

GCC Business Plan Update

August 2022



Purpose of update

The GCC Business Plan 2022 sets out how the organisation will deliver on the first year of its new 2022-24 strategy. This report provides a half-year update on the GCC projects and activities being undertaken to deliver this year's plan.

GCC Strategy 2022-2024

	Strategic aims	Strategic objectives
Patients & Public	To place patients and their care at the centre of all GCC work.	1A. To gain a greater understanding of patients' needs and expectations so these can be reflected in the work of the GCC. 1B. To promote chiropractic standards that take full account of patients' needs and expectations. 1C. To create, enhance and disseminate information to help patients make informed judgements about their chiropractic care.
Chiropractors	To promote continuing chiropractic best practice, professionalism and value within the health and social care system.	2A. To identify, collect and analyse data and insights from regulatory and statutory activity. 2B. To share learning through the gathering and dissemination of GCC internal data and public, patient and registrant research. 2C. To work with education providers and stakeholders to continue the development and promotion of professionalism in registrants, from the start to the end of their careers.
The GCC	To regulate effectively, efficiently, innovatively and inclusively.	3A. To act when and where we identify poor practice, from complaints, the misuse of title or when registration requirements, including annual CPD fulfilment, are not met. 3B. To set and promote educational, professional and registration requirements to ensure they remain appropriate and fit for purpose. 3C. To be a sustainable and effective organisation committed to social equality, diversity and fairness.
The Profession	To enhance the nature and form of regulation for the profession for the future.	4A. To 'shape the future' of regulation of the profession by influencing the conclusions of the government's consultation and review of health and social care regulation. 4B. To foster knowledge sharing and expertise, drive efficiencies and seek opportunities to delegate and/or attain economies of scale. 4C. To take forward the development of rules to be applied upon agreed legislative change.

GCC Business Plan 2022

The GCC Business Plan 2022 sets out the work we will undertake to:

- Fulfil our core activities and the standard by which we want to achieve delivery.
- Enhance and improve how we work, realising the intent which underpins the new GCC Strategy 2022-2024.

What will success look like in 2022?

If we are successful in achieving our aims, we will see:

- The participation of a diverse group of patients in the regulation of chiropractic, trusting that they are considered an essential constituent, and valuable voice, within the regulation of the profession.
- Registrants being better supported in meeting the requirements of patients and the expectations of the Code of Practice, further to the development, review and publication of clear guidance and best practice, and efficient regulatory processes.
- The requirement for graduate registrants to meet the expectations of patients and employers, supported by the inclusive development of new standards for education providers.
- The protection of patients through careful, thoughtful and effective regulatory processes.
- The GCC to be rated highly by the Professional Standards Authority, meeting all the standards of good regulation and our openness to innovative approaches to regulation.
- The GCC to be seen as a valued contributor to the development of the health and social care regulatory system, open to future decisions and options that may be presented.
- The further development of our employee team, committed and engaged to the delivery of the outcomes and impacts we want to make.

GCC Business Plan 2022

At-a-glance project dashboard

	Project	Deliverable status	Page
Patients and public	Identify issues of concern and expectations from patients regarding their chiropractic experience.	1	5
		2	5
		3	5
		4	5
	Develop and implement a patient-focused engagement and involvement plan.	1	6
		2	6
3		6	

	Project	Deliverable status	Page
Chiropractors	Develop resources to provide support on professionalism.	1	7
		2	7
		3	8
		4	8
		5	8

	Project	Deliverable status	Page
The GCC	Review and revise GCC Education Standards and QA processes.	1	9
		2	9
		3	9
		4	9
		5	10
		6	10
		7	10
		8	10
	Review GCC ethical guidance on consent.	1	10
		2	10
	Review and report on GCC Fitness to Practise (FTP) processes, policy and standards against the current, agreed regulatory best practice.	1	10
		2	10
		3	10
		4	10
	Explore and report on opportunities to improve GCC operating costs.	1	11
2		11	

Deliverable status legend

Completed
In progress
Behind schedule
Yet to begin

We place patients and their care at the centre of all GCC work.



Overview

The interests of patients and the public are at the heart of all we do. Our focus for 2022 will be on seeking the involvement of patients to understand their concerns, along with maximising opportunities for patients and the public to share their views with the GCC, and to be involved in informing how we do our work.

