



Council
16 November 2022
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	<ol style="list-style-type: none">1. To agree to tender for external financial audit services.2. To note the content of the report.
Financial and resourcing implications	The half-year accounts are presented at Annex B.
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 external financial audit tender will be sent directly to those companies which have been identified as interested in pitching for the work.
Annexes	<ol style="list-style-type: none">A. Business Plan monitoring report - 31 OctoberB. Six-month accounts to 30 September
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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:
 - An external financial audit tender process was discussed by Audit Committee in October 2022. Council is asked to agree that we should tender for external financial audit services in line with best practice.
 - We participated in the Scottish Regulatory Stakeholder Event which took place on 24 October 2022 by chairing one session with a focus on patients and participating in a panel discussion on regulatory reform.
 - We will be meeting with osteopaths in Northern Ireland on 19 November to engage with osteopaths in the region.
 - We have attended and presented at the Institute of Osteopathy regional roadshows in Wales and London.
 - We participated in the PSA 'Safer care for all' conference by being part of a panel discussion which considered 'Are learning cultures compatible with individual compatibility and candour?'
 - We continue to look externally so that we can bring any insights into our work from externally published reports. Included in this paper are summaries of the reports issued by the PSA, '*Safer care for all*' and the independent report into neonatal deaths in East Kent '*Reading the signals: Maternity and neonatal services in East Kent*'.

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.

External financial audit tender

2. We have previously reported to Council that we were considering an external audit tender as part of a collaborative inter-regulatory project this year, and that if that did not prove to be possible, that we would undertake our own tender process.
3. Audit Committee received an update in October 2022 which identified that it had not been possible for a group tender to commence and as such, that we should commence our own tender which was in line with best practice as our current auditors had been in post for six years since the last tender.

4. Audit Committee agreed that this should take place and the decision is presented to Council for agreement. The tender will commence in November 2022 with the documentation being sent directly to those firms who have expressed an interest in tendering for the audit activity.
5. The timetable is tight; however, the Head of Resources and Assurance is intending on bringing a decision to Council in February 2023 for agreement.

Professional Standards Authority for Health and Social Care (PSA)

Collaboration meetings:

6. On 1 November, I met with Collette Byrne and Michael Humphreys which reflects the PSA's commitment to increased dialogue during the performance review year. We discussed the PSA's approach to engagement with GOsC stakeholders to inform the performance review process; that PSA would like to meet to learn more about how we use our interim order powers (Investigating Committee and Professional Conduct Committee) and I was able to brief the PSA on work we have coming through Council in November and the months ahead, such as the extensive non-executive recruitment campaigns in 2023.
7. On 3 November, I met with Alan Clamp, Chief Executive of the PSA for a regular collaboration meeting. During this meeting we discussed the PSA 'Safer care for all' report, including their online conference on the same subject; the PSA business plan and levy consultation and our reflections to date on the PSA performance review process.

Safer care for all conference:

8. I was delighted that Fiona Browne, Director of Education, Standards and Development was asked to participate in a panel discussion during the PSA conference, Safer Care for All, on 9 November.
9. The panel discussion was on the topic of 'Are learning cultures compatible with individual compatibility and candour?' and included speakers from the Parliamentary and Health Service Ombudsman, Accident against Medical Accidents, Healthcare Safety Investigations Branch and Stillbirths and Neonatal Deaths.

Department of Health and Social Care (DHSC) and Department for Business, Energy and Industrial Strategy (BEIS)

10. Since the previous report to Council I have met with Phil Harper, Deputy Director Professional Regulation, which forms part of our quarterly catch-ups. Discussion included the latest around regulatory reform which is progressing slowly.
11. Following the passing of the Professional Qualifications Act which took effect on 28 October 2022, we were required to ensure our website contained information

for UK and international applicants about how to apply and any barriers to entry. Almost all of the information was already available on our website so the impact on GOsC was low, with the Registration and Communications teams just needing to add some data about the number of international applicants which has been actioned.

Devolved nations

Scotland:

12. We attended the Scottish Regulatory Conference on 24 October 2022. Our contribution included a stand at the event enabling delegates to speak directly with GOsC staff; chairing a panel presentation/discussion with the General Dental Council and General Chiropractic Council which considered patient impact and engagement, and participating in a panel discussion with the General Medical Council and General Dental Council on regulatory reform chaired by Laura Dunlop KC.
13. We consider that the event was a success and enabled us to engage directly with attendees across a range of different topics. Specific thanks should be noted to Jessica Davies, Senior Engagement Officer and Rachel Heatley, Senior Policy Officer, for their work in preparing for and attending the event.
14. We also attended the Institute of Osteopathy Road Show which was hosted in Glasgow in collaboration with the Scottish Osteopathic Society on 3 September 2022 in Glasgow. We facilitated our session on professional judgement which is piloting a range of ways to support the exercise of professional judgement and development of a credible narrative and applied this in case studies. Feedback was very positive including osteopaths feeling 'empowered' to exercise their professional judgement.

