



Council
17 May 2023
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 the content of the report.
Financial and resourcing implications	These are set out in the paper.
Equality and diversity implications	The paper sets out what we have done since the previous Council meeting on matters related to equality, diversity and inclusion.
Communications implications	The decision of Council to appoint external auditors will be communicated to the successful firm after the meeting.
Annexes	None
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Key messages from this paper:

- The report sets out the activities undertaken by the team since the previous Council meeting not reported elsewhere on the agenda. Headlines include:
 - The PSA Performance Review for 2022/23 is drawing to a close and we expect the report on our performance to be published towards the end of June 2023.
 - We have submitted a proposal to present at the PSA symposium – How can we successfully collaborate towards safer care for all? – which has been successful.
 - We have been considering the impact of the Welsh Language Standards draft compliance notice. We submitted a consultation response on the same where, against some standards, we have requested additional time to comply with the standards.
 - We continue to promote Equality, Diversity and Inclusion throughout our work. We have been accepted to participate in London Pride for the first time.
 - We held a successful Q&A webinar in April where we were speaking directly to applicants interested in our fitness to practise committee vacancies. We had over 100 attendees join the webinar.
 - We have received the top-line findings from the third wave of research into patient perceptions. This is the third survey we have run and the questions have been kept consistent as this is a tracking survey. The 2022 findings are broadly consistent with those from 2014 and 2018.

Introduction

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

Professional Standards Authority for Health and Social Care (PSA)

PSA Performance Review – 2022/23:

2. Our PSA Performance Review year 2022/23 concluded on 31 March 2023. We are aware that the PSA Scrutiny Panel have met and the final report will be issued towards the end of June 2023. We will present the PSA Performance Review report to a future Council meeting.

Symposium: 6 June 2023 – How can we successfully collaborate towards safer care for all?

3. The PSA will be running a symposium on 6 June 2023 with the subject heading – How can we successfully collaborate towards safer care for all? Regulators were asked to submit specific collaborations undertaken which could be presented at the symposium. We have submitted our work with the Collaborating Centre for Values Based Practice regarding the shared decision making project and the PSA have confirmed that they would like GOsC to speak to this topic. Fiona Browne and Rachel Heatley will be leading on this activity.

Symposium: 28 March 2023 – Regulation in the Welsh Context

4. PSA ran an online conference – Regulation in the Welsh Context – on 28 March 2023. The event had a number of external speakers with a theme for the morning event being the challenges around workforce, including burnout, and the residual impact of the pandemic.
5. Professor Marcus Longley, PSA Board Member, who chaired the event has written a blog about the conference which can be found here: [Regulation in the Welsh Context](#).

Performance Review Standard 3 – Equality, Diversity and Inclusion:

6. We received notification from the PSA shortly after the February 2023 Council meeting that they intend to raise expectations on regulators around Standard 3 of the Performance Review process, which is on Equality, Diversity and Inclusion. The communication provided an evidence-matrix which would come into effect for the 2023-24 performance review year, which for GOsC, is 1 April 2023.
7. While we are, like all regulators, absolutely committed to raising our work in this area, we have shared with PSA our concerns over the way the evidence-matrix is being implemented, with such a short time between the matrix being shared for comment and the implementation of the matrix (i.e. two months from issue to implementation/assessment). We also expressed concerns around the proportionality of the new evidence-matrix, particularly as Council had just approved a business plan for 2023-24 which was prepared without the context of these increased expectations.
8. There has been discussion with the PSA at the Chief Executive's Steering Group on this matter and we welcomed the PSA commitment to revising the evidence-matrix and providing further guidance for regulators, although we note that this will be produced/issued after our 2023-24 performance review year has commenced.
9. A revised evidence-matrix has recently been issued and there appears to have been some significant changes which we welcome and thank the PSA for

reflecting on the feedback they have received. We will keep Council informed on this matter as the year progresses as it will directly impact on whether GOsC passes the Standards of Good Regulation in 2023-24.

10. Council should also note that the 2023-24 year will also be a more in-depth performance assessment for GOsC, in accordance with the new three-year performance review cycle PSA previously introduced.

