

# Public support meetings

Easy read



A booklet to explain the Public Support Service

# What is the Public Support Service?



**The Public Support Service (PSS)** offers support if you have come to us because you have worries about a nurse, midwife or nursing associate.

## Who is the service for?



It is for anyone who uses health or social care services or a member of the public who has made a complaint about someone on our register.

# Meeting us after you have raised concerns about a nurse, midwife or nursing associate



A public support officer will offer to meet you to explain what happens when we investigate a nurse, midwife or nursing associate and what might happen at the end of the investigation.



Meeting you gives us a chance to make sure we fully understand your concerns and have all the right information to help us investigate.



We can also provide details of other organisations that can help you further.

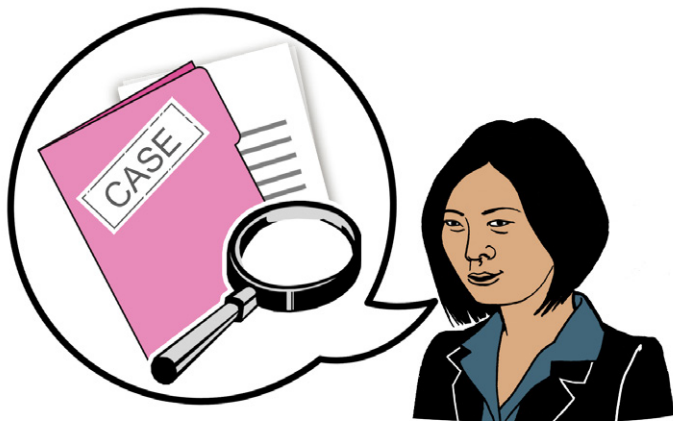
# Explaining the outcome of our investigation to you



A public support officer will ask if you would like to meet again after we have decided what needs to happen about the nurse, midwife or nursing associate.



This will be at the end of the investigation or at the end of a hearing or meeting.



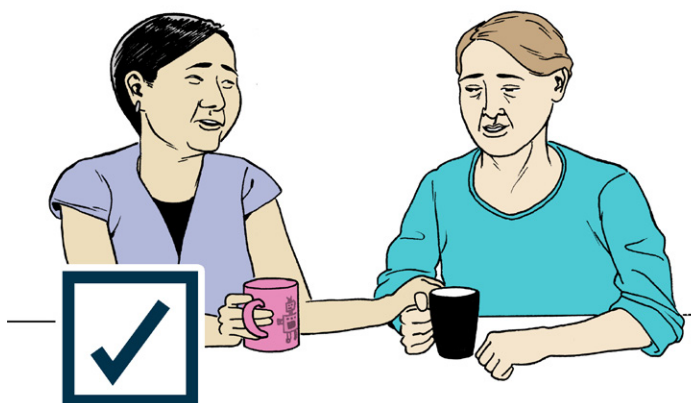
The public support officer will explain the outcome of the investigation.

The outcome could be things like a nurse being given a warning.



We can provide details of other organisations that can help you further.



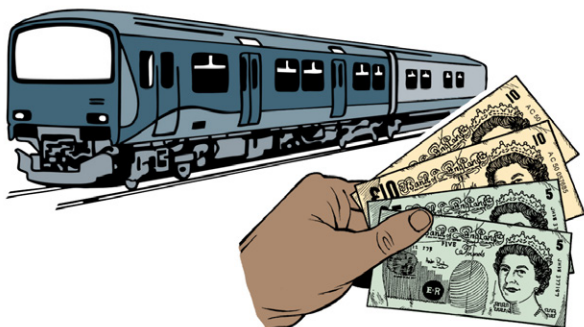


You can bring a friend, family member or supporter to the meeting.

## Where are the meetings held?



We can meet you at our offices in London or Edinburgh.



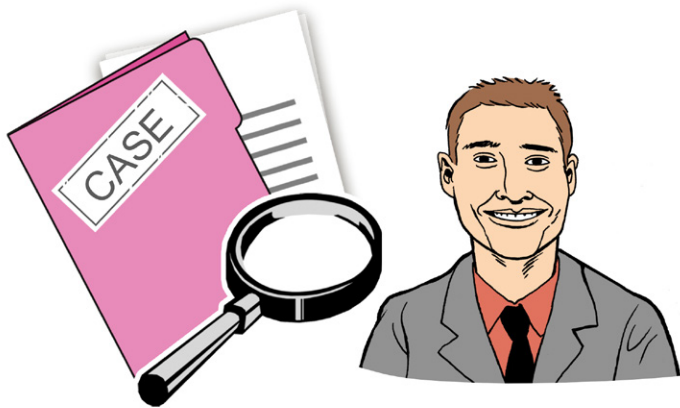
We will pay reasonable travel costs for you and a friend, family member or supporter.



We can have a telephone meeting if you can't travel to our offices.

# Who else will I speak to at the NMC?

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You will also be in contact with the investigator.

Their job is to manage the investigation from start to finish.



They collect and look at information and evidence.



They will be your main point of contact throughout the investigation and will update you on its progress.



Raising concerns about a nurse, midwife or nursing associate can be stressful for some people.



If you would like support please get in touch.



Email: [publicsupport@nmc-uk.org](mailto:publicsupport@nmc-uk.org)  
Telephone: 020 7681 5969  
[www.nmc.org.uk/PSS](http://www.nmc.org.uk/PSS)

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