Northern Ireland:

15. We will be meeting with osteopaths from Northern Ireland on 19 November as part of our engagement activity. The event will provide us with the opportunity to discuss professional judgement especially in clinical settings, promote and discuss shared decision making and values-based practice, and to demystify anything around our role as a regulator. We are delighted that Dr Patricia McClure, Council member based in Northern Ireland, will join us for the event.

Wales:

16. On 22 October we were able to engage with osteopaths in Wales as part of the Institute of Osteopathy roadshows. Steven Bettles, Policy Manager, presented on professional judgement and facilitated a lively and interesting discussion among the attendees.

17. We have previously reported to Council that the new Welsh Language Standards are to come into effect on 31 October 2022. A meeting is scheduled for 8 November between the GOsC and the Welsh Language Commissioners Office to discuss any immediate impact on how we operate.

Patients

18. On 2 November we co-hosted a 'Making shared decision making a reality workshop' with the Collaborating Centre for Values-based Practice in St Catherine's College, Oxford and chaired by Professor Richard Huxtable of the University of Bristol. Speakers included Professor Ashok Handa, Co-Director of the Collaborating Centre for Values Based Practice, Simeon London, Steven Bettles and Fiona Browne. Rachel Power, Chief Executive of the Patients Association co-presented a session with Patient Leader Debra Dulake. Attendees included key osteopathic stakeholders, as well as other health regulators and several members of our Patient Involvement Forum. The morning session was streamed online via MS Teams to enable wider participation and the presentations were recorded and will be disseminated via our communication channels.
19. In late September we began the process for commissioning researchers to evaluate the shared decision making materials that were developed as part of the values project. Four researchers have expressed interest – a mix of individual academics and research agencies – and the deadline for submission of proposals is 7 November with interviews due to take place week commencing 28 November.
20. Ten members of the Patient Involvement Forum have participated in the current Questioning Witnesses Practice Note consultation. Two of the members have insight into the Fitness to Practise process in the Nursing and Midwifery Council so were particularly well placed to share feedback.
21. Glynis Fox, Chair of the iO Council, has reached out to several osteopaths in Wales to highlight the GOsC Patient Involvement Forum to encourage them to let their patients know about the forum. The Chief Executive and Registrar also promoted the patient forum at the iO roadshow in Cardiff towards the end of October 2022.

Horizon scanning

22. We continue to look to the external horizon and seek to reflect and learn upon reports which have been issued and to consider how they might relate to our environment. Since the previous meeting of Council there have been reports issued by the PSA, 'Safer care for all' and the independent investigation into maternity and neonatal services in East Kent.
23. For the benefit of Council we draw out some of the main headlines from each.

PSA: Safer care for all

24. In September 2022, the PSA published its report, [Safer care for all](#) which examined a selection of issues around professional regulation across four themes:
- Tackling inequalities
 - Regulating for new risks
 - Facing up the workforce crisis
 - Accountability, fear and public safety.
25. The PSA identified a number of recommendations in their report, but reached one overall conclusion which was that each UK country should have a Health and Social Care Safety Commissioner, or equivalent function, with broad responsibility for identifying, monitoring, reporting, and advising on ways of addressing patient and service user risks.
26. We are considering the other recommendations within the PSA report, many of which we do not fundamentally disagree with. Examples include, (summarised), as looking to increase the diversity of those within fitness to practise pools and senior leadership positions; increasing regulatory collaboration; using data more smartly and building trust with those with whom we as regulators interact.

Reading the signals: Maternity and neonatal services in East Kent

27. On 13 February 2020 the Minister of State, DHSC, confirmed that following concerns raised about the quality and outcomes of maternity and neonatal care, NHS England and NHS Improvement (NHSEI) had commissioned Dr Bill Kirkup CBE to undertake an independent investigation into maternity and neonatal services at East Kent Hospitals University NHS Foundation Trust.
28. [The report](#), which was published in October 2022, concluded that sub-standard care may have contributed to the deaths of at least 45 babies. The report has highlighted themes of failure including a lack of joined up working between regulatory and other bodies across the system to identify problems, failures of Trust management to address known issues and cultural issues within the Trust. These included failures of teamworking, professionalism and compassion. It also found there were barriers to patients being heard.
29. Within our context we will continue to strive to ensure the patient voice is heard across all parts of our business, while personally and collectively we should all take time to reflect on how we operate to ensure there is kindness and compassion within our regulatory approach.

