

2024 stakeholder survey Results summary

Where are the responders located?

- England
- Northern Ireland
- Scotland
- Wales
- International



We sought stakeholder views in September 2024 on various areas of PSA's work to gauge our effectiveness and gather input into areas for change and improvement in the future.

Who did we hear from?

- Accredited Registers
- regulators
- professional bodies
- government
- academics
- policy advisers
- patient bodies
- health & care practitioners
- service-users
- members of the public

What areas did they feedback on?

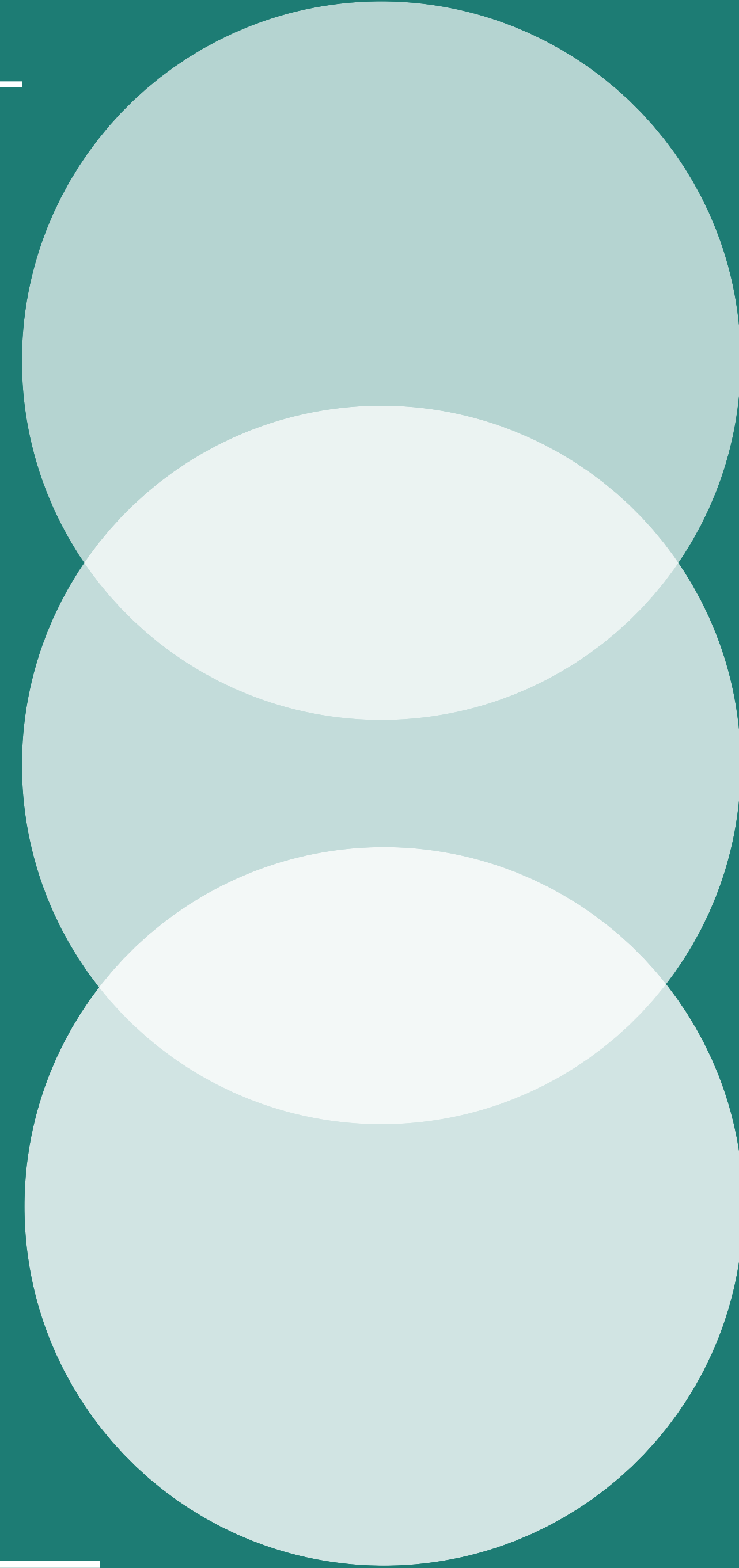
- Visibility and understanding of us and our role
 - Clarity and accessibility of the information we put out
 - Effectiveness of our relationship with stakeholders
 - Confidence in our work
 - Suitability of our strategic objectives, alignment with the work done and suggestions for future strategic planning
 - Areas for improvement and/or increased leadership
 - Demonstration of our values
 - Areas where we have the most impact
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Several stakeholders expressed dissatisfaction over the regulation of physician associates by the General Medical Council (GMC) and called on us to halt it. The decision to regulate physician associates (PAs) and anaesthesia associates (AAs)* and the selection of the GMC as the regulator, were made by the UK Government and fall outside of our remit. Our powers around this are focused on our assessment of how effectively the GMC regulates those roles. Our first assessment of that will form part of our next GMC performance report due by the end of December 2025.

