



To: Council
From: Leonie Milliner, Chief Executive
Date: 8 May 2019
Paper: C19/004

Chief Executive and Registrar's Report

Classification Public

Purpose For noting

Issue A review of activities and performance since the last Council meeting not reported elsewhere on the agenda.

Recommendations To note

Financial and resourcing implications None

Equality and diversity implications None

Communications implications None

Annexes A. 2018-19 Business Plan monitoring to year end, 31 March 2019

Introduction

1. First, I must thank Tim Walker, the Senior Management Team and colleagues here at Osteopathy house, Council members and stakeholders for their warm welcome to GOsC.
2. I write this paper at the beginning of my eighth week in post and I can report that my agenda remains the same as at interview; to work in partnership with the sector and use our strength as a well-regarded regulator to build capacity in the profession, evidencing the contribution osteopaths make to our health economy and to civic society in better protecting the public. I hope to be able to draw upon my experience in Higher Education Quality Assurance and assessment of teaching quality in clinical and professional education to significantly strengthen our relationship with our osteopathic education providers, as well as develop further our partnerships within the profession and beyond, capitalising on the recognition of osteopathy as an allied health profession for the benefit of patients.

Professional Standards Authority (PSA) Performance Review

3. At the last Council meeting Tim Walker reported that the 2018-19 Performance Review assessment was underway. The review has now concluded. We anticipate we will receive the PSA report for our review/comment by the end of April. This will be the last Performance Review based on the current standards. Our 2019-20 performance review will be against new PSA 'Standards of Good Regulation 2018' using a new evidence framework. The new Standards can be found on the PSA's website at:
https://www.professionalstandards.org.uk/docs/default-source/publications/standards/standards-of-good-regulation-2018-revised.pdf?sfvrsn=ce597520_4
4. The Senior Management Team is continuing to reflect on the outcome of the 2017-18 PSA Performance Review, taking action where appropriate as a result of commentary contained in the report. An action plan has been developed for reporting on action undertaken and to assist in preparing for the 2019/20 Performance Review, alongside the 2018/19 PSA Performance Review report when received. Both reports will be considered by the Audit Committee at its next meeting on 27 June 2019.
5. The PSA have requested we assist with their pilot of the new 'Standards of Good Regulation 2018' and following a meeting with Graham Mockler, Assistant Director of Scrutiny & Quality, SMT decided it would be helpful for GOsC to pilot Standard 3, *'The regulator understands the diversity of its registrants and their patients and service users and of others who interact with the regulator and ensures that its processes do not impose inappropriate barriers or otherwise disadvantage people with protected characteristics.'* Standard 3 is a new requirement for regulators and participating in the pilot will dovetail with our work on equality and diversity, as well as help us prepare for the new evidence

framework we will be required to complete to demonstrate achievement of the new PSA Standards in our 2019/20 Performance Review.

6. The proposed timescale for the pilot (confirmed by PSA) is:

PSA Pilot Suggested Timetable	GOsC Dates for Pilot Participation
Week 1-4: Regulator completes self-assessment (we do not envisage this will be anywhere near four weeks' worth of work; we are keen to provide plenty of time for collation of information and to allow discussions around what has been provided to us)	w/c 17 June – submitted 12 July
Week 5-6: Assessment of information held by the Authority and provided through the self-assessment, and completion of recommendation	w/c 15 & 22 July
Week 7: Regulator review of recommendation	w/c 29 July
Week 8: Panel meeting to determine whether Standards are met. Regulator will be informed of outcome	w/c 5 Aug
Week 9-10: Report writing by the Authority	w/c 12 Aug & 19 Aug
Week 11: Regulator review of report	w/c 26 August
Week 12: Feedback meeting	w/c 2 Sept

Institute of Osteopathy roadshows

7. The Institute of Osteopathy has invited the GOsC to present at a series of regional meetings which have been taking place this winter/spring and into the summer. The meetings are taking place as follows:

- Coventry – 15 February
- Bristol – 29 March
- Manchester – 10 May
- Perth – 9 June
- Maidstone – 21 June

8. We are using these as an opportunity to update members of the profession on the new CPD scheme and the updated Osteopathic Practice Standards; as well as reflecting on our work as a regulator over the past ten years where we have been focussing more on working with registrants, patients and collaborating with stakeholders to enhance patient care and patient safety.

Publication of Literature Review on Communication and Miscommunication in the context of touch

9. The General Osteopathic Council and the General Chiropractic Council published a literature review by Dr Michael Concannon and Sam Lidgely of Huddersfield University on 26 March 2019 available at: <https://www.osteopathy.org.uk/news->

[and-resources/news/how-touch-is-communicated-in-the-context-of-manual-therapy-new/](#). Key findings included:

- Touch means different things to different people and is complex to research without a clear shared language.
 - There are positive aspects of touch and its relationship to well-being as well as negative implications of miscommunication and breaches of boundaries some patients may experience.
 - There is a need for further research about touch in the context of osteopathic and chiropractic care.
 - Further consideration is needed as to how regulators and others in the sector might support patients and practitioners in this critical area.
10. The findings of the report were discussed with patients, osteopathic and chiropractic stakeholders at two workshops facilitated by Dr Michael Concannon on 26 March 2019 in Huddersfield and on 27 March 2019 in London.
11. The response of these key interested parties will help us all to consider further how to support patients and practitioners to maintain and enhance the positive aspects of touch and reduce areas of miscommunication and harm. A discussion paper will be developed for further consideration by the Policy Advisory Committee later in 2019.