Equality, Diversity and Inclusion

30. The month of October was Black History Month in the UK and at the GOsC we recognised this through our social media channels and additionally with the Chief

Executive and Registrar highlighting for staff the theme of the month being 'Time for change: action not words' alongside resources available on www.blackhistorymonth.org.uk and a poem by Langston Hughes: I, Too.

31. The Chief Executive and Registrar was invited by the General Pharmaceutical Council (GPhC) to attend and participate in a focus group forum, 'Racism in Pharmacy'. This powerful event took place on 1 November and featured a number of speakers from the GPhC and pharmacy associations, highlighting challenges facing people of colour within the pharmacy profession. The forum will meet again in six months to assess progress.

Australia, New Zealand

32. On 7 November, I meet with my Australian and New Zealand counterparts¹ via Zoom. A verbal update on the discussion can be provided at the meeting.

Convention 2023

33. We continue to be in discussions with representatives from the Institute of Osteopathy, the National Council for Osteopathic Research and the University College of Osteopathy around the development of a two-day international convention to be held in late 2023. This even would in part mark 30 years since the passing of the Osteopaths Act 1993.
34. We will share more details with Council as the planning develops further.

Engagement activities

35. As reported above, we attended the Institute of Osteopathy regional roadshows in Glasgow, Leeds, Cardiff and London. There were around 200 osteopaths over these events. The roadshow included a focus on evolving careers, mentoring and featured a 90-minute session from GOsC on professional judgement.
36. We delivered a session to the Norfolk Regional CPD group on the topic of communication and consent. It was part of a half-day CPD event in Norwich and involved osteopaths from across the county.
37. Steven Bettles, Policy Manager, has written a blog for the Quality Assurance Agency which was on the topic of [perspectives on quality in osteopathy](#). We are delighted to be able to showcase our regulatory approach to a wide audience.

Staffing

38. Since the previous meeting of Council, Rachel McCoubrey, Senior Registration Officer, has joined the team to fill the roll vacated by Ben Chambers as he is

¹ Attendees from: Osteopathy Board of Australia, Osteopathic Council of New Zealand, Australian Osteopathic Accreditation Council.

promoted to the position of Registration Manager from December 2022. Brenda Buckingham, Registration Manager, retires at the end of November and we wish Brenda all the very best for everything she has done during her 15 years at GOsC.

External meetings – bringing insight into our business

39. 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
- Sub-group of the Chief Executives (CO-POD)²
- GOsC/General Optical Council, Chair/Chief Executive bi-lateral
- DHSC
- Directors of Fitness to Practice forum
- Nick Jones, Chief Executive and Registrar, General Chiropractic Council
- Maurice Cheng, Institute of Osteopathy (iO)
- Duncan Empey, former Chair of the Osteopathic Foundation and NCOR Trustee
- National Council for Osteopathic Research, AGM and stakeholder meeting
- Osteopathic Development Group meeting
- Ian Fraser, Chair of Council of Osteopathic Education Institutions
- GOsC / COEI meeting
- Nockolds Healthcare Regulators Complaints Forum
- Osteopathic Alliance meeting
- Health and Social Care Regulators Forum (CQC)
- Speaking Up Partnership Group
- Inter-regulatory forums – multiple
- European School of Osteopathy Graduation
- University College of Osteopathy, Coin Street Community Event
- Bev Messinger, former IOSH Chief Executive, 2023 recruitment planning
- Paul Neville, independent chair for 2023 selection panels
- Jenny Brown, Jemblewren Limited, skills audit planning
- Patricia McClure, induction meetings

Business Plan monitoring

40. The Business Plan monitoring report for the period ending 31 October 2022 is attached at Annex A.

² NB: The GOsC has taken on the Chairing responsibilities for CO-POD in 2022 following the change in Chief Executive and Registrar at the General Optical Council.

Financial report

41. The financial year end 2022-23 commenced on 1 April 2022. The six-month accounts to 30 September 2022 are attached at Annex B and the Head of Resources and Assurance will speak to the paper.

Recommendations:

1. To agree to tender for external financial audit services.
2. To note the content of the report.