



Policy Advisory Committee (Education Committee)

9 October 2019

Osteopathic Practice Standards implementation and evaluation

Classification	Public
Purpose	For noting
Issues	Update on the implementation of updated Osteopathic Practice Standards, and next steps for evaluation.
Recommendations	To note the approach and activities outlined in relation to the implementation of the updated Osteopathic Practice Standards.
Financial and resourcing implications	Implementation plans have been factored into departmental budgets. The proposed evaluation will be incorporated undertaken in house.
Equality and diversity implications	None specific to the evaluation discussed.
Communications implications	There are implications in terms of communications related to the Osteopathic Practice Standards and with stakeholder groups as outlined in the paper.
Annex	Annex – Summary table showing proposed strategy for evaluation of the impact of the Osteopathic Practice Standards
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Background

1. At its meeting of 17 July 2018, Council agreed the implementation plan for the updated Osteopathic Practice Standards (OPS). These were published on 1 September 2018, and came into effect from 1 September 2019.
2. At its meeting of March 2019, the Committee considered the proposals regarding the evaluation of the implementation of the updated OPS.
3. This paper provides an update on implementation of the OPS, now that these have come into effect, and on developing plans for ongoing evaluation of the impact of the Standards.

Discussion

4. At the meeting of the Committee on 12 March 2019, we reported that all registered osteopaths were sent a hard copy of the updated OPS on publication in September 2018 with an explanatory letter. We followed this up when the updated OPS came into force with a dedicated mail out of a pocket guide plus additional communications as set out in the table in paragraph 6 below to ensure that all osteopaths were aware and to further promote the OPS as a helpful source of guidance. We also produced an OPS focused issue of The Osteopath in Sept/Oct 2019 to coincide with the OPS coming into force.
5. In terms of our communications aims for the implementation, these can be summarised as:
 - To make registrants aware that the updated OPS is now fully in effect
 - To encourage osteopaths to read the OPS
 - To support ongoing use of the OPS
 - To support the overarching aims around OPS which are to encourage osteopaths to think, feel and behave in accordance with the OPS.
6. In relation to the final implementation of the OPS from 1 September 2019, key communications activities were staggered. These included:

W/C 26 August 2019	<ul style="list-style-type: none"> • Stakeholder email – key organisations and CPD providers to flag 1 September implementation date and key activity
W/C 2 September	<ul style="list-style-type: none"> • Email sent to all registrants to confirm that the updated OPS are now in force. • OPS website updated to include links to guidance • All websites and links updated to refer to updated OPS where appropriate

	<ul style="list-style-type: none"> New design created for GOSc staff email signature to include message around OPS and Standards site
W/C 9 September	OPS mailout sent to all registrants – this included a letter from Leonie Milliner and an OPS pocket guide, in a custom designed OPS envelope so it had saliency when it arrived.
W/C 16 September	OPS focused ebulletin sent to all registrants for whom we have an email address
W/C 23 September	OPS focused The Osteopath sent to registrants.

7. We are continuing to promote the OPS as a framework for practice, and publicising the dedicated OPS microsite (standards.osteopathy.org.uk) as a readily accessible way of reading and understanding the OPS and guidance. We have produced a range of 'Focus on Standards' articles for The Osteopath over the past year, looking at how the OPS have been updated, and considering what this means from a practice perspective, and will continue with these. Areas covered so far have included boundaries with patients, safeguarding, raising concerns, having observers in practice, and the duty of candour. Steven Bettles was also interviewed regarding the OPS for an article in the Institute of Osteopathy's magazine, 'Osteopathy Today'.
8. As was reported to the Committee in March, we have undertaken a large number of stakeholder events over the past year, which have focused both on the new CPD scheme, but also the relationship to the updated OPS. This stakeholder engagement will continue over the next year, and we have events planned with osteopathic groups in Petersfield and in Sutton Coldfield for September and October 2019, as well as the Institute of Osteopathy convention in November and a series of student (and faculty if possible) engagement events planned at the educational providers. We are also continuing to undertake a series of webinar sessions aimed at guiding osteopaths through aspects of the CPD scheme, which invariably touch on aspects of the OPS in terms of the implementation and recording of CPD activities.
9. The key aspects which we aim to reflect across all communications are:
 - The aim of the OPS is to support good practice. The Standards help osteopaths provide a positive experience for patients.
 - Use the Standards as a resource - keep coming back to them. If osteopaths need any guidance, check what the OPS has to say, to support professional judgement and decision making.
 - Remember the need to link CPD to the four themes of the OPS as part of the new CPD scheme. Osteopaths should familiarise themselves with the themes to support this process, and this, in itself, can comprise valid CPD.