Outcomes and benefits

- A deeper understanding of the chiropractic experience from the patient's perspective, rather than the professional or GCC perspective.
- To focus our resources on addressing key patient concerns and themes so they have a better chiropractic experience and reduce complaints in these areas.
- Ensure patients and the public have increased knowledge of the GCC and increasingly utilise the public/patient sections of the GCC website.
- Give registrants a better understanding of the role of the GCC in protecting the public.
- Facilitate a greater understanding of chiropractic and its value within the health and social care system.

Projects for 2022

1) Identify issues of concern and expectations from patients regarding their chiropractic experience

This project has four deliverables in 2022.

Deliverable 1: The GCC-commissioned report on patient experiences within chiropractic has faced issues recruiting patients to participate in the research. Alternative steps to engage and recruit patients have commenced. However, this will result in a delay in the report's scheduled publication in September.

Deliverable 2: Work has commenced on a patient experiences and concerns case study with completion scheduled for early September and publication in Q4 2022.

Deliverables 3 and 4: The development of a registrant communications plan and patient action plan are scheduled for development in Q4 2022.

2) Develop and implement a patient-focussed engagement and involvement plan

This project has three deliverables in 2022.

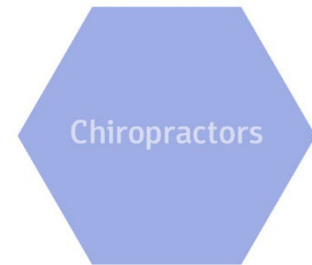
Deliverable 1: The GCC Patient Portal was completed in February, with the patient guidance and checklist uploaded in March. In addition, the Welsh language version of the Patient Portal has now been completed and uploaded.

Deliverable 2: Work has commenced developing additional content for the patient portal. We have opted against creating new patient video/blog content as user rates are very low to justify the cost.

Further guidance on what information patients require will come from the new GCC Patient Community activity in June and July.

Deliverable 3: Publication of a patient communication toolkit for registrants is scheduled for December 2022.

We promote continuing chiropractic best practice, professionalism and value within the health and social care system.



Overview

The GCC has a duty to support the long-term development of the chiropractic profession and support registrants in meeting the standards that we expect of them. We aim to ensure that registrants have, and maintain, the right knowledge, skills and expertise to deliver safe and high-quality care.

Outcomes and benefits

- Increased registrant awareness and understanding of professionalism and its importance to the profession and patient experience/expectations.
- Education providers are assessed as providing high-quality education, reflecting on their admissions and assessments, demonstrating an understanding of their impact on people with protected characteristics and meeting the needs of a diverse community.
- The ability for registrants to reflect on their professional activity, using this to improve their communications and the experience with patients.
- Registrants are better supported to reflect on their learning and development as part of their annual CPD returns.
- Enhancement of the data available to the GCC regarding protected characteristics of registrants, helping us better understand the impact that our activities may have on those people.

Projects for 2022

1) Develop resources to provide support on professionalism

This project has five deliverables in 2022.

Deliverable 1: The publication of six joint professionalism-themed films on communication, competence, leadership, patient-centred care and reflection by HCPC and GCC is complete.

Deliverable 2: A new [professionalism](#) section in the I'm a Chiropractor section of the website provides an overview of professionalism and outlines why it matters – for both healthcare professionals and patients.

Deliverable 3: Publication of new content materials and guidance on the theme of [reflection](#) is ongoing, with new content now contained within the professionalism section of the GCC website.

Deliverables 4 and 5: Developing reflective practice workshops and developing a long-term 'professionalism' registrant plan are scheduled for Q4 2022.

We regulate effectively, efficiently, innovatively and inclusively.



Overview

We will play our full part in ensuring the system of regulation is innovative, flexible and transparent and that lessons learned during COVID-19 are absorbed and applied.

As a regulator, we have a significant role to play in promoting equality and diversity and we recognise that we can do more. In 2022, we will work to ensure that we are an inclusive regulator, committed to understanding the diversity of registrants and patients, working together with all our stakeholders and understanding the effect of differential outcomes to our work

Outcomes and benefits

- Patients, the profession and education providers will be engaged in the development of new Education Standards, ensuring confidence that they will best prepare future graduates for practice.
- Improvements in the processing time of key components of the fitness to practise system.
- A more careful and thoughtful fitness to practise system as experienced by registrants and complainants.
- A review of the GCC cost base, delivering a cost-sustainable organisation.
- Enhanced processes and systems to improve the experience of our stakeholders and drive business efficiencies

Projects for 2022

1) Review and revise GCC Education Standards and QA processes

This project has eight deliverables:

Deliverable 1: The findings of the GCC [Education Standards](#) scoping review findings and future plans regarding Education Standards were communicated to registrants in January 2022.

