

Patient and public
engagement forum,
5 June 2014

Introduction to the NMC

Jon Billings,
Director of Strategy

The role of the NMC

- We exist to protect the public.
- Nurses and midwives must be on our register to legally work in the UK.
- We set standards of education, training, conduct and performance for nurses and midwives.
- We have clear and transparent processes to investigate and take action against nurses and midwives who fall short of our standards.

Education standards

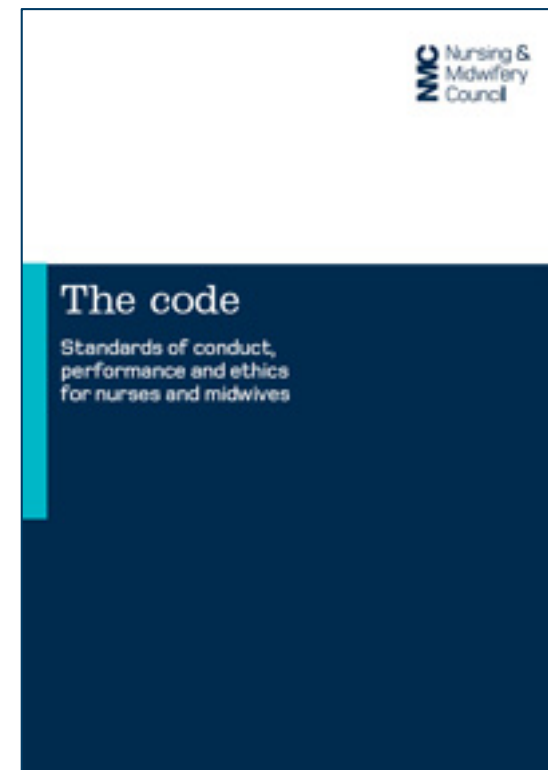
- We set standards for education, to make sure nurses and midwives have the right skills and qualities when they start work.
- We quality assure NMC approved programmes of nursing and midwifery education through robust processes of approval, self-assessment and reviews.

Registration

- We keep a register of all nurses and midwives in the UK.
- It is illegal to work as a nurse or midwife without being on the NMC register.
- Nurses and midwives must pay a yearly fee and prove that they fulfil our requirements for keeping their skills and knowledge up to date.
- There are over 670,000 nurses and midwives on our register.

Setting standards


- We set standards that all nurses and midwives must follow.
- The Code contains standards of conduct, performance and ethics.
- The Code tells patient and the public what to expect from a nurse or midwife.



Consultation on a draft revised Code

- We are keen to hear your views on what the Code could include and how it should look and feel.
- The consultation will close on 11 August 2014.
- You can take part online and we will send you a link following this meeting.

Fitness to Practise



If an allegation is made about a nurse or midwife that they do not meet the standards for skills, education and behaviour that we set, or that there is a problem with their work, we will investigate and, if necessary, act by removing them from the register permanently, or for a set period of time.

Fitness to Practise facts and figures (2012-13)

864 interim orders to restrict or suspend a nurse or midwife's practice for a period before the outcome of a case or appeal.

589 nurses or midwives were struck off the register.

232 nurses or midwives were suspended from the register.

160 nurses or midwives had conditions imposed on how they can practise.

163 nurses or midwives received a caution order.

Introducing revalidation

- Revalidation is the process by which registered nurses and midwives will demonstrate to us that they continue to remain fit to practise.
- It aims to protect the public and increase public confidence in nurses and midwives.
- It aims to help nurses and midwives to meet the standards required of them.

Introduction to the Patient and public engagement forum

Laura Oakley,
Engagement Officer

Introduction to the Patient and public engagement forum

The Patient and public engagement forum help us to:

- Understand patients and carers experiences of nursing and midwifery care.
- Design, deliver and evaluate our projects.
- Raise our profile so that more people know about who we are and what we do.

Introduction to the Patient and public engagement forum

- We have a group who meet quarterly in London.
- We now have a group who meet in Scotland because we wanted to make the forum more accessible.
- The first meeting in Scotland was on 25 April 2014.
- Most of your involvement will be done online, with one face-to-face meeting per year.

What our Patient and public engagement forum have been doing

We have discussed:

- What patients expect from an effective regulator
- What patients experiences of referring to the NMC are
- What does good customer service mean

What our Patient and public engagement forum have been doing

The forum have told us how to make our materials more user friendly for patients and the public. We have looked at:

- Our website
- Our newsletter for patients and the public
- Our referral form
- Leaflets that we produce for patients and the public.

How we feedback to you

- After each meeting we write a summary and share this with the group, circulate it to our staff and publish it on our website.
- At each meeting we have a 'You said, We did' section. So that we can show what we have been doing and how your feedback has made a difference.

Working together

What is important to you?

- What are the priorities for your organisation?
- Thinking about the things the NMC does, what topics are you most interested in discussing or getting more involved in?
- How can you help us to tell more people about what we do?

Terms of reference

- We have written a draft terms of reference for this group.
- Tell us what you think...

Update from the Chair

Mark Addison
Chair

Our plans for the future

- Make public protection our key focus.
- Improve our core functions.
- Working more closely with others: patients, other regulators, employers, nurses and midwives.
- Making better use of research and making decisions based on risk.

Our engagement activity

- E-newsletter for patients and the public.
- Working with patient organisations and health charities.
- Speaking at events and having stands at conference.
- Receptions in Scottish, Welsh and Northern Irish parliaments.
- Patient and public engagement forum.

Patient and public involvement in our wider work

- Lay members on our Council and on our Fitness to Practise panels.
- Local Supervising Authority reviews involve lay reviewers and use feedback from service users.
- Our register is online and can be checked by patients and the public.
- Lay people are involved in the quality assurance of education.
- The public can make referrals to us.

Four country engagement

- Extensive programme of stakeholder engagement on revalidation.
- Revalidation summits:
 - Leeds, 18 June 2014
 - Cardiff, 26 June 2014
 - Glasgow, 11 July 2014.

Website redevelopment

- We want to make our website more useful for patients and members of the public.
- Our new website will be launched at the end of 2014.
- We will be asking for your comments and suggestions in the future.

Chair recruitment

- The recruitment process began on 9 May.
- The Chair can be either lay or a registrant.

Next steps

Jon Billings,
Director of Strategy

Next steps

- We will write up a summary of today and send it you.
- We will publish the summary on our website and circulate it to our staff.

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@nmc-uk.org / 020 7681 5951

Thank you