- Promote the ease and convenience of accessing the Standards online at standards.osteopathy.org.uk.
10. The OPS were promoted in several monthly news ebulletins in 2018 including the August ebulletin where we announced that the updated Standards were now published (we had 89 clicks through to the Standards site and this was the most popular story). This year we trailed the updated OPS coming into force in the August ebulletin which also got 89 clicks and was again the top story, and in September 2019 we produced an OPS special ebulletin promoting that the OPS was in force which was also the most popular story and saw 100 clicks through to the Standards site.
 11. The Standards site has seen visitor numbers gradually increase over the year since its launch with a total of over 4,300 users at 26 September 2019 (with more than 700 new users in September so far alone). Over 80% of these users are new users which suggests growing numbers are coming to visit the site. The figures suggest these users are staying on the site to have a look around with visits usually lasting a healthy 3.5 minutes and visitors looking at an average of just over 2.5 pages. We will monitor the site use and hope to see visitor numbers continue to increase as more osteopaths fully engage with the CPD scheme for which they need to map to the OPS themes.
 12. We have included a specific question regarding the implementation and embedding of the OPS within osteopathic education in the annual reports sent to osteopathic educational providers in September 2019. These are due for return by 13 December 2019, and the outcomes will be reported to the Committee in March 2020.
 13. A two-day training event for QAA visitors was held in September 2019. This included an update on the OPS implementation, consideration of the implementation and embodiment of the OPS within education, and the impact and challenges on the visitor role in terms of determining effective delivery of standards. Feedback from the Committee and the issues around standards that are key in making decisions regarding RQ programmes were discussed within the sessions.
 14. As was reported to the Committee in June 2019, the documentation and processes around the assessment of applicants to the register who trained outside the UK have been updated to reflect the updated OPS. These were approved by Council in July 2019, and are now published and in use. A training day for registration assessors is planned for January 2020.
 15. The outcome of the 2019 CPD evaluation survey is reported under Public Item 5 to this Committee. In terms of mapping to the OPS themes, however, it is worth reiterating here that 51% of osteopaths report they have used the four themes of the *Osteopathic Practice Standards* (OPS) to identify their learning needs, whilst 49% haven't done so yet. This is an 8% increase on 2017-18 figures, suggesting more osteopaths are steadily using the OPS when planning and

recording their CPD. This will continue to be monitored as the CPD scheme progresses each year.

16. The Hearings and Sanctions Guidance¹ has been updated to reflect the updated OPS.

Next steps

17. In the paper to the Committee in March 2019, we reported on the proposed strategy for evaluation of the impact of the OPS. The proposals are summarised in the table in Annex A to this paper.
18. A meeting was held in August with representatives from the Communications, Regulation, Registration and Professional Standards teams, to consider further ongoing evaluation, and to discuss how we might effectively work across the organisation to centralise recording of key issues regarding the implementation of standards. We are due to meet again to agree a practical way of recording and sharing queries/agreed responses to ensure consistency, reduce workload and provide insight into areas of interest/concern, and this work will continue and be reported periodically to the Committee and Council.

Recommendation: To note the approach and activities outlined in relation to the implementation of the updated Osteopathic Practice Standards.

