



WE PROMOTE STANDARDS

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

Activity	Expected outcomes	Timescale
<p>Capture and use our knowledge to provide a sharper focus in our regulatory work by publishing and promoting guidance that supports chiropractic best practice and enables 'upstreaming' of complaints</p>	<ul style="list-style-type: none"> ✓ Findings and recommendations within and out of the GCC will allow us to implement new requirements ✓ Better standards of chiropractic care for the public ✓ Fewer complaints received in the organisation ✓ More engagement with the profession using various platforms <p>Measures: Publication of guidance, lessons learnt and content disseminated to the profession on a regular and ongoing basis. Seek feedback from the profession as to usefulness in doing so.</p>	<p>Regular and ongoing</p>
<p>Review the need for changes to our education standards to include the wider public health agenda.</p>	<ul style="list-style-type: none"> ✓ Ensures chiropractic is not seen as a solitary profession outside of the wider healthcare system ✓ Ensures that our education standards are relevant and meaningful and in line with other regulators and healthcare professions <p>Measures: Revised standards published. Increased activity amongst the profession in the wider healthcare system.</p>	<p>To Education Committee by November</p>
<p>Evaluate whether the changes made to our CPD summary have led to greater evidence of reflection amongst registrants</p>	<ul style="list-style-type: none"> ✓ To ensure that chiropractic learning has a positive impact on patient care and to understand how this has been achieved <p>Measures: Evaluation report published.</p>	<p>June</p>
<p>Respond to policy relating to Governance and FTP emerging from the department of health's regulatory reform agenda</p>	<ul style="list-style-type: none"> ✓ Ensure our voice is heard in the wider healthcare domain <p>Measures: GCC core requirements identified and included in final proposal.</p>	<p>As required</p>



WE DEVELOP THE PROFESSION

We will facilitate collaborative strategic work to support the profession in its development

Activity	Expected outcomes	Timescale
Commission research to understand current and future workforce needs and challenges of the profession	<ul style="list-style-type: none"> ✓ Greater knowledge of the profile and practice features of the profession ✓ To inform future planning – education programmes, entry to the profession and our fitness to practice duties <p>Measures: Demographics, requirements, validated research findings and recommendations on how the chiropractic workforce can be developed and supported in the future</p>	December
Commission research and survey existing chiropractic patients on their experiences and satisfaction to strengthen patient voice	<ul style="list-style-type: none"> ✓ Greater understanding and evidence base of chiropractic patient experiences and satisfaction, to allow us to better provide relevant regulatory functions and guidance ✓ Greater understanding of how patients access information and advice about the profession and treatment ✓ Understanding of whether patients look for and value seeing a registered professional <p>Measures: Creates baseline of a systematic review of literature around chiropractic patient experiences and satisfaction nationally and internationally. A report based on survey and interviews with UK chiropractic patient cohort undergoing care</p>	March 2021
Implement student engagement strategy	<ul style="list-style-type: none"> ✓ Engage more regularly and effectively with students enrolled on GCC recognised education programmes in order to promote professionalism ✓ Better knowledge and understanding of the GCC amongst current chiropractic students <p>Measures: Student awareness of the GCC to have changed from current limited understanding. We will have had contact with every student during their course. Targeted student information on the website.</p>	Ongoing
Develop a set of competencies for new graduates	<ul style="list-style-type: none"> ✓ Allows newly qualified chiropractors to build on and develop their knowledge and capabilities as they move into practice and post-graduate training. ✓ Ensure that all new UK graduates benefit from a structured programme in their key transitional year into practice <p>Measures: New set of competencies, resulting in fewer complaints received against new graduates and better standards of care for patients. Annual CPD audit will check new graduates' submissions.</p>	June
Survey the public on their views and expectations of the chiropractic profession and regulation	<ul style="list-style-type: none"> ✓ Greater understanding of the public perception of chiropractic and regulation and how this influences the information that we provide <p>Measures: Ascertains the level of awareness chiropractic and perceptions of what chiropractors do among the public and enables us to inform 2021 work</p>	December
Enhance professionalism within chiropractic by promoting opportunities for graduates, researchers, academics and other career pathways	<ul style="list-style-type: none"> ✓ Better patient care ✓ Raises profile of range of career opportunities within chiropractic ✓ Expands the research base of chiropractic ✓ Ensures supply of future academic staff ✓ Addresses need for future leaders <p>Measures: A clear map of career opportunities for new professionals</p>	December
Support and promote inter-professional learning and working between chiropractors and other healthcare professionals	<ul style="list-style-type: none"> ✓ Chiropractors will gain understanding of the wider healthcare system through learning and working with other healthcare professionals ✓ Better communication between professionals and joined up high quality patient care ✓ Mutual respect between professionals <p>Measures: Case studies published in collaboration with GOsC illustrating inter-professional work</p>	April