In November 2024, the Department for Health and Social Care commissioned an independent review of PAs and AAs, led by Professor Gillian Leng CBE.

The Leng review is considering the safety of these roles and their contribution to multidisciplinary healthcare teams. We will take note of any relevant outcomes from this review, as part of our oversight of the GMC.

***Please note comments were only received in relation to PAs and not AAs.**



1 What are we doing well?

- Information is generally accessible and clear
- There is appreciation of our work appealing fitness to practise decisions that we do not think adequately protect the public
- Our policy guidance and learning points are helpful
- Pointing out areas for improvement when we publish our assessments of regulators and registers is valued work
- Our strategic objectives are broadly right
- We uphold our values
- Our events are insightful and useful

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“We find the learning points from the PSA helpful in our analysis of cases in our Decision Review Group and in taking on board any learning as a result; ensuring the public is protected and highlighting key issues or concerns that need addressing.”

What are the areas for improvement?

- Our work should be more effective in holding the regulators to account
- Where we highlight areas for improvement within the organisations we oversee, this should result in quicker change
- We should provide more direct support to those we oversee by way of guidance, policies, good practice (including on EDI)
- Greater clarity and transparency in the evidence we use to make our assessments
- Calls for us to be more visible and more vocal on key issues affecting our sector
- Stakeholders are keen to see more information relevant to social work and the Accredited Registers
- Greater promotion of the Accredited Registers programme
- Our language should be simpler and our website more user-friendly

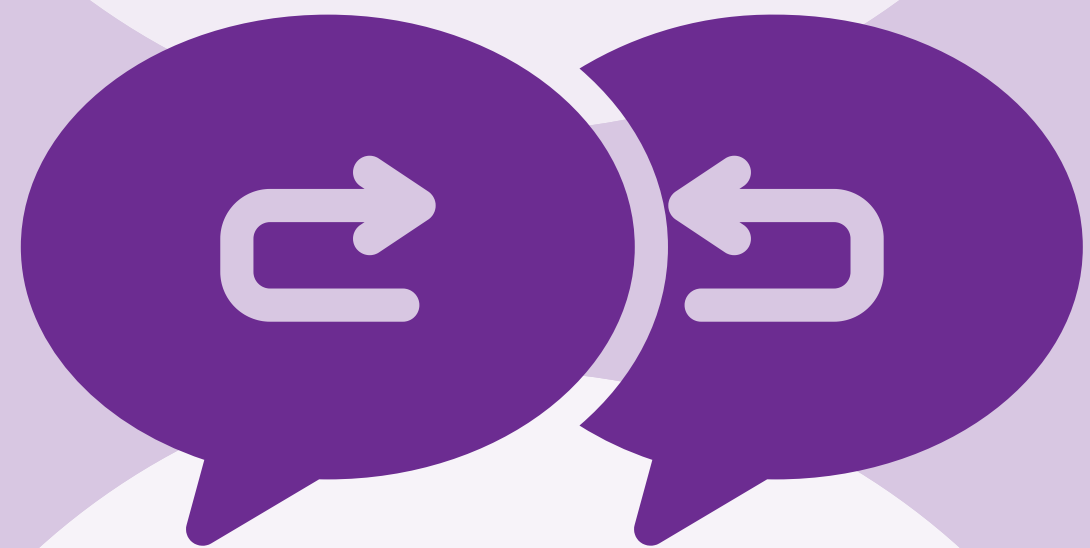
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“In terms of transparency, it is not always clear how the Authority reaches decisions about a regulator’s performance against the standards.”

“Communication of its role among professionals should be more prominent and clearer.”

“It is ok to reflect on failings but without action, the same failings are reported year on year with no sanctions or improvement.”

“We believe PSA should have further powers to hold regulators to account.”