¹ <https://www.osteopathy.org.uk/news-and-resources/document-library/fitness-to-practise/hearings-and-sanctions-guidance/>

Summary table showing proposed strategy for evaluation of the impact of the OPS

Monitoring method	Comment	What might measurement of impact look like?	Progress
1. Monitoring queries raised with us	We receive and respond to a number of direct queries from osteopaths regarding the implementation of Standards.	Identifying issues that require further guidance or resources and seeking feedback to understand if the issue has been addressed or clarified through feedback from osteopaths.	Queries are recorded, but not centrally. We are looking at how a method of central recording across GOSc teams could be introduced to facilitate a more integrated evaluation of the issues arising and the associated standards/themes.
2. Monitoring concerns and queries raised about osteopaths	The National Council for Osteopathic Research collates complaints and concerns raised about osteopaths annually– this relates to concerns raised with the GOSc, the Institute of Osteopathy and with insurers. The reports are published on our website, and provide an insight into the patterns of complaints and concerns raised. This provides useful information of trends within concerns/complaints.	Reduction in concerns or reduction in concerns in communication and consent and crossing of boundaries, for example.	This is a well-established process, and an annual review already carried out and reported.
3. CPD scheme monitoring and evaluation	Monitoring of CPD engagement and activity will include: i. Annual CPD evaluation survey. This has included questions regarding osteopaths' activities in relation to the OPS, for example, whether they use these to determine learning needs, whether they are already	Increasing numbers of osteopaths linking their CPD to the four themes of the Osteopathic Practice Standards should begin to show raised awareness and use of the Osteopathic Practice Standards. Increased information about the types of CPD that osteopaths are	The CPD Evaluation Survey provides useful data on CPD in relation to the OPS. The latest survey has shown, for example: <i>51% osteopaths report they have used the four themes of the Osteopathic Practice</i>

	<p>linking activities to OPS themes, and whether they have undertaken CPD in communication/consent. As the survey is developed and rolled out over the next three years, this will be a useful indication of osteopaths' development in the context of the OPS.</p> <p>ii. Annual registration data – we will ask for some brief details of their CPD when they renew their registration each year, which will include the themes of the OPS that their activities have related to.</p>	<p>doing in the four themes should contribute to the 'norm' that osteopaths reflect and record on the Osteopathic Practice Standards as part of their CPD.</p>	<p><i>Standards (OPS) to identify their learning needs, while 49% have not,; despite some still not being required to do so. This is an 8% increase on 2017-18 figures.</i></p> <p><i>...this year 43% of the sample reported linking their CPD activities during their last 12 months to the four themes of the OPS, which is a 4% increase on 2017-18</i></p> <p><i>Respondents were asked to estimate how many hours of CPD on average they spent on each of the four themes of the OPS during their last CPD year. The pattern here remains largely unchanged, knowledge skills and performance ranked highest amongst the sample group with 14% undertaking 30+ hours of CPD in this area</i></p>
4. Reaction to publications including websites	<p>We gauge reaction to publications, including ebulletins opened, social media responses, queries and comments in relation to articles, visits to the OPS website and CPD website, plus downloads of resources such as workbooks and templates.</p>	<p>Increased engagement with our resources to support CPD over the course of the CPD scheme could show that osteopaths are reading them and using them to inform their CPD and practice.</p>	<p>Again – we are considering how best this information is collated as part of a centralised process to aid a broad analysis of OPS impact, to include stats on website visits, downloads etc, as well as anecdotal comments.</p>

