

Who regulates health and social care professionals?

Health and social care professionals who work in the UK must be registered with one of the 13 regulators listed in this leaflet. These organisations have been set up to protect you.

Who regulates health and social care professionals?

Health and social care professionals include:

- chiropractors;
- dentists;
- doctors;
- midwives;
- nurses;
- opticians;
- osteopaths;
- paramedics;
- pharmacists;
- physiotherapists; and
- social workers.

We protect you by keeping registers of professionals who meet our standards. If you want to know if someone is registered you can call us or search our online registers. You can find our details later in this document.

To practise in one of our professions, a person must show that they meet our standards and be registered with their regulator. If they are not registered and still practise, they are breaking the law and they may be prosecuted.

Visit one of our websites if you want to find out more about how we regulate health and social care professions, or check that a professional is registered.

What standards can I expect?

All health and social care professionals must meet the standards given in the code of conduct or code of practice for their profession. They must:

- have the right skills to treat or care for you;
- treat you with dignity and respect; and
- act professionally and with integrity.

When should I contact you about a health or social care professional?

If you have concerns about the ability or behaviour of someone who has treated or cared for you, you should complain at the place where you received the care or treatment. You may want to talk to the person involved, or to their employer, to see if they can put things right.

However, if you think that what has happened is so serious that it questions a professional's ability to provide safe treatment or care, you should speak to us. We can investigate complaints and take action for you. In some cases we can stop a professional working in all or part of the UK.

Regulators and the professions they regulate

Healthcare regulators

General Chiropractic Council (GCC)

Chiropractors

Phone: 0845 601 1796

Website: www.gcc-uk.org

General Dental Council (GDC)

Dentists, clinical dental technicians, dental hygienists, dental nurses, dental technicians, dental therapists, and orthodontic therapists

Phone: 0845 222 4141

Website: www.gdc-uk.org

General Medical Council (GMC)

Doctors

Phone: 0161 923 6602

Website: www.gmc-uk.org

General Optical Council (GOC)

Opticians (optometrists and dispensing opticians)

Phone: 020 7580 3898

Website: www.optical.org

General Osteopathic Council (GOsC)

Osteopaths

Phone: 020 7357 6655

Website: www.osteopathy.org.uk

Health Professions Council (HPC)

Arts therapists, biomedical scientists, chiropodists / podiatrists, hearing aid dispensers, clinical scientists, dietitians, occupational therapists, operating department practitioners, orthoptists, paramedics, practitioner psychologists, physiotherapists, prosthetists / orthotists, radiographers, and speech and language therapists

Phone: 020 7582 0866

Website: www.hpc-uk.org

Nursing and Midwifery Council (NMC)

Nurses and midwives

Phone: 020 7333 9333

Website: www.nmc-uk.org

General Pharmaceutical Council (GPhC)

Pharmacists, pharmacy technicians and pharmacy premises in England, Scotland and Wales

Phone: 020 3365 3400

Website: www.pharmacyregulation.org

Pharmaceutical Society of Northern Ireland (PSNI)

Pharmacists and pharmacy premises in Northern Ireland

Phone: 02890 326927

Website: www.psni.org.uk

Social care regulators

Care Council for Wales

Social care workers, qualified social workers, and social work students on approved degree courses in Wales

Phone: 0845 0700 248

Website: www.ccwales.org.uk

General Social Care Council (GSCC)

Qualified social workers, and social work students on approved degree courses in England

Phone: 0845 0700630

Website: www.gsccl.org.uk

Northern Ireland Social Care Council (NISCC)

Social care workers, qualified social workers, and social work students on approved degree courses in Northern Ireland

Phone: 02890 417600

Website: www.niscc.info

Textphone: 02890 239340

Scottish Social Services Council (SSSC)

Social care workers, qualified social workers, and social work students on approved degree courses in Scotland

Phone: 0845 603 0891

Website: www.sssc.uk.com

Overseeing the healthcare regulators

The Council for Healthcare Regulatory Excellence (CHRE) is an independent organisation that is accountable to Parliament. Its main job is to promote the health, safety and well-being of patients and other members of the public in England, Northern Ireland, Scotland and Wales. CHRE oversees the nine healthcare regulators, working with them to improve the way that professionals are regulated. They carry out research, develop policy and provide advice to the four governments in the UK on regulating healthcare professionals.

To contact CHRE phone 020 7389 8030 or go to **www.chre.org.uk**.

Make sure that you receive care and treatment from professionals who meet the right standards

You can download this leaflet by visiting any of the websites listed in the contacts section. If you would like printed copies of this leaflet, please email us at regulators@hpc-uk.org.

If you would like copies of this leaflet in other languages or copies in large print, please visit any of our websites.