



Council
29 January 2014
Chief Executive and Registrar's Report

Classification	Public
Purpose	For decision
Issue	A review of activities and performance since the last Council meeting not reported elsewhere on the agenda.
Recommendation	To note the report
Financial and resourcing implications	None
Equality and diversity implications	None
Communications implications	None
Annexes	Annex A – progress against the 2013-14 Business Plan Annex B – financial report Annex C – key data
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Introduction

1. This report gives an account of activities of note that have been undertaken by the Chief Executive and others since the last Council meeting, which are not reported elsewhere on the agenda.

PSA Performance Review

2. This year's submission to the PSA Performance Review was completed in early December and a follow-up meeting with the PSA is scheduled for 25 February 2014. The final report is expected to be published, as usual, in late June.
3. The PSA is continuing to consider how the Performance Review process can be improved. However, it is not expected that there will any significant change before the 2015-16 review.

PSA other

4. The PSA has been commissioned by the Department of Health (England) to work on a project relating to implied consent which has arisen out of the independent Caldicott review on data sharing. Final advice to government is expected to be completed by September 2014.
5. We have requested that PSA undertake, in 2014, an audit of cases closed at the Investigating Committee stage. Our next audit was not due until 2015, but with changes that have taken place within our processes, it was felt prudent to ask for an earlier audit to take place.

Website redevelopment

6. Work continues with the re-platforming of the websites which we hope will be completed in February. Council will recall that in March 2013 it was agreed that the cost of this work could be taken from reserves. Following a tender process, the initial estimate for the project was £55,000 plus VAT and this was authorised by the Chair of Council.
7. Over the course of the project there has been some fluctuation in costs with an increase in the costs of construction and integration with the CRM system. At the same time it was found that certain modules that supported the integration did not need to be purchased which has reduced the costs.
8. The overall cost of the project has increased to £62,000 plus VAT. While this is higher than anticipated it is still substantially below the second lowest tender that was received and the cost overrun can be contained within the 2013-14 budget rather than requiring a further call on reserves.
9. One issue that has been highlighted is a lack of clarity in our governance and assurance arrangements in relation to larger-scale procurements of this nature.

The Chair of Council has asked me to seek the advice of the Audit Committee as to a suitable approach for adoption in the future.

Promoting registration campaign

10. The GOsC will shortly launch the campaign proposed in the Communications and Engagement Strategy 2013-16 to encourage osteopaths to promote their registration as a mechanism for reinforcing public confidence in osteopathic practice.
11. In early February, every registrant will be sent a 'Promoting your registration' information pack, including a new leaflet advising osteopaths on how they can effectively promote public awareness of their status as registered health professionals to the benefit of their patients and practice. The GOsC has produced a range of new resources to assist osteopaths, including new kitemarks ('I'm registered'/'We're registered') which will replace the 'Safe in our hands' logo, supported by new public information posters, freely available to osteopaths for display in their practices.
12. The promoting registration campaign will be highlighted periodically in the registrant online and print media, and is supported also by the British Osteopathic Association. It has been incorporated into information provided to graduating students and new registrants. Samples of the 'I'm registered' information leaflet, kitemarks and posters are available from the Communications department. The promoting registration pack was developed with input from osteopaths, and lay and registrant Council members. We will monitor the level of uptake by registrants over coming months to evaluate the effectiveness of the campaign and the associated resources.

Osteopathic International Alliance

13. I attended and spoke at the Osteopathic International Alliance annual conference in Austin, Texas in early January. My presentation was on our proposals on continuing fitness to practise and I also facilitated a regulation workshop as part of the conference.
14. The conference also saw the launch of a major publication by the OIA *Osteopathy and Osteopathic Medicine – A Global View of Practice, Patients, Education and the Contribution to Healthcare Delivery*. This publication was produced partly at the request of the World Health Organization and supported the WHO's new strategy on traditional and complementary medicine. I was a member of the Editorial Working Group for this publication which can be found at: www.oialliance.org.
15. Following the conference, I stepped down from the OIA Board and the UK board seat has been taken by the BOA. The GOsC's membership of the OIA has also been changed from full to partner member status which reflects our changed status since we first joined the organisation. While our involvement with the OIA

is likely to lessen, I do consider it to be an important forum for dialogue with international colleagues including regulators.

Development

16. There has been a further meeting of the Osteopathic Development Group since the last meeting of Council and initial project initiation documents have now been published for all eight projects. These are now available on the GOsC website.
17. Work is progressing on all projects albeit slowly in some areas. Work is most advanced in relation to the evidence, advanced practice and mentoring projects. Two applications for funding can be found elsewhere on the agenda and it is anticipated further applications will be ready in time for the May meeting of Council.

