

## WE PROMOTE STANDARDS 2019

We will set, assure compliance and promote educational, professional & registration standards alongside lifelong learning

Our assurance and support of education providers will reflect best practice in education and healthcare

Our assurance and support of continuing professional development will facilitate best practice lifelong learning

Our continued development of professional and registration standards will ensure our standards are relevant and meaningful

Our publicity on the benefits of seeing a registered chiropractor will promote confidence in the public and patients

Complete qualitative research (in partnership with GOsC) into the role of patients in chiropractic education and agree an action plan by November 2019

Facilitate agreement on a plan of work to enable the profession/chiropractors to better support newly qualified chiropractors by December 2019

Develop and implement a proportionate approach to CPD submissions and audit by September 2019

Run a publicity campaign on the benefits of seeing a registered chiropractor and encourage practices to display the 'I'm registered' logo by December 2019

Develop and agree a strategy for student engagement by November 2019

With GOsC disseminate findings of Boundaries research into 'How is touch communicated in the context of manual therapy?' and commission further research by October 2019

Provide support to current and emerging new providers throughout 2019

Refine our new quality assurance processes and procedures to ensure they are effective and efficient throughout 2019

## WE DEVELOP THE PROFESSION 2019

We will facilitate collaborative strategic development work across the profession

Our contribution to creating a clearer professional identity will help enhance the profession's development of its identity and reputation

Our support for further research and clinical governance work will increase the available evidence base for chiropractic care

Our involvement in a profession-wide development strategy will support the profession to play its part in the wider/national health and well-being system

Our communication of guidance and policy will support chiropractors and the profession to deliver great care

Agree specific profession wide projects by July 2019

Co-ordinate the collation of a baseline of current work and plans to further develop research and governance by May 2019

Contribute to the collection and review of baseline data on workforce, education planning and diversity/inclusion by December 2019

Produce and publish guidance and policy documents, as appropriate, that support chiropractors in best practice during 2019

Complete specific profession wide projects by December 2019

Agree a plan to further develop research and governance by November 2019

## WE INVESTIGATE AND ACT 2019

We will take right touch action on complaints, the misuse of title or where registration standards are not met

Our development of more 'right touch' fitness to practise approaches will provide assurance that action or development has taken place to ensure patient safety

Our focus and transparent work on protecting the title 'chiropractor' will provide clarity to the public and registrants

Our approach to decisions on registration standards will provide clarity to the public, students and registrants

Our sharing of learning and intelligence from complaints will support registrants to prevent issues and concerns

Complete a full FtP review and implement changes to ensure we can be more 'right touch' within our current legal framework by August 2019

Publish a revised approach to protecting the title 'chiropractor' and report on action we take by October 2019

Review and publish our policies on judgements we make to decide if registration standards are met by August 2019

Regularly publish shared learning and intelligence from the work we, and other regulators, do during 2019

## WE DELIVER VALUE 2019

We will be a great place to work, work together and deliver effective /efficient services

Our culture, values and people development will make us an employer of choice

Our financial planning and use of resources will provide a secure future for the GCC

Our effective procedures, processes and IT will provide staff, chiropractors and the public with an efficient modern experience

Our communication, engagement and collaboration will build confidence and trust

Carry out a staff survey and work together to act on the results to embed our values and behaviours by March 2019

Deliver the first year of our three year financial sustainability plan by December 2019

Upgrade our registrations database so that it is fit for purpose and provides a better user experience by July 2019

Agree and launch a range of communication/engagement initiatives including our new newsletter for registrants and stakeholders during 2019

Complete a programme of work to refresh our HR approach including policies, pay and benefits and our staff handbook by December 2019

Revise our registration procedures so that the process is streamlined and effective by July 2019.

Work with patient representatives to agree a patient involvement approach for the GCC's work by September 2019

Establish and implement a new approach to personal development and review by March 2019

Launch a new website by September 2019

