

Patient and public  
engagement forum,  
25 April 2014

**Welcome!**

# Introduction to the NMC

## 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

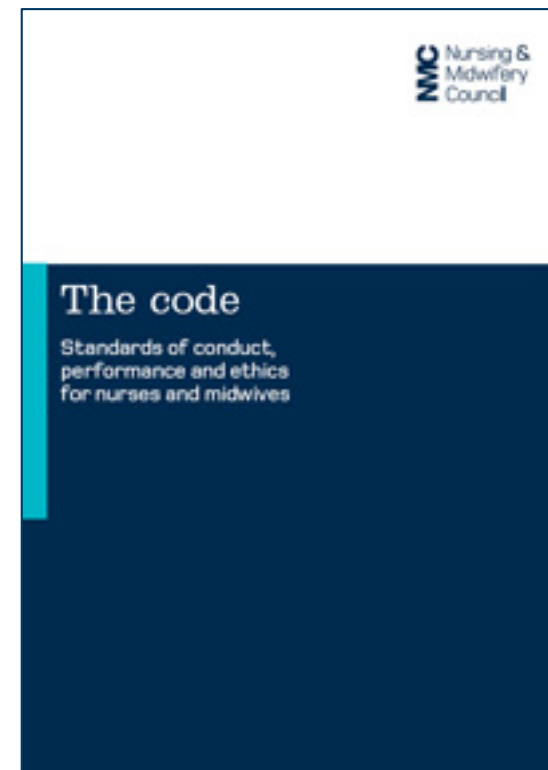
- We set standards for education, to make sure nurses and midwives have the right skills and qualities when they start work.
- We quality assure NMC approved programmes of nursing and midwifery education through robust processes of approval, self-assessment and reviews.

# 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.



## 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.

## Our plans for the future

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

## 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.

# Patient and public engagement – what we have done so far

## 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.

# 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

They 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...

# Next steps

## 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.
- Come and join us in Edinburgh on **Thursday 5 June**. You will be able to meet our Council members over lunch and we can continue some of the discussions that we started today.

## 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](mailto:Laura.Oakley@nmc-uk.org) / 020 7681 5951

Thank you