Devolved nations

Scotland:

11. In October 2022 we attended the Scottish Regulatory Conference where we presented on our work with patients and participated in a panel discussion on regulatory reform. We have been advised that the conference will not be run in 2023, with the next iteration being 2024.
12. The Scotland regional osteopathic group were contacted directly to encourage regional interest in the current fitness to practise committee recruitment and to promote the recent webinar held in April 2023.

Northern Ireland:

13. The Northern Ireland regional osteopathic group were contacted directly to encourage regional interest in the current fitness to practise committee recruitment and to promote the recent webinar held in April 2023.

Wales:

14. As reported to Council at the February 2023 Council meeting, we have received the Welsh Language Standards draft compliance notice. We have been working through the compliance notice identifying actions we need to take and those which we may have difficulty complying with. Our understanding is that a final compliance notice will be issued in the summer and we then have six months from date of issue to comply with the Standards.
15. We responded to the Welsh Language Commissioner consultation to outline those standards where we feel we require further clarity or additional time to comply. The standards where we have identified concerns are:
 - For the purpose of the Standards, osteopathic students are classed as 'individuals' meaning that any information we send to students will need to have a Welsh equivalent including any ebulletins or email reminders to complete registration applications. We have requested additional time to assess our interaction with students and to make adjustments.
 - The automated telephone system should include a section, spoken in Welsh, advising that callers may speak with us in Welsh. We have requested

additional time to reflect upon this standard as we have no Welsh speakers within the staff team.

- There is a Standard around 'corporate identity' which, from our perspective, is unclear in terms of what we need to do to comply. We have requested additional time so that we can better understand what is required in order to meet the Standard.
- Any forms available to registrants for completion online should be in English and Welsh. The renewal of registration form is available in English only as this form directly integrates into our CRM system. Any Welsh equivalent would need to be developed and integrated into the CRM system which would require technical expertise and which is unlikely to be a quick win. As we are exploring how we can upgrade our CRM system, we have advised the Welsh Commissioner that this Standard would only be met at the time a new system was being implemented.

16. On 28 March, I attended the PSA online conference: regulation in the Welsh context which brought together a range of speakers who discussed matters related to workforce, burnout and the residual impact of the pandemic.
17. The South Wales regional osteopathic group were contacted directly to encourage regional interest in the current fitness to practise recruitment and to promote the recent webinar held in April 2023.

Patient perceptions survey

18. We have received the top-line findings from our third wave of public patients perceptions research, previously carried out in 2014 and 2018. As this is a tracking survey, we asked the same questions as in previous years but added three additional questions around expectations of patients towards infection control measures put in place by osteopaths; whether delays in GP advice/treatment have caused patients to seek osteopathic care and whether the motivators for members of the public to seek osteopathic treatment have been impacted by the cost of living or NHS waiting times.
19. Our sample size was 1k members of the public and 500 patients.
20. Headline findings include:
 - Over 90% osteopathic patients surveyed think their osteopath was very or fairly good during their most recent visit.
 - The number of those with 'a lot of confidence' in osteopathy has stayed the same since the previous waves of research. However, there has been a slight decrease in those who have 'a fair amount' of confidence: 46% have a lot or a fair amount of confidence in 2023 versus 50% in 2018 and 52% in 2014.

- The importance of 'being monitored by a regulatory body' as a factor for confidence in healthcare professionals is down from 92% in 2014 to 88% in 2023. For ethnic minority respondents this shows a bigger drop from 89% in 2014 to 70% in 2023. Patients are more likely than the general public to identify being monitored by a regulatory body (96% vs 88%) and having indemnity insurance (86% vs 76%) as important.
 - Confidence among *a//* UK adults that a concern raised with GOsC would be properly investigated has fallen slightly over time – in 2014, three-fifths thought a concern would be properly investigated (58%), over half in 2018 (53%), and now this figure is just under a half (49%). The fall has been driven by younger adults.
 - More than three-fifths of patients surveyed say that, in the past two years, they have seen an osteopath because it was faster than seeking advice/ treatment from a GP (63%).
 - The UK public are generally becoming more aware of the rules that osteopaths have to follow. Though almost two-thirds (64%) of the public remain unaware of any of these, there has been a steady increase in awareness of the rules since previous years.
 - Regarding important information for a positive experience, information about the osteopath being registered/ regulated is particularly welcomed by patients from lower social grades (28% C2DE vs 17% ABC1) and those with a disability (24%, 16% no disability).
21. Our Senior Policy and Research Officer, Rachel Heatley led a patient and public involvement in osteopathic education seminar with osteopaths, educators and patients to discuss the patient perceptions survey, identify challenges and share tips for meaningful public and patient involvement in a range of areas. The seminar showed that the sector has developed since our last seminar in 2021 and received positive feedback from attendees.
 22. We will be presenting the full results of the Patient perceptions survey to the Policy and Education Committee in June 2023 and then Council in July 2023.

