

Nursing and Midwifery Council

Annual Review 2018–2019

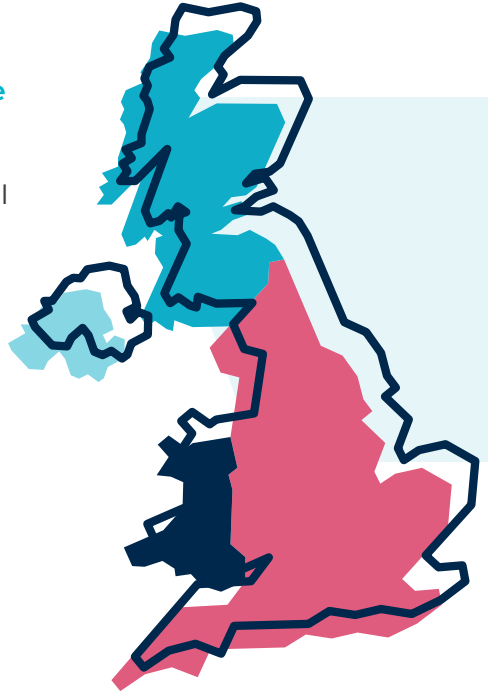
Delivering on our promises



As the independent regulator for nurses and midwives in the UK, and nursing associates in England, **we are here to enable better, safer care.**

We set the education standards for all nursing and midwifery professionals. When they are ready to practise, we welcome them onto our register of **nearly 700,000 nursing and midwifery professionals.**

Once registered, every professional has to uphold the standards in our Code so that people can have confidence they will receive high-quality, safe care from nurses, midwives and, in England, nursing associates. We also promote lifelong learning through revalidation, encouraging professionals to keep developing their skills throughout their careers.



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We promote lifelong learning through revalidation

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Nursing &
Midwifery
Council



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We are committed to becoming a regulator that is kind, compassionate, open and fair

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We want to encourage openness and learning among health and care professionals to improve care and keep the public safe. On the occasions

when something goes wrong and people are at risk, we can step in to investigate and take action, giving the people affected, including those using services, patients, their carers and families, a voice as we do so.

This review summarises our work last year, particularly our response to the Professional Standards Authority’s recommendations in the *Lessons Learned Review*.

We have focused on ensuring people are at the heart of what we do, treating them with dignity and respect, and supporting them better. We are also embedding a culture of transparency and openness, being honest when things go wrong and continuing to learn and put things right. We are committed to becoming a regulator that is kind, compassionate, open and fair.

WMC

Our impact in numbers

On 31 March 2019 there were:

.....
653,544
nurses

.....
36,916
midwives



.....
7,288
nurses and
midwives

.....
489
nursing
associates

.....
A total of 698,237
on our register

Fitness to practise performance

.....
We put
84%
of interim orders in place
within 28 days of concerns
being raised with us
(2017–2018: 88 percent)



.....
We concluded
86%
of cases within
15 months
(2017–2018: 81 percent)



Registrations performance



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98.5%

of UK registration applications completed within 10 days

(2017–2018: 97.9%)

.....

100%

of EU/overseas registration applications completed within 60 days

(2017–2018: 98.5%)



.....

We answered about

857 calls a day

(2017–2018: 1,000)

rising to 986 at our busiest times

Number of referrals to fitness to practise



.....

5,373

(2018–2019)

.....

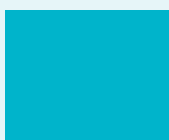
5,509

(2017–2018)

.....

5,476

(2016–2017)



Fitness to practise in numbers 2018–2019

1 Preliminary assessment

When we receive concerns about someone's fitness to practise **we check whether they are on our register and assess whether the concerns require a full investigation.**

We received
5,373
new concerns



2 Interim orders

Where needed, **at any point our independent panels can take urgent, temporary action to protect the public** while we look into the concerns that have been raised.

Our panels
agreed to:



3 Investigations

Where needed, **we fully investigate the concerns raised about someone's fitness to practise.** At the end of the investigation, our Case Examiners decide whether any next steps are required to protect the public. Case Examiners may decide to take no further action if they conclude the concerns do not require regulatory action or if the nurse, midwife or nursing associate has taken sufficient steps to improve their practice.

We completed
1,638
investigations

Our Case
Examiners
decided to:



4 Adjudication

Where needed, **cases are adjudicated by our independent panels.** Panels decide whether regulatory action is required to protect the public. Panels may decide to take no further action if they conclude the allegations are not proved or if the nurse, midwife or nursing associate has taken sufficient steps to improve their practice.

