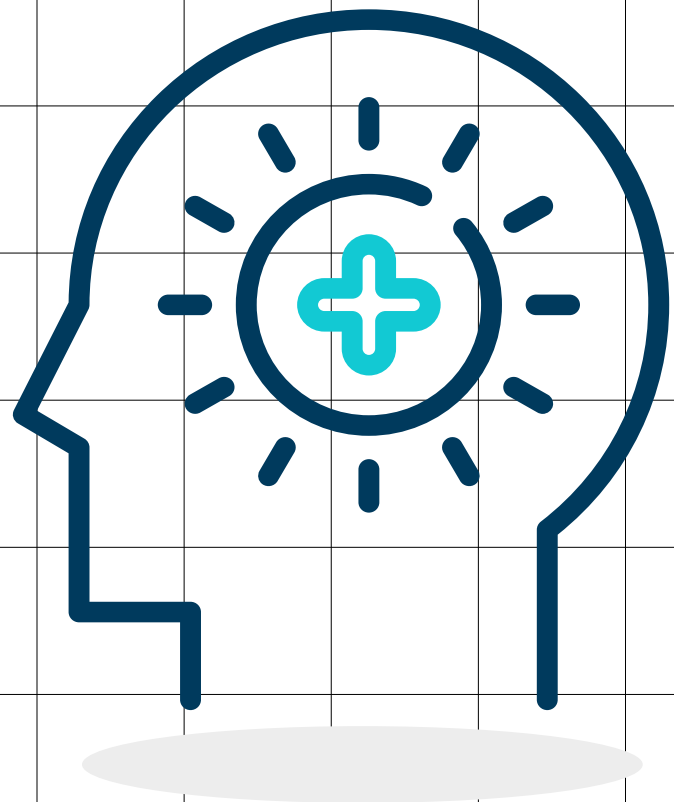


GCC Registrant Toolkit

# Enhancing Patient Care Through Competency

Professionalism in chiropractic

Toolkit



# Enhancing patient care through competency

Demonstrating the highest levels of competency as a healthcare professional is critical to achieving the trust and confidence of patients. For chiropractors, competency means showing the appropriate knowledge and skills to treat patients safely and effectively.

Other essential elements of competency include behaving professionally and respectfully and making the proper judgement to support the highest standards of care. For example, this could involve recognising that another healthcare professional has the more appropriate expertise to treat a patient's condition and stepping aside.

Competency is not static. To continue to deliver high standards of care and provide the best available advice to patients, registrants must keep up to date with the latest thinking and treatment methods. This means keeping abreast of the latest evidence relating to professional practice and fully participating in Continuing Professional Development (CPD).

Failing to demonstrate competence has the potential to impact a patient's health and well-being, as well as undermine confidence in the chiropractic profession.

## Competency in the Code of Practice



**G: Maintain, develop and work within your professional knowledge and skills**

As a healthcare professional you are required to use your professional judgement to recognise and work within the limits of your own knowledge, skills and competence to ensure patient safety and protect the reputation of the profession.

To assure your continuing fitness to practise you must maintain and develop your professional knowledge, skills and performance in accordance with the requirements set out by the GCC.

Other Standards in the Code that reinforce and link to the above:

**G1** keep your knowledge and skills up to date, taking part in relevant and regular learning and professional development activities that aim to maintain and develop your competence and improve your performance and the quality of your work.

**G2** maintain your knowledge to ensure it is up-to-date and accurate in terms of the law, regulations relevant to your work and GCC guidance.

**G3** recognise and work within the limits of your own knowledge, skills and competence.

**G4** make clear the limits of your competence and knowledge to patients.

**G5** refer to or seek expertise from, other chiropractors or healthcare professionals when needed.

**G6** you must not require anyone else to take on responsibilities for patient assessment and care where it would be beyond their level of knowledge, skills or experience.





## Acknowledge limitations and recognise gaps in knowledge

Chiropractors must use professional judgement to recognise and work within the limits of knowledge, skills and competence to ensure patient safety. It is essential to understand the strengths of other healthcare professionals who may have the most appropriate skills and expertise to treat a patient and be prepared to ask for help and support when necessary.



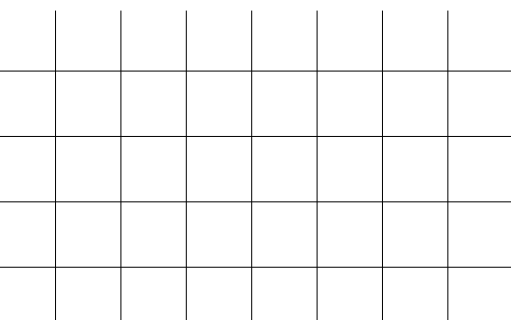
## The right attitude

A confident and respectful attitude towards patients demonstrates a professional and competent approach to patient care and can enhance patient satisfaction, leading to a positive, trusted relationship.



“In my experience professionalism is shown by taking the necessary steps of referral to ultimately get a patient’s diagnosis and having the ability to justify and communicate at an appropriate level with other healthcare professionals. I could identify a number of cases where sticking to professional conduct and keeping away from familiarity has made a huge difference to the outcomes of the provision of care.”

Chiropractor



# Simple steps to demonstrating competency



## 1. Skills and knowledge

- Invest time in Continuing Professional Development
- Keep up to date with the latest research and innovations

## 2. Attitude and behaviour

- Be respectful at all times
- Act with honesty and integrity

## 4. Recognise limitations

- Ensure patients get the most appropriate care by referring them to another healthcare professional, if necessary
- Be prepared to ask for help and support

## 3. Learning from others

- Understand the skills and expertise of other healthcare professionals
- Learn from the experiences of others

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