5. Engagement through all channels – face to face, online, social media etc.	As outlined above, we undertake a considerable amount of engagement activity with osteopathic groups, and monitor the types of queries which arise through these. We also engage with regional group leads to seek feedback on areas of particular concern for their members, whether related to the CPD scheme, the Standards, or a combination of these. These activities will continue through the implementation of the updated OPS and will contribute to our understanding of the impact of the standards on practice.	Feedback and comments received from all engagement activities.	This work has continued over recent months, with more engagement planned for the autumn. Often the focus is CPD, but the link with the OPS and the updated Standards is covered as well. Feedback is sought, collated and considered and contributes to an ongoing understanding of the impact of the OPS in practice.
6. Identifying and sharing case studies and other stories about the positive impact of the Osteopathic Practice Standards on patients, osteopaths and others.	Sharing positive stories about the application and impact of the Osteopathic Practice Standards on osteopaths and patients can support osteopaths to try this out – this is an approach focussing on the 'why' or the 'what's in it for me'.	Increased variety of osteopaths sharing stories in this way could begin to demonstrate a positive impact.	These may be scenarios that arise in relation to the CPD scheme – examples of activities, for example, which illustrate the application of Standards in practice.
7. Osteopathic educational providers	Curricula are mapped to the OPS, but we are exploring the implementation of Standards in more detail in the annual report process this year. We are interested in this as more than a mapping exercise. We are keen to understand better how the OPS are embedded within the educational	A better understanding, through engagement leading to increased clarity on the embodiment of the OPS in educational providers. Annual report feedback and feedback through other engagement activities with education providers.	It might be that direct feedback from students and staff on this point would be helpful. It may also be helpful to consider the CPD undertaken by the educators as part of the CPD scheme which may help to reveal the

	process, and embodied by faculty and students. For example, how these are role-modelled by teaching staff, and what sorts of discussions take place with teaching and clinical faculty around the OPS		centrality of the Osteopathic Practice Standards as part of the educational process. Annual reports from education providers due for return by 13 December 2019.
	Thematic reviews – these focus on specific issues within educational providers, and can provide an insight into the application of Standards within institutions. They contribute towards the Quality Assurance of education and results are disseminated, at least to the providers.	Measurement of impact in this might be that the process leads to an institutional reflection on Standards which generates a positive change in relation to the OPS.	We reviewed the recording on consent in teaching clinics, and COEI are progressing this (waiting to hear further from COEI). The outcome of any enhancements as a result of the review will give an indication of the implementation of Standards in practice. We have also conducted a study on the involvement of patients within osteopathic and chiropractic education, and this may also impact on the delivery of the OPS in osteopathic education. This work is ongoing.
8. Osteopathic Educators	We are supporting the formation of an Association of Educators in Osteopathy in conjunction with COEI. Our contact with osteopathic educators other than those responsible for course management has been limited, and it is hoped that an	Measurement might include increased engagement with this community, and feedback received and outcomes generated in response to this. The initiative may also lead to	A launch session is planned for the iO convention led by Kerstin Rolfe as chair of COEI.

	Association like this will lead to greater opportunities to engage with educators and for them to engage more with each other, and gauge (and influence) their approach to the OPS within their educational context.	the generation of case studies for wider dissemination.	
9. Students	We endeavour to visit osteopathic educational providers to deliver a session to students in Year 1 of their programmes. We cover issues such as professionalism (one of the OPS themes), and discuss the nature and purpose of the OPS as a framework for practice.	Feedback from these sessions, and discussions around professionalism in various scenarios are, again, helpful in contributing to our understanding of students' views, and issues which may need further support or resources.	We don't get to visit every institution annually, though this is offered.
10. CPD providers	We have liaised with CPD providers in relation to the implementation of the CPD scheme, and have published guidance for providers on our CPD microsite ² . Although the main aim of such engagement has been the successful implementation of the CPD scheme, there are crossovers with the implementation of the Standards.	CPD providers also provide an important role in terms of the accessibility and visibility of prompts and reminders to think about the Osteopathic Practice Standards on a regular basis, in their communications and their advertising. So increased reference to the Osteopathic Practice Standards by others could show evidence of increased awareness and use of the Osteopathic Practice Standards.	Continue to liaise periodically with CPD providers to gauge implementation of scheme and OPS related issues, and to monitor their OPS 'mentions'.

