

What we did between April 2019 and March 2020



Who we are



We are the Nursing and Midwifery Council (NMC).



Our job is to help nurses, midwives and **nursing associates** do the best job possible.



We want make sure nurses, **midwives** and **nursing associates** are safe and kind, and have the skills and knowledge they need to do their jobs well.



This way people will be safer, healthier and trust our services.

We have 3 main jobs:

Angela Brown
Charles Dodd
Edward Finch
George Harris
Ian Jones
Kevin Lines
Michelle Newman
Olivia Patrick

1. We keep a list of all the people who can work as **nurses** and **midwives** in the UK. We also keep the list of **nursing associates** in England. This is called the **register**.



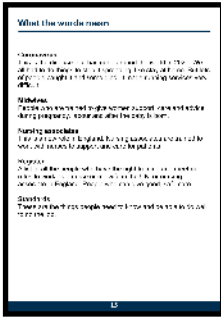
We say what people need to learn to be on our **register**, and we can take them off it if we need to when things go wrong.



2. We support nurses, **midwives** and **nursing associates** to do their job well. We also support you when you need our help.



3. We work to help health and social care get better for everyone. We work with other organisations to look at problems and make things better.



Some words are in **bold**. There is a list of what they mean at the end of this report.



What we did between April 2019 and March 2020

We did a lot last year, thank you to everyone who helped.

Here are the things we are most proud of



We wrote a plan for how we will work over the next 5 years.

This plan will help us do the best job we can. It says what we want to do, why we want to do it and how we will do it.



We will be kind and fair. We will work closely with others and we will always try to do our best.



We helped midwives get even better

Midwives help women have their babies.



We say what **midwives** need to know and be able to do before they can work in the UK. These are called our **standards**.



We wrote new **standards** to make sure you always get the best care.



We got better at helping people

You will usually get great care from nurses, **midwives** and **nursing associates**.



But sometimes things can go wrong and you may need us to look into it and do something.



When we look into poor care, we want to do it in a way that is best for you and everyone else.



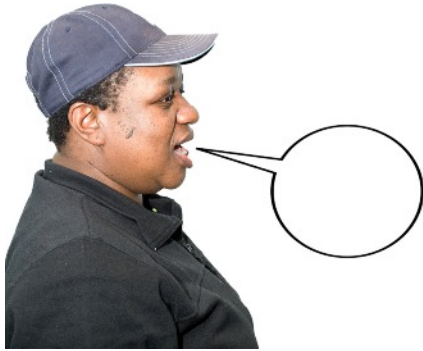
We made the way we look into poor care better than it was.



Things like, we now have a free helpline for nurses, **midwives** and **nursing associates**.



And we have a **Public Support Service** who are there to help people who have told us about poor care.



We joined a campaign to make it easier for people with learning disabilities to speak out

This campaign, called 'Ask Listen Do' makes it easier for people with learning disabilities or autism to speak out.



We promised to listen more and do things about your complaints in a better way.



We did more to understand people and what things are like for them

We started some work on finding out what our service is like for different people. Things like, are people being treated fairly?



We started to look at this and will say what we have found out later this year.

We made the way we do things better and quicker



Some people from countries outside Europe want to be nurses, **midwives** or **nursing associates** in the UK.



We made it easier and quicker for people to start work here.

What we did about Coronavirus



Coronavirus has made things very difficult for many people. So we had to do lots of things quickly to help.



We managed to get more people working as nurses and **midwives**.



These were people who used to be nurses and **midwives**, so they knew how to do the job.

The numbers of people on our register



Our **register** is a list of all the people who have the right training and meet our rules to work as a nurse or **midwife** in the UK, or as a **nursing associate** in England.



At the end of March 2020 there were 716,607 people on our register. These were:

- nearly 700,000 nurses
- nearly 40,000 **midwives**
- just over 7,000 who could do both jobs
- nearly 1,700 **nursing associates**.



Our register has lots of different people on it:

- 11 out of 100 are men



- 20 out of 100 are from ethnic minority backgrounds



- 4 out of 100 have a disability.

Complaints



People tell us if they think a nurse, **midwife** or **nursing associate** has given poor care to someone.



This happened 5,704 times last year.



We found that we didn't need to look at nearly 3,000 of these.



We finished looking into 1,405 cases.



We took 127 people off the register.



This means they cannot work in the UK as a nurse, **midwife** or **nursing associate** any more.

Treating people equally and fairly

The number of complaints about some groups of people do not seem to be fair or equal. Ones like:



- 10 out of 100 complaints were about nurses or **midwives** who are black African. But there are only 7 out of 100 black African people on our **register**.



- 21 out of 100 complaints were about men. But there are only 11 out of 100 men on our register.



The money we spent

Last year it cost just over £82 million for us to do our work.



Nearly half of that money was spent on looking into worries about some nurses, **midwives** and **nursing associates**.



It cost us over £6 million to look after the register and keep it up to date.



We spent over £5 million on making our **standards** better. And on helping people to learn about the standards.

What the words mean

Coronavirus

This is the disease that has gone around the world in 2020. We all had to do things to stop it spreading, like stay at home. But lots of people caught it and some died. It made running services very difficult.

Midwives

People who are trained to give women support, care and advice during pregnancy, labour and after the baby is born.

Nursing associates

This is a new role in England. Nursing associates are trained to work with nurses to support and care for patients.

Register

A list of all the people who have the right training and meet our rules to work as a nurse or midwife in the UK, or nursing associate in England. People who can give good, safe care.

Standards

These are the things people need to know and be able to do well to do the job.

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