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Policy and Education Committee

15 June 2023

Patient engagement update

Classification	Public
Purpose	For noting
Issue	A progress report on our patient engagement activity and an outline of current patient engagement priorities.
Recommendation	<ol style="list-style-type: none">1. To note the progress that has been made in developing our patient engagement strategy.2. To note our planned patient engagement activity from June 2023 onwards.
Financial and resourcing implications	We have a budget of £13K for patient and public involvement work across 2022-23.
Equality and diversity implications	To ensure as many patients and members of the public can participate in our activities we always ask for their preferred method of engagement and to let us know any adjustments they might require (additional breaks, resources in alternative formats). Support is provided before, during and after every activity. As part of the ongoing implementation and evaluation will continue to review and seek feedback about the accessibility of resources as part of our Equality Impact Assessment.
Communications implications	Communications aspects, particularly in relation to public and patient perceptions surveys are set out in the paper.
Annex	None
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Key messages from this paper

- Our patient engagement strategy has become further embedded in the work of the GOsC and is evolving into business as usual with the patient voice shaping policy, guidance, resources, communications approaches and future work plans.
- Activities we have undertaken since October 2022 include seeking feedback on our draft response to the DHSC's consultation on 'Regulating anaesthesia associates and physician associates' as well as a patient engagement in osteopathic education workshop with the Council of Osteopathic Educations Institutions.
- Patients continue to be involved in the values project. In November 2022, a patient representative sat on an interview panel alongside GOsC staff to select a researcher to evaluate the shared decision making resources.
- We are continuously raising the profile of our patient engagement work among other health regulators, with patient organisations, and across the health sector and have been invited to present at the PSA Symposium on 6 June 2023.
- Our current priorities include the evaluation of the shared decision making resources project, consultations on Quality Assurance policies and a joint deliberative workshop with the General Chiropractic Council exploring patient views on the Duty of Candour.

Background

1. In October 2022, the committee reflected on patient engagement activity we undertook from October 2021-September 2022. The committee noted our progress and were supportive of our future plans. The paper is available here: [October 2022 PEC paper.](#)
2. This paper provides an overview of the activities we have undertaken to further embed the patient voice in the work of the organisation since October 2022.
3. PEC is invited to note the progress of the patient involvement activity to date as well as our current priorities.

Discussion

Update on patient engagement activity since October 2022

Annual Scottish Regulation Conference

4. On 24 October, the Chief Executive and Registrar chaired a session on 'Patient impact and engagement' at the Annual Regulatory Event for Health and Social Care Professions in Edinburgh. He was joined by Nick Jones - Chief Executive

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and Registrar, General Chiropractic Council and Dr Joanne Newcastle - Associate Director for Communications and Engagement, General Dental Council.

5. He had the opportunity to talk about our approach to patient engagement and how our learning has shaped osteopathic regulation and advanced our strategic objectives. Attendees were very engaged and particularly interested in recruitment, EDI issues and involving patients at a strategic level.

Shared decision making project: Values workshop

6. On Wednesday 2 November 2022 we co-hosted a shared decision making workshop at St Catherine's College, Oxford University with Professor Bill Fulford and Professor Ashok Handa who fully funded the workshop. A recording of the workshop has been shared among attendees and more widely with the profession via the GOsC ebulletin. You can watch a recording of the workshop here: [Collaborating Centre for Values-Based Practice](#)
7. The aim of the event was to raise awareness of shared decision making and how the resources could foster communications between patients and practitioners enabling them to articulate what is important to them both in appointments.
8. The workshop was chaired by Richard Huxtable, Professor of Medical Ethics and Law, Bristol Medical School (PHS). Speakers included Debra Dulake, a patient who spoke passionately about her experience of shared decision making, Rachel Power, Chief Executive of the Patients Association, Simeon London, an osteopath member of Council, as well as Professor Ashok Handa and members of the Professional Standards team.
9. We trialled a hybrid model for the workshop, with the morning session face-to-face and online via MS Teams. The afternoon session was solely face-to-face. In person places were fully funded by the Collaborating Centre for Values Based Practice.
10. There were more than 20 in-person stakeholders at the workshop who included representatives from osteopathic education, osteopathic research, health regulation, a regional group lead, several patients and osteopaths. Online participants numbered 70 and included a diverse range of stakeholders with the majority coming from an osteopathic and patient background. Other stakeholders included representatives from patient organisations such as Healthwatch, and health regulation organisations including NICE and the PSA.