² <https://cpd.osteopathy.org.uk/resources/cpd-provider-guidance/>

Annex to 3

11. Institute of Osteopathy	There are a range of ways in which liaison with the iO might help in terms of gauging effective implementation of the Standards. These are set out in more detail in the paper to PAC from March 2019, but include feedback on queries raised by osteopaths around Standards, direct involvement at iO events, the iO census, and use of their Patient Charter and forthcoming service standards.	Noting patterns of queries and Standards related issues raised via the iO will contribute to an understanding of how these are being implemented, and any challenges around this. The census provides helpful information, and we liaise with the iO over the inclusion of particular questions so have some influence over what is asked.	Continue to work with the iO as outlined.
12. PCC/ICC	We have presented to PCC and ICC on the OPS, and seek feedback on Standards related issues arising in the course of their roles. For example, the issue of dual qualified osteopaths or those offering novel or unusual techniques, and how this relates to the implementation of the OPS.	Insight generated may enhance understanding around the implementation of the OPS, support the work of these committees, and promote awareness of and compliance with the OPS amongst the profession.	To evaluate the effectiveness of the implementation of the OPS, we could review and explore public determinations to identify whether there are any OPS related themes and we could seek direct feedback from panel members about their own awareness and understanding of the use of the OPS, and any general issues that they see in the awareness and understanding of the profession through their work.
13. Registration Assessors and RQ education visitors	Registration Assessors assess applicants wishing to join the Register having qualified as an osteopath in another country. The process centres around demonstrating fitness to practise in accordance with the OPS. Although the numbers applying to join the Register in this way are relatively low, the assessors	We gain feedback from Registration Assessors in relation to each assessment, in appraisals, and at specific and regular training and development events. Similarly, feedback is sought following RQ visits, and at annual training events.	Feedback from both of these groups will further contribute to our overall understanding as to how the Standards are implemented in practice. Training session arranged for early 2020.

	comprise a helpful stakeholder group with particular insights regarding the implementation of Standards in practice. Osteopathic RQ visitors (many of whom are also registration assessors) also comprise a distinct group.		
14. Patients	It would be helpful to get a sense of what patients think about the OPS, and their experience of receiving osteopathic care.	<p>Measures to help us to understand this include:</p> <ul style="list-style-type: none"> • Bespoke patient feedback • Response to the public and patient survey • Responses to the values tools when we begin to pilot these later in 2019. • NCOR Concerns and complaints • Complaints made by patients to GOsC 	
15. Specific Research	<p>We commissioned Professor Gerry McGivern to undertake some research which was published in 2015: <i>Exploring and explaining the dynamics of osteopathic regulation, professionalism and compliance with standards in practice</i>. This study considered the experiences of osteopaths, patients and osteopathic organisations in order to explore the factors that support, encourage or inhibit osteopaths from practising in accordance with the OPS.</p> <p>We are also currently working with the Collaborating Centre for Values-Based</p>	<p>Professor McGivern acquired funding to undertake a follow-up study which is now underway. This will provide an opportunity to explore how osteopaths and others' opinions may have changed since the last study, and is taking place following implementation of the updated OPS, and a year into the new CPD scheme.</p> <p>The values resources support the implementation of the OPS, particularly in the theme of 'communication and patient</p>	<p>This research is now underway. An update meeting was held with Gerry McGivern in September 2019 – the interviews have largely been carried out, and we are liaising with him over the format of a questionnaire aimed at all osteopaths to be launched in January 2019.</p>

	Practice in Health and Social Care, and with the General Dental Council, in developing resources to support a values-based approach to shared decision making with patients. It is intended to explore the use of these resources in a pilot study with a group of practitioners later this year, before making these more widely available for use by osteopaths.	partnership', and feedback from the initial study and, ultimately, from wider use amongst the profession, should generate further evidence around the implementation of Standards in practice.	
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