**What we'll do
in response**

Concerns

To further hold the regulators to account, we will start to publish the escalation letters we send to the Government highlighting any persistent concerns in the performance of the regulators.



Assessing the right things



We have a Standards Review underway. We will use this to ensure we are assessing those we oversee against the right things and in the right way. As part of this we will be clearer about how we make our assessments and use stakeholder input.

More accessible and user-friendly website

We have redeveloped our website based on feedback, to make it more accessible and user-friendly. We will continue to regularly test and refine it.



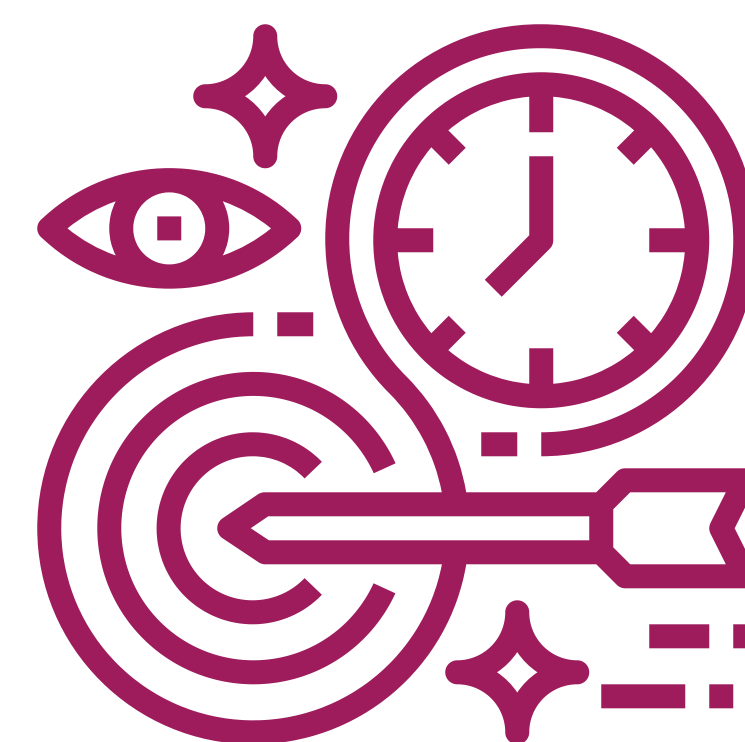
Increase visibility



We will increase our visibility and engagement with professionals and service-users so they can share their relevant experience of regulators and registers with us.

Explore ways to further increase impact

As we develop our Strategic Plan for 2026-29, we will explore ways to further increase the impact of our assessments of the organisations we oversee.



Share good practice



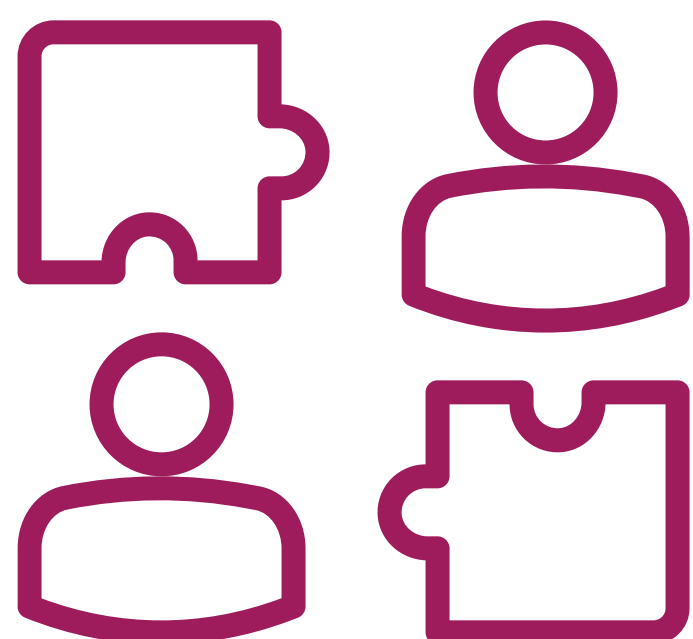
We will look to provide more support to those we oversee through guidance, learning points and good practice, to promote increased patient safety.

Advocate for action

We will more actively use our expertise and role within professional regulation to advocate for action which promotes patient safety.



Relevant information & advice



We will ensure that our information and advice is relevant for all those we oversee including in social work and Accredited Registers.

Find out more about our work:
www.professionalstandards.org.uk