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Northern Ireland Osteopaths Regional Group

11. We met with osteopaths from Northern Ireland on 19 November as part of our engagement activity. The event will provided us with the opportunity to promote and discuss shared decision making project and values-based practice.

PEC Development Day

12. In November 2022, we surveyed several members of the forum who have experienced osteopathic treatment in OEI teaching clinics to help inform the agenda for the Development Day, which due to unforeseen events was unfortunately cancelled, but which will be rearranged for a later date.

Patient involvement in osteopathic education workshop

13. On 19 April 2023, we hosted a workshop with representatives from the Council of Osteopathic Education Institutions and staff from osteopathic education providers to share findings of a thematic review of patient involvement in osteopathic education to help institutions identify enablers to embedding the patient voice further in their work.
14. We will continue to work with providers to share good practice and elicit what support they might need, for example, resources or guidance. Ultimately, we intend that this project will help inform the GOPRE and SET in relation to patient involvement in osteopathic education

Regulating anaesthesia associates and physician associates consultation

15. In May 2023, we shared our draft response to the consultation with the Patient Involvement Forum to sense check our suggested approach regards asking the government to strengthen the references to patients on a number of topics:
 - Public Protection
 - Registration
 - Standards
 - Fitness to Practise
 - Notifications

16. Although the topic is a complex one, we had 15 patient members who shared their perspective via a focus group and written feedback. All members agreed with our approach and made suggestions about how we could make our response more robust.

Current priorities

17. We continue to embed the patient voice across all of our work and have a series of upcoming projects scheduled. Our current priorities are outlined below.

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Evaluation of shared decision making resources

18. In January 2023 Professor Dawn Carnes was appointed to undertake an evaluation to explore whether the [shared decision making resources](#) we created have helped to facilitate a successful appointment between patients and osteopaths with 'successful' being defined by that patient.
19. Her approach is two-pronged:
 - April 2023: An independent survey sent to all registrants to identify reach and use of the [shared decision making resources](#)
 - Summer 2023: Recruit up to 20 osteopath patient dyads to understand how the materials are used in practice and the impact they have on shared decision making during consultations for both the patient and osteopath.

20. In April 2023 [we launched the independent survey](#) on behalf of Professor Carnes and promoted it via all of our communication channels. The main function of the survey was to facilitate recruitment for focus groups and there have been more than 30 expressions of interest in participating in the next phase of the research project.

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

21. Our proposal to speak at the Professional Standards Authority's symposium on the topic of 'Promoting and facilitating shared decision-making between practitioners and patients' has been accepted. We will co-present with Professor Ashok Handa, Co-Director of the Collaborating Centre for Values Based Practice and Sarah Tilsed, Head of Patient Partnership at the Patients Association.
22. The aim of the symposium is to explore what good collaboration looks like, learning from what works and what hasn't been so successful, drawing on examples of collaboration from both inside and outside health and social care regulation and registration.

Duty of Candour workshop with General Chiropractic Council

23. A joint workshop will take place in summer 2023 with both chiropractic and osteopathic patients. It will be facilitated by Community Research and the aim of the deliberative workshop is to:
 - Explore the principles and key components of candour within musculoskeletal (MSK) treatments for patients.
 - Understand patients' understanding of risks within MSK treatment, their understanding and expectations of when they would be informed of something going wrong with their treatment.

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- Inform what additional resources may be required for patients and information regarding Duty of Candour for registrants.

Patient and Public Perceptions Survey focus groups

24. With the findings of GOsC's most recent wave of patient and public perceptions research now being considered by PEC, we are also in the process of identifying whether the findings have highlighted areas for further exploration via qualitative methods, specifically focus groups with our Patient Involvement Forum.
25. Broadly, findings from osteopathic patients are positive. For example:
 - Over nine in ten osteopathic patients surveyed think their osteopath was very or fairly good in relation to a number of factors during their most recent visit
 - 89% of patients surveyed say they have a lot or a fair amount of confidence in osteopaths
 - 96% of patients think being monitored by a regulatory body is an important factor in giving confidence
26. The findings also show that 73% of osteopathic patients are confident that a concern raised against an osteopath would be properly investigated. We are keen to explore which factors might encourage a greater number of patients to feel confident that their concerns would be properly investigated. This is something we can consider exploring with our Patient Involvement Forum. We have previously engaged with this forum on topics relevant to our concerns process, such as our Practice Note on Questioning Witnesses, and so this seems like a relevant and useful avenue to conduct further qualitative research on this topic.

Recommendation:

1. To note our patient engagement activity since October 2022 and our current priorities from June 2023 onwards.