Our panels
adjudicated
661
cases
Our panels
decided to:



We reached
decisions on
5,379
cases



We decided
1,990
cases required a
full investigation



We decided
3,389
cases did not require a
full investigation

Interim suspension orders in



238
cases

Interim
conditions
of practice
orders in

268
cases

Take no
further
action in
963
cases

Give advice, issue
a warning, or agree
undertakings in

155
cases



Refer
520
cases
for adjudication

Remove the
person from
the register in

162
cases

Suspend the person
from the register
temporarily in
231 cases

Impose conditions of
practice orders in
99 cases



Issue cautions in
57 cases

Take no further action in
112 cases

On 31 March 2019 there were:

.....
83
education
institutions

approved to deliver nursing
or midwifery programmes
(up from 81 at 31 March 2018)

.....
938
approved
nursing and
midwifery
programmes

.....
28
education
institutions

approved to deliver
nursing degree
apprenticeship
programmes



Staff turnover

.....
At 31 March 2019,
our employee
turnover was

21.6%
(2017–2018: 21.9 percent)

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At 31 March 2019,
the percentage of
new employees
leaving within six
months was

19.6%
(2017–2018: 27.8 percent)

Oversight of our work

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The Professional Standards Authority (PSA) oversees and reports to Parliament on our work, as well as other health and care regulators.

In April 2019, the PSA published its review of our performance for 2017–2018. It found that we met 22 of the 24 Standards of Good Regulation. The standards that we failed to meet are two of the ten fitness to practise standards. We take the PSA’s findings seriously and the progress we have made in improving our practice is highlighted on the following pages.

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We met 22 of
the 24 standards
of good regulation

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Highlights of the year

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Nursing associates: a new professional role



We welcomed the first nursing associates on our register in January 2019 following two years of preparing, with partners and stakeholders, to regulate this new profession in England. Nursing associates support better, safer care for people of all ages across health and social care settings in England. Our standards ensure they have the skills they need.



Nursing associates support better, safer care for people of all ages



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Maintaining our register

This year we made it easier for people with the right skills to join our register.

These changes included improving our website and increasing our online services.

We ask people to complete a number of declarations in relation to their health and character in

any registration application. This year we improved our *Guidance on health and character* to provide better advice for people on the appropriate disclosure of disability-related conditions.

We began to review our registration process for those trained overseas – outside the European Union/European Economic Area. We introduced some immediate changes, for example enabling overseas applicants to apply to work in the UK without having to work for at least 12 months after qualifying. We also improved our guidance and supporting materials for applicants.

Revalidation enables the professionals on our register to demonstrate that they can continue to deliver safe and effective care. 2018–2019 was the third year that revalidation has been in place. Findings from independent evaluation suggest that revalidation continues to be valued by both employers and professionals.



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Fitness to practise: a person-centred approach

In July 2018, after public consultation and qualitative research, we agreed a new strategic direction for fitness to practise.

Our new approach is person-centred. It will encourage a culture of openness and learning in health and social care settings which supports nurses, midwives and nursing associates to learn from mistakes and address concerns about their practice.

We collaborated with stakeholders to make our new approach work. We ran five pilots between September 2018 and March 2019 to test new ways of working. In 2019–2020 we will put our new approach in place.

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Introducing a Public Support Service

Since the PSA's *Lessons Learned Review* was published we have taken important steps to become kinder and more person-centred in our work. This includes the introduction of our new Public Support Service (PSS), which supports patients and families who raise concerns about nurses, midwives or nursing associates.

The PSS has achieved a great deal this year, including:

- training our teams to identify when someone needs additional support
- launching a new website section providing better information
- offering meetings with people who have made a referral
- establishing an independent emotional support line with the General Medical Council (GMC)



A steering group of patient groups, families, employers and other organisations across the UK has supported the PSS.

The first person to contact the service directly said:



My opinions of the NMC have been completely reversed. I finally saw compassion and quick responses and I was spoken to as an equal. I believe that the NMC should be very proud of the way that their Public Support Service is developing.





Equipping future professionals

Our education standards give nurses, midwives and nursing associates the skills and knowledge they need to deliver high-quality, safe care now and in the future.

In 2018, we introduced our ambitious future nurse standards, setting out the skills and knowledge the next generation of nurses will need. We consulted on our equally ambitious standards to reshape midwifery education and training in the UK.

We changed the way we quality assure education programmes, introducing new outcome-focused standards for education institutions and their practice placement partners.

The standards enable a wider, more innovative range of programmes, including apprenticeships.

