

COUNCIL

Actions arising from public Council meetings

Meeting: 11 May 2016

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 1: Action points from the Council meeting held on 10 February 2016

Action	by	Description	Deadline	Notes
10/02/16 01(16) (8374)	AB/SG	Updated actions (22(15) (test the updated booklet ‘What to Expect from your Optician’ with patients/public prior to issue): consider having an online version of the booklet available for registrants to add notes to if they wished.	31 May 2016	IN PROGRESS: we will be publishing the booklet online. It will be aimed a patients and the public so we will not be designing it specifically with a view to registrants being able to add notes to it.
10/02/16 02(16) (8387)	LD	Fitness to Practise (FTP) and Hearings indicative sanctions guidance (consultation): clarify the points raised by Council as part of the consultation.	28 Feb 2016	COMPLETED: being considered as part of evaluation of consultation responses. See Council paper C20(16).

Action	by	Description	Deadline	Notes
10/02/16 03(16) (8391)	SG	<p>Continuing Education and Training (CET) end of 2013-15 cycle report:</p> <p>i) Communications Team to consider how the monthly update of the GOC Register could be more helpfully disseminated in order to assist employers in checking whether their employees are registered and their CET status; and</p>	31 July 2016	<p>i) IN PROGRESS: We have currently suspended the publication of the Monthly Amendments List whilst we review its content; and</p>
	SG	<p>ii) Make effective use of the optical press at key times, e.g. removal of registrants following the retention period or the end of the CET cycle, to remind employers and commissioners to check that optometrists, dispensing opticians and optical students are appropriately registered.</p>	31 March 2016	<p>ii) COMPLETED: Our press release on the number of registrants removed at the end of the CET cycle/retention period included a reminder to employers/commissioners.</p>
10/02/16 04(16) (8397)	JL PM/NE	<p>Performance and management information report: Q3 2015/16:</p> <p>i) clarify whether the 'turnover figure' reflects employees moving internally or only leaving the GOC altogether; and</p> <p>ii) in future include data on those undertaking mandatory training such as information governance and equality and diversity.</p>	31 March 2016	<p>i) COMPLETED: the figures reflect those posts turning over excluding fixed term contracts coming to an end and excluding temporary appointments; and</p> <p>ii) COMPLETED: included in the May 2016 Performance Report (see paper C26(16)).</p>

Action	by	Description	Deadline	Notes
10/02/16 05(16) (8400)	AB/MD	2016/17 business plan (re strategic review of education): undertake a comprehensive scoping exercise when developing the project plan (using external resources if needed) to allow a clearer idea of the issues, risks and opportunities along with details of proposed budget, resources and timelines.	July 2016	IN PROGRESS: following inclusion in the 2016/17 Business Plan, this project is now being scoped.
10/02/16 06(16) (8410)	NE NE	Member fees from 1 April 2016: i) future reviews of Council chair and member fees to include broader benchmarking, taking into account publically available NHS salary information; and ii) RemCo to consider future remuneration arrangements for the Investigation Committee.	Q1 2018/19 June 2016	i) NOT YET STARTED: the next review is due to take place in Q1 2018/19 ii) IN PROGRESS: added to the RemCo workplan for 2016/17. The next meeting is due to take place in June 2016.
10/02/16 07(16) (8410)	NE	Lay Council member appointment: Nominations Committee to agree the term of office for the new member and appoint an additional Selection Panel member to ensure the Panel can effectively be cognisant of the Northern Ireland perspective.	Feb 2016	COMPLETED: a recommended term of office has been agreed as four years. Brian Coulter has also been appointed to the Selection Panel.

Part 2: Action points from previous meetings which remain outstanding

Action	by	Description	Deadline	Notes
11/11/15 37(15) (8357 & 8358)	JL	Registrant Fees 2016/17: consider further the development of registrant fees i.e. factors to be taken into account when determining low income discounts (both the threshold and level of the fee), charging structures for bodies corporate, the incremental costs of undertaking activities such as late applications and specialty registers.	Q2 2016/17	NOT YET STARTED: forms part of the project to review the Register (which is likely to be included in the 2017/18 Business). The review of the low income threshold may be separated and considered as part of the annual review of the retention process.
11/11/15 35(15) (8347)	SP LD	Q2 Performance and Management information report: i) conclude the discussions regarding members status as soon as possible; ii) obtain benchmarking information from the other healthcare regulators in relation to FTP complaints, how many evolved into investigations and cases and any other relevant trends.	Q1 2016/17 31 March 2016	i) IN PROGRESS: the Chief Executive is progressing within current priorities; ii) COMPLETED: considered as part of the Complaints Strategy, which is presented to Council in May 2016 – see paper C22(16).
11/11/15 30(15) 8327	GH/NE	Chief Executive & Registrar's report ('Rethinking Regulation' debate): consider how the GOC should engage with other regulators and NHS Commissioners at a future Council meeting.	Q1/2 2016/17	IN PROGRESS: as their work progresses, The Legislative Reform Working Group will keep Council abreast of developments.
11/11/15 31(15) (8329)	GH	Illegal Practice Strategy: next Regulatory Chairs meeting – raise how to better engage members of the public in responding to consultations.	2016/17	IN PROGRESS: the meeting planned for 16 February 2016 was cancelled: no further meetings have yet been fixed. Chair will pursue the question of public engagement on consultations bilaterally with other healthcare regulators' chairs.

Action	by	Description	Deadline	Notes
29/7/15 22(15) (8262)	AB/SG	Standards strategic review: new standards of practice – test the updated booklet ‘What to Expect from your Optician’ with patients/public prior to issue.	31 May 2016	IN PROGRESS: we have commissioned a research agency to organise focus groups with patients and members of the public to enable us to test and improve the revised booklet prior to publication. We have also sought input from lay members of our Standards Committee.
13/05/15 19(15) (8238)	SP/ JL	Performance Report Q4 re Resources indicators (registration): consider including an indicator for registration which focused on accuracy and robustness of the process and quality assurance of decisions in registration.	2016/17	IN PROGRESS: to be considered as part of the quality assurance framework project. Due to be presented to Council in 2016/17.
11/02/15 01(15) (8168)	JL	Performance Report (re employee turnover): the Remuneration Committee to consider the issue of employee turnover and agree an appropriate benchmark.	June 2016	IN PROGRESS: we are researching benchmarks to present to RemCo in June 2016.

Part 3: Action points previously outstanding but now completed

Action	by	Description	Deadline	Notes
11/02/15 08(15) (8185)	SP	2015/16 Business plan re project planning: all the projects to be properly planned, with clear milestones, and adequately managed according to project management principles.	2016/17	COMPLETED: The business planning process and project management guidance is scheduled for development in 2016/17. An internal audit spot check of project management has been concluded and was considered by the Audit and Risk Committee in April 2016.

Action	by	Description	Deadline	Notes
<p>11/02/15 06(15) (8178)</p>	<p>LD</p>	<p>Performance report Q3 2014/15 re increase in FTP complaints: identify the drivers behind the increase in complaints received, whether other health regulators are succeeding in closing cases within 52weeks, and whether there are lessons to be learned from the methodology used by other regulators to calculate performance.</p>	<p>May 2016</p>	<p>COMPLETED: considered as part of the Complaints Strategy, which is presented to Council in May 2016 – see paper C21(16).</p>