

## Written evidence from the General Medical Council (PHS40)

### Public Administration and Constitutional Affairs Committee Parliamentary and Health Service Ombudsman Scrutiny 2021-22

#### Our role

- 1 The General Medical Council helps to protect patients and improve medical education and practice in the UK by setting standards for students and doctors. We support them in achieving (and exceeding) those standards and take action when they are not met.

#### Submission

- 2 We welcome the opportunity to respond to the Committee's call for evidence on the Parliamentary and Health Service Ombudsman (PHSO) annual scrutiny 2021-22. We remain in an ongoing and positive relationship with the PHSO at both a senior leadership and operational level.
- 3 We have worked collaboratively around the Emerging Concerns Protocol (ECP), which provides a process for health and social care regulators to share information that may indicate risks to people using services, their carers, families or professionals. The ECP demonstrates a practical example of collaboration across organisations to drive improvements in patient safety and early intervention.
- 4 Another specific area to mention are the NHS Complaint Standards. The GMC have supported the development of the Complaint Standards, which continue to be positively received by the sector. The pilot phase will be coming to a close towards the end of 2022. We look forward to the launch and wider rollout of the NHS Complaint Standards.
- 5 More generally, PHSO and GMC continue to be trusted sector partners including as part of our membership of the wider Health and Social Care Regulators' Forum, appreciating our shared challenges in managing complaints in relation to COVID as well as our shared goals and ambitions of increased public and user engagement with our organisations.

*November 2022*