

COUNCIL

Actions arising from public Council meetings

Meeting: 15 May 2019 **Status:** for noting

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Purpose

1. This paper provides Council with progress made on actions from the last public meeting along with any other actions which are outstanding from previous meetings.
2. The paper is broken down into 3 parts: (1) action points relating to the last meeting, (2) action points from previous meetings which remain outstanding, and (3) action points previously outstanding but now completed. Once actions are complete and have been reported to Council they will be removed from the list.

Part 1A: Action points from the Council meeting held on 13 February 2019

| Ref | by | Action | Deadline | Progress update |
|------------------------------|------------------|--|----------------------|---|
| 01(19) 13/02/19 (8828) | AB, MD, NM | Standards for optical businesses: i. consider whether it would be possible to provide further information on the geographical location of those who were more / less likely to register and what implications this might have for public protection; | Q3 2019/20 | IN PROGRESS: we will consider this as part of our work to gather improved data on unregistered optical businesses. |
| (8829) | AB, MD, NM | ii. make the requested amendments to the Standards prior to sign off and publication; and | end March 2019 | COMPLETED: we made the requested amendments and the final version was signed off by the Chair and Chief Executive & Registrar. |
| (8830) | AB, MD, NM | iii. provide more information about how the GOC would communicate with individual registrants specifically as there would not be a direct business impact on all individual registrants, but that it was | April 2019 | COMPLETED: we have informed individual registrants about the new business standards in various ways, including emailing all registrants directly, promoting the standards via social media, publishing articles in |

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| | | key for individual registrants to understand the standards. | | the optical press and including a story in our eBulletin, which is sent to all registrants. |
| 02(19) 13/02/19 (8834) | MW & HR | Q3 Performance report (HR): i. reconsider how the themes emerging from exit interviews might be appropriately shared with Council; and | Council – May 2019 | COMPLETED: information shared with Council via email on 1 May 2019. |
| (8838) | NE, RM, LH | (Information Governance): ii. provide information to Council on emerging themes for breaches such as key times in future reports. | Council – May 2019 | COMPLETED: Additional information included in the Chief Executive and Registrars report (C11(19)). |
| 03(19) 13/02/19 (8842) | SMT | EDI monitoring report 2017/18: i. analysis of data and impact to be sufficiently evidenced in Council papers; | Q1 2019/20 | COMPLETED: the standard Council Paper format includes a section on impacts (including diversity) and SMT are reviewing all Council papers in draft to ensure diversity data is used to consider EDI impacts when relevant to do so. |
| (8842) | ARC | ii. Audit, Finance & Risk committee to consider whether an internal audit of impact assessments should be considered in 2019/20; and | Q1 2019/20 | IN PROGRESS: ARC are due to consider this on 9 May 2019 and will advise Council accordingly. |
| (8843) | NE | iii. When developing the 2020-23 EDI Strategy, consider the requests from Council | Nov 2019 | NOT YET DUE: to be taken into consideration when the next strategy is developed |

Part 2: Action points from previous meetings which remain outstanding

None.

Part 3: Action points previously outstanding but now completed

| Ref | by | Action | Deadline | Progress update |
|------------------------------|------------------|--|---|--|
| 15(18) 11/07/18 (8754) | AB/ MB/ SG | <p>Safe contact lens use project update:</p> <p>i. More clearly disseminate to registrants that the campaign was not an alternative to prosecution of illegal practice, but a more creative regulatory intervention in tackling the risk to patients and that it had always been the GOC's intention to have a facilitating role in effecting behavioural change; and</p> | Q4 2018/19 | COMPLETED: Our eBulletin article set out details of joint work with trading standards officers to tackle unregistered practice and promote consumer safety messages, such as at Halloween. It also set out the number of cases we concluded last year where illegal activity ceased, as well as the restrictions on what legislation allows us to achieve (e.g. in respect of non-UK websites). |
| 11/07/18 (8754) | AB/ MB/ SG | <p>ii. develop an evaluation framework prior to the conclusion of year three of the campaign to enable Council to evaluate whether it had met its objectives</p> | Q1 2019/20 Council: July 2019 | COMPLETED: we have produced an evaluation framework and are in the process of evaluating the impact of the campaign, including gathering data and feedback from stakeholders. |
| 21(17) 15/11/17 (8674) | AB/AJ | <p>Public Perceptions research:</p> <p>question more creatively presumptions that more automation and artificial intelligence would equate to less human interaction, to ensure patients understand the impact of technological change on the role of registrants.</p> | Q4 2019/20 | COMPLETED: we have included in the business plan for 2019/20 work to consider further the implications of technological developments for patients and regulation. |