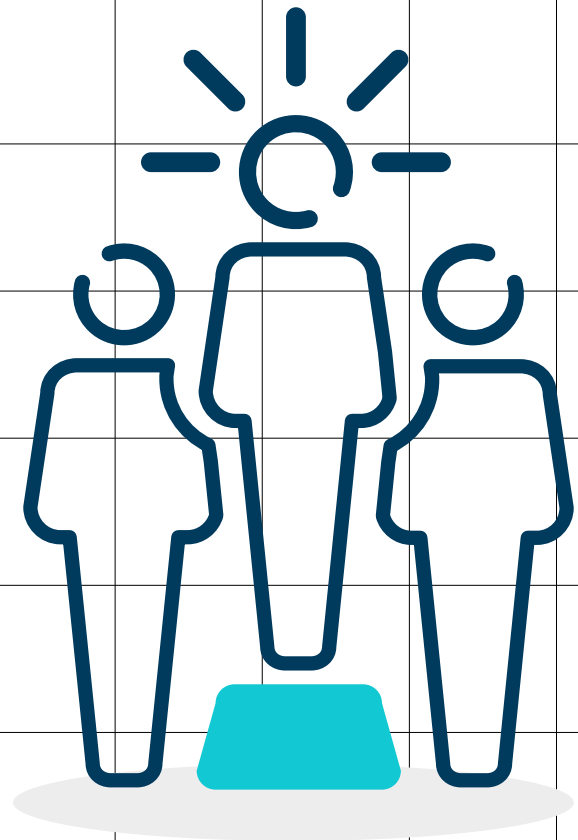


GCC Registrant Toolkit

Enhancing Patient Care Through Leadership

Professionalism in chiropractic

Toolkit



Enhancing patient care through leadership

The best managers and leaders serve as role models, setting an important example for others to follow. By consistently demonstrating a professional approach, leaders can inspire and motivate their teams to deliver the highest standards of patient care.

Leaders who demonstrate a professional manner through their attitude, behaviour and values can build a culture of trust, mutual respect and collaboration within their team and when working with other healthcare professionals.

Creating a fair and supportive working environment ensures everyone is treated equally, has a voice, and

feels valued. For leaders/managers, this can be achieved through ongoing two-way engagement and supporting the professional development of all team members.

In addition, leaders/managers can maintain the respect and confidence of their team by keeping up to date with competencies and knowledge and sharing learnings and experiences to support their team and improve patient outcomes.

Leadership in the Code of Practice



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.

Professionalism through leadership

TOP TIPS:



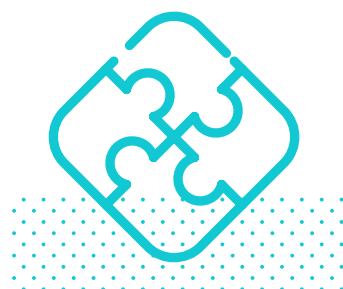
Open and honest communication

Engage with team members, formally and informally, to ensure they feel valued and informed. Regular communication encourages transparency and honesty, helping to identify and quickly resolve potential issues or concerns.



Lead by example

Influence the behaviour and attitudes of team members by demonstrating a professional approach to patient care and setting an example for others to follow.



Create a sense of teamwork

Establish clear expectations and shared goals that can be achieved through collaborative working. Build a supportive team environment where team members collaborate and share experiences and learnings to deliver excellent patient care.



Provide opportunities for professional development

Encourage the professional growth of team members by identifying learning and development needs that will not only support career development but also deliver improved outcomes for patients.



Never stop learning

Demonstrate a commitment to ongoing learning and professional development by keeping competencies and knowledge up to date. Committing to professional development opportunities can motivate team members to invest in their learning.



Be empathetic

Take time to understand team members' challenges and, without judgement, help them find workable solutions. Creating a care culture can help develop stronger professional relationships and encourage greater openness.



Value feedback

Actively seek feedback from team members, using it as an opportunity to improve and enhance your performance as a health professional and leader.



Be a good listener

Take time to listen to team members to understand their needs and perspectives better, letting them know their contribution is valued.



“A particular team leader in my department has a very professional manner. She maintains a good relationship with all the staff. She is steadfast, friendly and team-focussed in her leadership style. Her leadership promotes inclusion and heightens a sense of loyalty in the team. Her example shows me how to be a good leader; that leadership can be accomplished without alienating other members of the team.”

Radiographer

Simple steps to effective leadership



1. Open lines of communication

- Regular engagement through formal and informal channels
- Listen to concerns and feedback and respond appropriately

2. Professional Development

- Set an example by keeping up to date with competencies and knowledge
- Support the professional development of team members
- Share learnings and knowledge

4. Collaborate

- Encourage sharing of ideas, experiences and perspectives
- Embrace the strengths of team members and other healthcare professionals

3. Set expectations

- Create a culture of trust and respect
- Demonstrate the behaviour and attitude for others to follow
- Provide clear goals

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