We also introduced lay visitors (that is, people who are not on our register) as part of our approval visits for pre-registration programmes. Universities and other education institutions now have to show how well they interact with those who use services, patients and their carers.

Our people and our IT

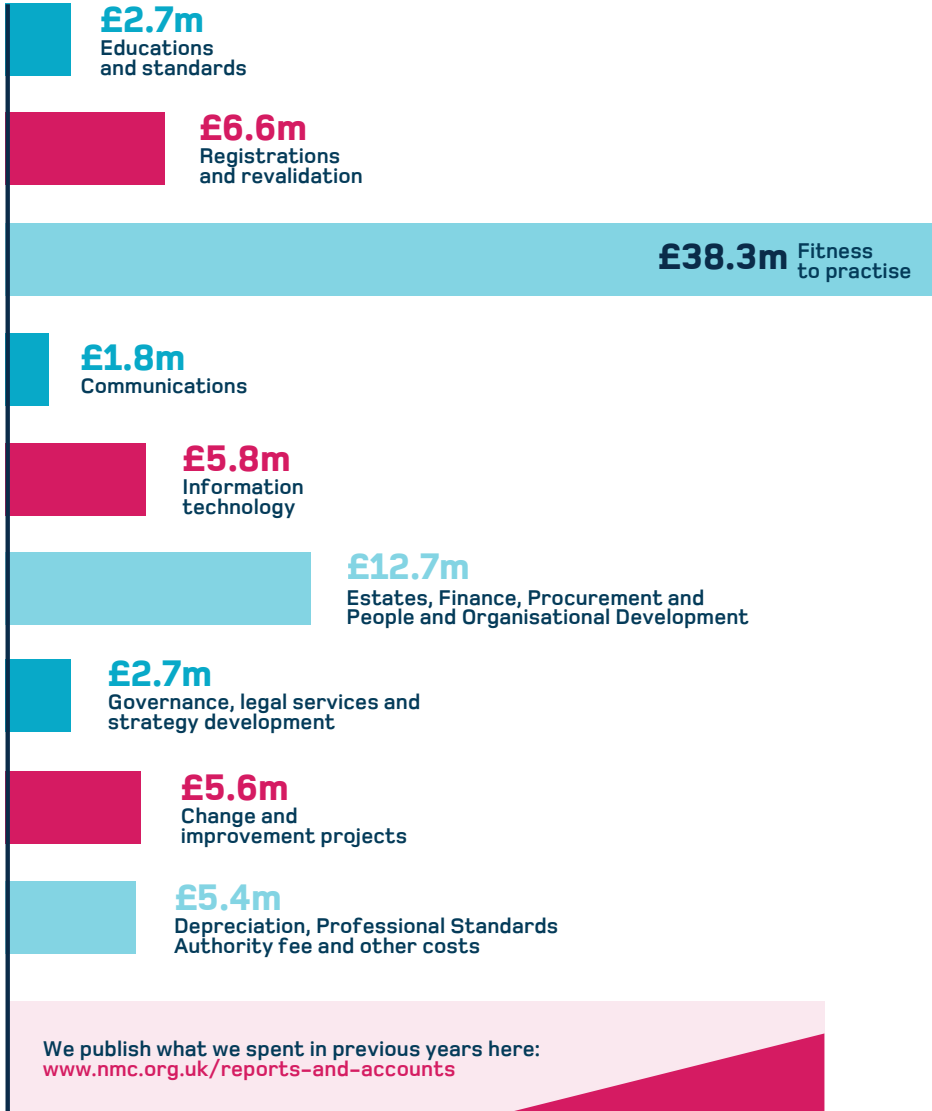
People are essential to our success. We continued to implement our People Strategy, exploring how we can live our values (fairness, people, transparency) and establish positive behaviours. We invested in a leadership development programme for managers and began work on our employment policies and grading and pay arrangements.



We began to modernise our outdated IT systems so we can provide a better experience for our colleagues, the professionals on our register, the public and our partners. **This work will continue in 2019–2020.**

Income and expenditure

In 2018–2019 our income was £92 million. We spent £81.6 million.
The diagram below shows a breakdown of how this money was spent.





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People are at
the heart of
everything we do

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Co-producing our strategy 2020–2025

We know that we need to keep changing and improving in order to drive care forward and ensure that people are at the heart of everything we do.

That’s why we are working with people who use health and care services, the professionals on our register, and our partners to co-produce a new long-term strategy. That strategy will chart our course towards better regulation of nursing and midwifery.

We will launch our new strategy in April 2020.