BOA bilateral

18. The Chair and I had a very useful meeting with the British Osteopathic Association represented by Maurice Cheng, Chief Executive, and Stephen Hartshorn, President. One area on which we agreed to undertake some joint work was in relation to supporting registrant applicants to apply for posts with the GOsC and elsewhere as we have identified a lack of familiarity with competence based processes among osteopaths.

Research seminar

19. The Head of Professional Standards and I attended a regulatory research seminar hosted by the PSA. This meeting gave us the opportunity to highlight the work that we are undertaking on the effectiveness of regulation which is of considerable interest to other regulators.

Law Commission

20. The Law Commissions' draft regulatory reform bill is still scheduled to be published around February/March although it may still not be clear by the time of the next Council meeting whether it will be put before Parliament in 2014-15.

Customer service

21. All staff of the GOsC received customer service training in November. This was the next step following the introduction of new service standards which are available on the website. The next steps in customer service improvement will be enhanced monitoring and reporting on how well the standards are being met.

Isle of Man and Gibraltar

22. The Governments of the Isle of Man and of Gibraltar are both legislating to extend the remit of GOsC regulation to their territories. This means that any osteopath working in the Isle of Man or Gibraltar will need to be registered with the GOsC. At present they both have small numbers of existing registrants and there may be others working who are not registered.
23. I have been in communication with both the Isle of Man and Gibraltar and I will be visiting the Isle of Man in February to meet registrants and also to agree a memorandum of understanding between the GOsC and the government.

Scotland

24. The Head of Professional Standards and I both presented at the Scottish Government Health Department annual conference on healthcare professional regulation. Both presentations on continuing fitness to practise and on professionalism were both well received. Kenneth McLean also attended the conference.
25. In November the Scottish Government published a White Paper setting out a policy framework for an independent Scotland. The document has this to say about the regulation of healthcare professions:

'Scotland is already responsible for the regulation of some health professions – those who came to be regulated after the establishment of the Scottish Parliament. After independence, we will become responsible for all regulation. We will seek to co-operate with Westminster, and the devolved administrations, to ensure that health professional regulation is maintained in the best interests of patient safety and the consistent treatment of healthcare professionals. We will also maintain the existing professional healthcare regulatory bodies, which are funded by fees from registrants, and will continue to operate in Scotland after independence.'

Wales

26. The GOsC attended an evening event in the Welsh Assembly along with a number of other regulators. The event was an opportunity to explain to AMs and their staff the work of the regulators. Brian McKenna attended on behalf of the GOsC.

Other meetings

27. Recent meetings, visits and speaking engagements include:

- North and Mid-Wales Osteopathic Society
- Gavin Lerner and Nick Clarke, Department of Health (England)
- BOA Council meeting

- BOA Convention
- Osteopathic International Alliance Board meeting and Annual Conference
- BCOM graduation ceremony
- ESO students discussion on professionalism
- Keith Waldon, Society of Sports Therapists
- GOsC Regional Communication Network
- PSA research seminar
- GMC professionalism conference
- London Regional Osteopathic Group Organising Committee (to discuss continuing fitness to practise)
- Northern Cumbria Osteopaths Regional Group (pathfinder group for the development of the continuing fitness to practise framework)
- Cheshire Regional Group (pathfinder group)

28. Forthcoming meetings with regional groups (before the next meeting of Council) include:

- Bristol
- Sheffield
- Isle of Man
- Northern Counties
- Oxford
- Cambridge
- Northumberland
- Northern Ireland (pathfinder group for the development of the continuing fitness to practise framework)

Progress against the 2013-14 Business Plan

29. Annex A sets out progress against the Business Plan, agreed by Council in March 2013, to the end of December 2013. For each line we have shown whether delivery of the activity is on track, subject to minor delay or variation, or has been cancelled or postponed, using a traffic light approach. The next column indicates whether there has been a change in the status of the activity since the start of the year, e.g. whether a project has been delayed or postponed. The end column provides a brief commentary on the status of activities.

30. There has been some slippage in projects as follows (other than that previously reported to Council):

- a. 1.3 – Transition in practice – the monitoring document now recognises that this work is now being taken forward in the context of the Osteopathic Development Group rather than solely by the GOsC.
- b. 1.5 – Recruitment of Legal Assessors – this will now take place in 2014-15.
- c. 3.3 – Constitution Order – this will not take place in 2013-14 and is uncertain for 2014-15.

Financial report

31. Annex B shows the financial position at the end of the December 2013.

Key data

32. The key data presented at Annex C is that from the period October to December 2013.

Recommendation: to note the report.