Equality and Diversity Update

12. At its meeting on 3 May 2018 Council approved an updated GOsC Equality and Diversity Policy. It also noted an updated equality impact assessment (EIA) template and the 2017-18 equality and diversity report. The equality and diversity policy requires Council to consider a report each year on equality and diversity, including performance against the policy within the previous twelve months, which SMT are preparing for discussion at July Council. This report will dovetail with work required to prepare for participation in the PSA Standard 3 (equality & diversity) pilot.

Appointments

Council

13. The Advanced Notice of Appointment of Chair to Council and the Advanced Notice of Appointment of members of Council has been submitted to the PSA. The Privy Council has also been informed of the proposed appointment process. Please see the Remuneration and Appointments Committee minutes for further information.
14. The process for reappointments to Council will be considered at Remuneration and Appointments Committee on 27 June 2019.

Audit Committee

15. Applications for the external member of Audit Committee closed on 23 April 2019. Applications will be shortlisted by the panel (Alison White, Chris Shapcott, Haidar Ramadan) in early May. Interviews are scheduled for 23 May 2019, with the intention that the panel will make a recommendation to Council in June 2019 (by email) for an appointment in time for Audit Committee on 27 June 2019.

Investigating Committee

16. Applications for two osteopath members of the Investigating Committee closed on 24 April 2019. Applications will be shortlisted by the panel (Ian Muir, Brian Wroe, John Chaffey) on 15 May 2019. Interviews are scheduled for 5 June 2019, with the intention that the panel will make a recommendation to Council at its meeting in July 2019.
17. Moving forward, we have made arrangements with the Cabinet Office's Public Appointments service <https://publicappointments.cabinetoffice.gov.uk/all/> that they will advertise all forthcoming Council and committee appointments on request. Our membership of PARN (the Professional Associations Research Network, which recently assumed responsibility for the UKIPG/Professionals Together) has been activated, providing access to their non-executive search service, which we will also utilise.

Progress against the 2018-19 Business Plan

18. Annex A provides a final progress report on the 2018-19 Business Plan at year-end, 31 March 2019.
19. Whilst the longer-term strategic plan is being developed, an update on progress against the 2019/20 business plan as presented to Council on 6 February 2019 will be made at the next Council meeting in July.

Financial report

20. Matthew Redford will provide a verbal update on the financial position at the year-end 31 March 2019.

Human Resources

21. During the period 6 Feb 2019-24 April 2019 the following staff left GOsC:

Tim Walker, Chief Executive – Retired
Margot Pinder, Senior Communications Officer (Digital) – Retired

22. During the period 6 Feb 2019-24 April 2019 the following staff joined GOsC:

Nyero Abboh, Regulation Assistant (Temporary- 3-month contract)

Adarsh Muppane, Senior Communications Officer (Digital)
Rachel Heatley, Senior Communications Officer (Engagement) (maternity leave cover)
Leonie Milliner – Chief Executive

23. Stacey Towle, Senior Communications Officer (Engagement) left to commence maternity leave at the beginning of April 2019.

External Engagements, Events & Meetings 6 February – 24th April 2019

24. Table 1 at the end of this paper lists recent meetings, visits and speaking engagements by the GOsC Chief Executive and the wider team.

Recommendations: to note the contents of the report.

Table 1
External GOsC Engagements, Events & Meetings, 6 February – 24 April 2019

Date	Event/Meeting	Participants	Outcome/purpose
04.02.19	Healthcare Professionals Crossing Borders seminar (Dublin)	Matthew Redford	To listen to, and participate in, discussions relating to healthcare regulation across Europe.
07.02.19 11.02.19 14.02.19	Regional Lead CPD Webinar	Steven Bettles & Fiona Browne	To listen and respond to questions from osteopaths about the new CPD scheme. To support regional leads to support their members
11.02.19	Josh Niderot, Council of Deans	Fiona Browne	To discuss the links between the GOsC and the Council of Deans
12.02.19	Westminster Forum: Professional Healthcare Reform	Matthew Redford	To listen to speakers from across healthcare discuss regulatory reform and the impact on patient safety
12.02.19	Kent and East Sussex Osteopaths CPD group	Steven Bettles	CPD overview and PDR workshop
13.02.19	Regulatory Developments and the Welsh Context, PSA seminar	Kabir Kareem	To consider regulator developments in the health professional sector in Wales
14.02.19	Tricia McGregor and Annemarie McNeely, GCC	Fiona Browne, Steven Bettles and Stacey Clift	To discuss joint working on a range of projects.
15.02.19	Department of Health, inter-regulatory policy meeting: reforming regulation	Matthew Redford	To discuss the latest proposals from the Department of Health on reforming regulation.
19.02.19	Student presentation (Swansea)	Matthew Redford, Ben Chambers	Final year students - applying for registration
21.02.19	MRPQ Directive meeting: Department of	Matthew Redford	To discuss potential impact of the delivery of the MRPQ Directive in