Equality, Diversity and Inclusion

23. In 2021, Council co-funded research into Under-represented Groups Experience of Osteopathic Education and Training (UrGEnT), alongside the Institute of Osteopathy, University College of Osteopathy and Osteopathic Foundation.
24. In April 2023, GOsC attended an event hosted by the research team which presented headlines from the research including student experiences of their osteopathic education and training. The event was part dissemination of findings and part workshop, with the discussions being aggregated to inform the final recommendations that will be included in the report.

25. We plan to invite Dr Jerry Draper-Rodi and Steven Vogel to the July 2023 Council meeting to present findings from the report and to enable Council to have a fuller discussion on the findings.
26. In other EDI activity, we have celebrated a number of occasions through our social media channels, such as International Women's Day, and we will continue to do this throughout the year as a demonstration of our inclusive approach.
27. Separately, and prior to the pandemic, we had made an application to participate in London Pride. The Pride March was cancelled in 2020 and 2021 due to the pandemic and last year our carried forward application was not successful; however, I am pleased to advise Council that we have been accepted to participate in 2023.

Non-executive recruitment activity

28. Members will be aware that during 2023 we have a number of non-executive recruitments to undertake and that this will result in a reasonable degree of change across Council and its committees, including fitness to practise. As reported to Council previously, we have plans in place to manage these recruitments which include training for selection panels as well as induction processes for new members when appointed.
29. In order to encourage a wider diversity of applicants, including those who are have not had experience of committee roles, we held a Fitness to Practise committee recruitment webinar on the evening of 19 April 2023 where attendees were able to speak directly with the Chair of the Professional Conduct Committee and with two current committee members. The Chief Executive and Registrar and HR Manager also attended the event and answered questions from the attendees.
30. We had 106 attendees and very positive engagement reflected by a lively discussion with an opportunity for prospective applicants to get their questions answered. Overall the feedback received was very positive, and the Q&A format was appreciated by attendees. Of the 29 attendees who provided written feedback, 23 felt encouraged to apply, including five who were interested in the osteopath posts.
31. We believe that this event will have encouraged a number of additional applications to our non-executive positions because for the Professional Conduct Committee/Health Committee vacancies, we had received 178 lay applications and 11 registrant applications by the deadline.

External meetings – bringing insight into our business

32. Since the previous meeting we have participated in several external events with stakeholders and partner organisations which ensure that we are able to bring

insight to our work. These meetings, which have not been referenced elsewhere in the report, include:

- Chief Executives of the Regulatory Bodies forum
- GOsC/Institute of Osteopathy bi-lateral
- Maurice Cheng, Chief Executive, Institute of Osteopathy
- Meetings with the DHSC, BEIS, Health Education England
- Osteopathic Performing Arts and Care Association presentation
- Institute of Regulation Annual Conference
- Meetings with the Chairs of the Investigating Committee and Professional Conduct Committee
- Laura Turner, Council Associate, induction meetings
- Nockolds Corporate Complaints Forum
- Directors of Fitness to Practice forum
- Nick Jones, Chief Executive and Registrar, General Chiropractic Council
- Inter-regulatory forums – multiple
- BCOM/ESO careers day

Business Plan monitoring

33. We have not provided a Business Plan monitoring report for 2023-24 as we are less than two months into the new business year.
34. We can also report that there were no changes to the Business Plan for 2022-23 as reported at the February 2023 Council meeting and therefore we have not provided this report to Council in an attempt to reduce the number of papers for members to review.

Financial report

35. The financial year end 2022-23 commenced on 1 April 2022 and concluded on 31 March 2023. As with previous years, the final results are subject to change arising from the audit and the Head of Resources and Assurance will provide a verbal report to Council as the dispatch of the May Council papers happens so soon after the year-end closes.

Recommendations:

To note the content of the report.