

Who regulates health and social care professionals?

What do you expect from a health or social care professional?

You expect your doctor, nurse, dentist, social worker and any other health or social care professional to:

- treat you with dignity and respect;
- have the skills and knowledge to treat or care for you; and
- show high standards of behaviour.

You also expect that someone will take action if you are concerned about the standard of treatment or care you have received.

Who makes sure these standards are met?

We are 13 organisations, known as health and social care regulators. We each monitor one or more of the health and social care professions by regulating individual professionals across the UK and making sure they meet these standards.

We were created to protect the public, and to make sure that whenever you see a person who provides health or social care in the UK (whether private or in the NHS) you can be sure they meet our standards. This leaflet tells you about the work we do and how to contact us.

You expect a professional to have the skills and knowledge to provide you with a high level of treatment or care

An important part of our role is making sure that health and social

care professionals working in the UK have the skills and knowledge they need to practise. We set the standards for their courses and training.

To make sure you only receive treatment and care from those who meet our standards, we each keep a register. By law, only people who have shown that they meet our standards are allowed onto these registers.

You expect your professional to show high standards of behaviour

Regulators also set the standards of behaviour that members of each profession must keep to. We provide guidance on what is considered to be acceptable behaviour. We treat failure to meet these standards very seriously.

**You expect someone will take action if you are
concerned about the standard of treatment or care
you have received**

If you have concerns about the ability or behaviour of the person who cared for you, you may go directly to that person, or their employer. You may be able to get advice from an organisation or service such as a Citizens Advice Bureau, Independent Complaints Advocacy Services, a Community Health Council or a local Patient Advice and Liaison Service.

We can also take action to protect the public. We can investigate complaints about registered workers. If the situation is serious enough, we can remove their right to practise in the relevant country, or countries, of the UK.

Who is registered?

To practise in one of the professions listed below, an individual must be registered with the relevant regulator. If they are not registered and still practise, they are breaking the law and they may be prosecuted.

Our registers are open to the public. So, if you want to check if a person is registered you can do this either by calling us or by checking on our websites.

If you would like more copies of this leaflet, please email regulators@hpc-uk.org. If you would like copies in other languages or copies in large print, please visit any of our websites.

Contact us:

Healthcare

General Chiropractic Council (GCC)

Chiropractors

Phone: 020 7713 5155 or www.gcc-uk.org

General Dental Council (GDC)

Dentists, dental therapists, dental hygienists

From 31 July 2006 - dental nurses, dental technicians, clinical

dental technicians and orthodontic therapists

Phone: 020 7887 3800 or www.gdc-uk.org

General Medical Council (GMC)

Doctors

Phone: 0161 923 6602 or www.gmc-uk.org

General Optical Council (GOC)

Opticians

Phone: 020 7580 3898 or www.optical.org

General Osteopathic Council (GOsC)

Osteopaths

Phone: 020 7357 6655 or www.osteopathy.org.uk

Health Professions Council (HPC)

Arts therapists, biomedical scientists, chiropodists, podiatrists,
clinical scientists, dieticians, occupational therapists, operating
department practitioners, orthoptists, paramedics,
physiotherapists, prosthetists and orthotists, radiographers,
speech and language therapists

Phone: 020 7582 0866 or www.hpc-uk.org

Nursing and Midwifery Council (NMC)

Nurses, midwives and specialist community public health nurses

Phone: 020 7333 6622 or www.nmc-uk.org

The Royal Pharmaceutical Society of Great Britain (RPSGB)

Pharmacists, pharmacy technicians (on the voluntary register) and
pharmacy premises

Phone: 020 7735 9141 or www.rpsgb.org

The Pharmaceutical Society of Northern Ireland (PSNI)

Pharmacists and pharmacy premises in Northern Ireland

Phone: 02890 326927 or www.psni.org.uk

The Council for Healthcare Regulatory Excellence (CHRE)

aims to protect the public, promote best practice and encourage
excellence among the nine regulators of healthcare professionals
listed above

www.chre.org.uk

Social care

Councils will be registering additional groups of staff over time.

You can get details from each council.

Care Council for Wales

Social care workers, qualified social workers, and social work

students on approved degree courses in Wales

Phone: 0845 070 0399 or www.ccwales.org.uk

The General Social Care Council (GSCC)

Social care workers, qualified social workers, and social work

students on approved degree courses in England

Phone: 020 7397 5100 or www.gsccl.org.uk

Minicom: 020 7397 5103

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 or 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 or www.sssc.uk.com

July 2006