	Health and Department of Business, Energy and Industrial Strategy		the event of a 'no deal' Brexit scenario
23.02.19	Student presentation (College of Osteopaths)	Matthew Redford	To present to the final year students on applying for registration
26.02.19	Gerry McGivern and Tina Kiefer	Fiona Browne and Steven Bettles	To discuss follow up research to support OPS evaluation.
02.03.19	UCO Faculty conference	Fiona Browne	Workshop on OPS and preparedness for the new CPD scheme for educators
02.03.19	NCOR Research Conference	Steven Bettles	Attendance at conference to increase knowledge and understanding of osteopathic research
06.03.19	GOsC induction meeting	Manmohan Birdi & Leonie Milliner	Meeting local osteopath to discuss professional issues
06.03.19	Victoria Bedwell – Crowe	Matthew Redford, Carl Pattenden	Planning meeting for IT audit follow-up
07.03.19-08.03.19	PSA Research Conference	Fiona Browne & Leonie Milliner	FB presentation to conference; different regulatory perspectives
12.03.19	Annemarie McNeely, GCC	Fiona Browne & Moira Kelly	To discuss joint working on a range of projects
15.03.19	Leadership planning with iO and COEI	Steven Bettles	To discuss next steps for the ODG Leadership Programme
18.03.19	'Society of Educators'	Fiona Browne, Steven Bettles & Leonie Milliner	To discuss development of group & GOsC involvement
19.03.19	Workshop	PCC chairs, patients, GOsC senior staff	Please see C19005 for full report
19.03.19	PSA/Graham Mockler	Leonie Milliner	PSA Pilot - see para 5 above for full report
20.03.19	GOsC all-staff meeting	All GOsC available staff meeting	To introduce new CE plus strategy seminar

20.03.19	Recording consent workshop with OEI leads	Steven Bettles	To identify and share good practice on recording consent in clinics
20.03.19	GCC/Rui Domingues	Matthew Redford	Inter-regulatory catch-up between opposite numbers
20.03.19	DH/Clare Armstrong	Leonie Milliner	Introductory meeting
21.03.19	Tim Redwood/Crowe (Auditors)	Leonie Milliner	Introductory meeting
22.03.19	IC Chair (Outgoing) James Kellock	Leonie Milliner	Introductory/ feedback meeting
23.03.19	Norfolk Regional Group, Norwich (Norfolk Osteopathic Society)	Steven Bettles, Liz Niman	New CPD overview including Peer Discussion Review
25.03.19	European Society of Person Centred Care Conference	Fiona Browne	FB Presentation about values work and to learn about working together with patients.
26.03.19	Chief Executives' Steering Group Meeting	Leonie Milliner	To discuss matters of mutual interest; plus reports from DH & Welsh government
26.03.19	iO/Maurice Cheng	Leonie Milliner	Introductory meeting
26.03.19 and 27.03.19	GCC/GOsC Boundaries Seminars	Fiona Browne, Steven Bettles & Leonie Milliner plus Comms team, patients, professionals and representative organisations	Please see literature review (by University of Huddersfield) published on GOsC website
27.03.19	CPD forum (Professions Together)	Matthew Redford, iO	To listen to, and participate in, discussions on CPD issues. Attending organisations wider than just healthcare.
28.03.19	Professional Regulators Joint Horizon Scanning	Steven Bettles	Inter-regulatory group meeting exploring horizon scanning using different perspectives
28.03.19	Investigating Committee Induction	Led by Regulation Team, plus Leonie Milliner	Introduction to IC for new IC Chair & IC/PCC members

01.04.19	Department of Health meeting: Clinical Negligence Cover	Matthew Redford	To listen to DH 'next steps' following their consultation on 'appropriate clinical negligence cover'.
04.04.19	Marjon staff and year 1 and 2 students	Fiona Browne	Introduction to regulation, professionalism and boundaries for students and preparations for the new CPD scheme for educators.
05.04.19	Colchester practice session	Steven Bettles	New CPD overview
11.04.19	Liz Elander/GOsC Council member	Leonie Milliner	Introductory meeting
11.04.19	Values based teaching workshop	Steven Bettles	Participation in teaching values workshop to inform our own work in this area
13.04.19	Cambridge Regional Group	Steven Bettles	Peer Discussion Review Workshop
16.04.19	Body Balance/ John Chaffey/GOsC Council member	Leonie Milliner	Observation of Osteopathic practice/introductory meeting
24.04.19	PSA Chief Executive, Alan Clamp	Leonie Milliner	Introductory meeting