- By Friday 4 July 2014 we had 1051 responses to the online consultation.
- 105 of these were from members of the public.
- The qualitative research began on 1 July and will end on 13 August 2014.

Initial comments on the draft revised Code

- These are from our summits, other stakeholder engagement and press and media coverage:
 - Length and language.
 - Patient and public expectations.
 - Fundamentals of care.
 - Social networking.

Next steps

- **Mid-May to mid-August 2014** – consultation part two
- **Mid-August to mid-Sept 2014** – responses analysed by IPSOS MORI.
- **Mid-Sept 2014** – responses document published.
- **Mid-Sept to mid-Nov 2014** - draft revised Code tweaked and finalised in light of responses, comments and analysis.

Next steps

- **Late Nov to early Dec 2014** – revised Code to be approved by Council.
- **End December 2014** – revised code published.

Over to you

Alison Sansome,
Director of Registration

Next steps

Alison Sansome,
Director of Registration

Next steps

- Circulate the summary notes from today and ask those not able to attend to contribute.
- We circulate the summary to our executive team and share with all staff.
- We publish the summary on our website.

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 meetings of the Patient and public engagement forum are on:

- Wednesday 8 October 2014.
- Thursday 4 February 2015.
- Thursday 7 May 2015.
- Wednesday 16 September 2015.

Thank you