WE INVESTIGATE AND ACT

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

Activity	Expected outcomes	Timescale
Carry out necessary recruitment exercises for our regulatory committees	<ul style="list-style-type: none"> ✓ Enables a bigger, more diverse pool of chiropractic members to hear PCC cases ✓ Allows for PCC cases to be heard in a shorter timeframe from referral from IC ✓ Better reporting and oversight of the Investigating Committee <p>Measures: New committee members</p>	<p>March (IC) September (PCC)</p>
Legal policy review of our correspondence with complainants taking into account consent and of whistleblowing in clinics.	<ul style="list-style-type: none"> ✓ Improved efficiency measures ✓ Ensure we follow best practice in the regulatory sector ✓ Better communication with complainants and more clarity of the process <p>Measures: Less complaints or misunderstanding of the process from complainants.</p>	<p>July</p>
Consider our expert witness arrangements	<ul style="list-style-type: none"> ✓ Allows for greater efficiencies in the investigation process <p>Measures: Cost efficiencies</p>	<p>October</p>
Increase and improve our engagement with our partners and key stakeholders, including appraisals, regular updates and access to leaning opportunities	<ul style="list-style-type: none"> ✓ Closer working relationships with our partners while recognising independent decision-making ✓ Improved decision making and knowledge building among our partners <p>Measures: Appraisals and training carried out. Learning points circulated and acted on.</p>	<p>Ongoing</p>
Hold a 'lessons learnt' steering group regarding the advertising complaints closed in 2019	<ul style="list-style-type: none"> ✓ Understanding of all aspects of the process, with hindsight, to allow us to incorporate into future work <p>Measures: Report published</p>	<p>May</p>



WE DELIVER VALUE

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

Activity	Expected outcomes	Timescale
Implement a mandatory learning and development programme for staff and assess performance and development needs on an individual basis	<p>✓ Increase our staff ability</p> <p>Measures: Operate as a professional, lean organisation</p>	May
Implement a case management system for the FTP department	<p>✓ Increased efficiency and less chance of making mistakes/errors in case progression or in relation to data protection</p>	July
Review and update our IT document management arrangements	<p>✓ Assessment and cleansing of data no longer required allowing us to better deal with FOIs and other requests. Cost saving measures</p>	March
Move to a paperless system for council and committees	<p>✓ Modernises our Committee meetings allowing better efficiencies in cost, time and work. Reduces paper usage</p>	March
Review IT support contract arrangements	<p>✓ Ensure that our IT arrangements are adequately supported</p> <p>Measures: Review undertaken</p>	June
Run a recruitment exercise for two new registrant Council members and one new lay Education Committee member	<p>✓ New members recruited and inducted</p>	April
Carry out staff initiatives to gauge and improve the contentment and wellbeing of the staff team including publishing a mental health and wellbeing policy	<p>✓ Creates and maintains a better, more content workforce</p> <p>Measures: Staff survey undertaken with positive results , fewer sick days</p>	June
Make continuous improvements to the new website and new CRM system	<p>✓ Enables us to communicate and engage better with registrants and the public. Greater ease of use and self-service, freeing up time in the registrations department</p> <p>Measures: More online content and ease of navigation on website. Users' perception of the system is that it is simpler and more efficient.</p>	Ongoing
Review our existing disaster recovery plan and update	<p>✓ Ensures our current procedures minimise disaster risks which could result in reputational damage, financial loss and work time losses</p>	March