Deliverable 2: An Education Standards Review steering group was convened in February 2022 to agree on the development of new Standards from 2023 onwards.

Deliverable 3: Draft Education Standards and a consultation strategy were developed and presented to the Education Committee in July 2022.

Deliverable 4: A public consultation on the revised Education Standards commenced in July 2022.

Deliverables 5 and 6: The revised Education Standards are scheduled to be presented to the Education Committee with post-consultation amendments in November and Council for approval in December 2022.

Deliverables 7 and 8: Work has begun revising the Quality Assurance handbook. The presentation of the revised handbook to Council is scheduled for December 2022.

2) Review GCC ethical guidance on consent

This project has two deliverables.

Deliverable 1: The revision of [Guidance on Consent](#) was completed by June 2022.

Deliverable 2: The Guidance on Consent was published in July, five months ahead of schedule.

3) Review and report on GCC Fitness to Practise (FTP) processes, policy and standards against the current, agreed regulatory best practice

This project has four deliverables.

Deliverable 1: Following an internal review, external legal advisers were asked to advise as to any developments in information law which would require updates to the current publication policy.

External advisers confirmed that the current policy was compliant and no changes to the policy were required. As the review has been undertaken and no amendments are required, the current policy remains in effect.

Deliverable 2: Internal review of the Investigating Committee (IC) decision-making guidance document commenced in March with preliminary discussions with the Chair of the IC as to possible areas for amendment and consideration.

Amended IC decision-making guidance was circulated to key stakeholders in May, with a consultation on the new guidance scheduled for July and August.

Deliverable 3: A draft of the new Hearings Protocol was circulated in May 2022. Amendments were made to the draft policy following comments from the Chair of the Professional Conduct Committee.

An amended policy was distributed to key stakeholders (PCC members, Legal Assessors and Professional Associations) in May, with a consultation on the new Protocol scheduled for July and August.

Deliverable 4: The review on the use of clinical assessors is scheduled to begin in July 2022.

4) Explore and report on opportunities to improve GCC operating costs

This project has two deliverables.

Deliverable 1: This project on developing a digitally effective organisation is scheduled to commence in July 2022, following a minor delay due to the recruitment of a suitable candidate to run the programme.

Deliverable 2: The GCC Executive completed the draft of the document retention policy in May 2022, with the policy presented to Council in June. Recruitment and retention issues around the Business and Projects Officer (BPO) post have created a delay in the project

We will enhance the nature and form of regulation for the profession for the future.



Overview

Reform of professional health and social care regulation is under way. Over the next few years, decisions will be taken on which changes are to be made and to whom. Ultimately, the design of the regulatory system is for Government to decide. The GCC offers its knowledge, expertise and experience alongside those of patients, the public and the profession.

We will work with the Government, and fellow regulators to refine and implement changes to regulation so that it continues to provide the highest standard of public protection. Regulatory reform has the potential to reshape our operations and transform our approach and improve the experience of those who interact with us.

Outcomes and Benefits

- Work to ensure that the future regulatory arrangements secure the protection of the public through the effective regulation of chiropractic.
- Where possible, influence and secure legislative change needed to our current powers to improve the effectiveness and efficiency of our regulation.
- Drive efficiency and cost savings further, fostering and achieving greater collaboration with partner bodies

Projects in 2022

Input into the Government's consultation on regulatory reform

This project, led by the Department of Health and Social Care, continues with the GCC submitting commentary as and when required through direct communications or public inquiries. There has been some slippage in the regulatory reform programme.

To foster knowledge sharing and expertise, drive efficiencies and seek opportunities to delegate and/or attain economies of scale.

No update at this time.

Be ready to develop rules through collaboration and consultation with stakeholders

No update at this time.

General Chiropractic Council

Park House
186 Kennington Park Road
London
SE11 4BT

T: +44 020 7713 5155

E: enquiries@gcc-uk.org

W: <http://www.gcc-uk.org>