

General Osteopathic Council

GOsC Patient Involvement Forum

Patient Charter

1. Overview

The Patient Involvement Forum is a voluntary group made up of osteopathic patients and members of the public who have an interest in osteopathic practice, that provides the General Osteopathic Council with meaningful feedback on our work.

Our values

We work Collaboratively to be an Influential and Respectful regulator with an Evidence-informed approach.

- Collaborative: We work with our stakeholders to ensure patients and osteopaths are at the centre of our approach to regulation.
- Influential: We seek to support and develop those we work with to enhance public protection.
- Respectful: We seek to hear, understand and consider the views of the people with whom we engage.
- Evidence-informed: We use a range of evidence to guide our work to ensure the best outcomes for patients and the public.

2. What Forum members can expect from us

We will:

- treat everyone **fairly, inclusively and with dignity and respect**
- respond to individual needs and make reasonable adjustments
- assign a dedicated Lead Contact or Lead Contacts to answer any questions before, during or after any participation activity
- set out the relevant information in advance of any activity
- reimburse reasonable expenses (for further information see Payment and Expenses policy)
- respect privacy, including keeping private information confidential (For more information read our [Privacy Policy](#))

General Osteopathic Council

3. What we expect from Forum members

We ask that you:

- give us open, honest and constructive feedback about our work
- behave respectfully towards other Forum members, all staff and external stakeholders even when their views differ from their own
- respect confidentiality
- do not bring the GOsC into disrepute
- let the Lead Contacts know if there is a problem or if you have a concern

4. Safeguarding

The GOsC is committed to protecting the safety and wellbeing of everyone involved in our Patient Involvement Forum. Our [Safeguarding Statement](#) sets out our approach to safeguarding the people we work with and how safeguarding concerns can be raised.

5. Lead Contacts

Paul Stern and Sonia van Heerden

Email: patientengagement@osteopathy.org.uk

Related policies

- [GOsC Patient Involvement Forum Privacy Policy](#)

Version	Purpose/change	Author/s	Date
1.0	Final version	Rachel Heatley	
1.1	Updated lead contact details	Rachel Heatley, Paul Stern	21/02/2024
1.2	Added a section on safeguarding to the charter as well as updated lead contact details	Paul Stern	04/09/2026