Approved Public Board meeting minutes

20 May 2026

Present	**In Attendance**
Caroline Corby (CC - Chair)	Jane Carey (JC)
Alan Clamp (AC - Chief Executive)	Graham Mockler (GM)
Candace Imison (CI)	Melanie Venables (MV)
Juliet Oliver (JO)	Douglas Bilton (DB)
Nick Simkins (NS)	Ododo Ediagbonya (OE)
Ali Jarvis (AJ)	Marija Hume
Geraldine Campbell (GC)	Dinah Godfree
Eleanor Marks (EM)	Akua Dwomoh-Bonsu
	Joella Hazel
	Rachael Culverhouse
	Oyinkan Onile-Ere
	Ryan Davidson
	Colette Higham
	Melanie Hueser (Secretariat)
	Observers
	See below

1. Welcome and Declarations of Interest

1.1. The Chair opened the meeting and welcomed everyone to the Board meeting. Observers included members of staff and external observers: Anisah Chowdhury (GMC), Aveen Croash (HCPC), Joel Summers (NMC).

1.2. Ododo Ediagbonya, who will take up the post of Associate Board member on 1 June, observed the meeting and was welcomed by the Chair.

2. Apologies

2.1. There were no apologies.

3. Minutes of meeting held on 18 March 2026

3.1. The minutes of the meeting held on 18 March 2026 were approved as an accurate record.

4. Actions and matters arising from the meeting on 18 March 2026

4.1. The Board reviewed the action log.

5. Chair's report

5.1. The Chair introduced the item, informing the Board that now that Wes Streeting had stepped down, and a new Secretary of State for Health and Social Care had been appointed (The Right Honourable James Murray), a welcome letter will be drafted.
5.2. The PSA's Minister in England (Karin Smyth) remained unchanged.
5.3. The Chair gave a detailed account of discussions from the biannual Chairs' meeting. A very good session on AI was led by Christine Elliott (Chair of the HCPC), providing much for Boards to think about. The slides will be circulated to Board members.
5.4. The Board agreed that a workshop on AI governance and implication would be useful.
Action: MV to organise Board workshop on AI.
Action: NS to circulate the NAO report on AI and Board responsibilities.
5.5. A major focus of the Chairs' meeting was the significant increase in FtP case volumes across regulators. There was clear evidence that incremental improvements are insufficient to address backlog pressures.
5.6. There was a clear shift toward recognising systemic pressure, requiring more fundamental reform. Chairs discussed common priorities and pressures, emphasising that this was a collective system-wide challenge, rather than isolated issues
5.7. A substantive discussion explored divergent regulatory approaches to CPD. Some regulators are becoming more prescriptive, others are emphasising professional autonomy and individual responsibility. The divergence provides a prompt for PSA to consider why this variation exists, what it may mean for regulatory consistency and expectations.
5.8. Board members were reminded to submit comments on the CEO's objectives by the end of the week.
5.9. The Board **noted** the report.

6. Executive report and project dashboard

6.1. The Chief Executive introduced the item. It was reported that the Scottish Government Commission had been published and announced the previous evening, accompanied by a PSA statement circulated to the Board before the meeting.
6.2. The commission will run from Q2 to Q4 of the year, focus on "right-touch assessment of healthcare science roles within Scotland". The work was positioned as linked to previous PSA concerns raised through accreditation reviews and an opportunity to follow up and deepen that work.
6.3. The programme will cover a wide range of roles. Some roles involve direct patient contact, others are more technical but still critical to safe care.
6.4. There was the potential for findings to be relevant beyond Scotland (UK-wide learning).
6.5. The work will combine PSA right-touch methodology, increased emphasis on data and stakeholder engagement.
6.6. To support the Commission and maintain current priorities the PSA is planning recruitment to resource the commission. The aim is to avoid loss of momentum on existing workstreams.
6.7. Following elections and appointments, work is underway to prepare letters to new Secretaries/Cabinet Secretaries, including for new appointees Scotland and Wales. Teams are adjusting to political changes across England, Wales and Scotland.
6.8. A substantive discussion took place on the Welsh seminar and future engagement model.
6.9. The recent Welsh seminar had lower attendance than previous years (estimated ~50 attendees). The drop in attendance had also been noted internally. It had triggered discussions with Welsh Government.
6.10. Possible reasons identified included timing (Friday scheduling), election-related disruption, late withdrawal of a keynote speaker.
6.11. Despite lower numbers, feedback received was positive and quality of speakers was strong.

6.12. Future approach under consideration was to move away from a single large annual event toward more distributed programme of engagement activities across the year.
Action: MV to review and refine the Wales engagement model, including options beyond a single annual seminar, and report back to the Board.

6.13. A recent discussion had clarified the expectations of DA Board roles. The discussion paper will be updated and circulated to the Board for feedback

6.14. The website project post implementation report was delayed due to accessibility compliance issues and required remediation work by developers, which had now been completed.

6.15. The accreditation audit and closure report had been rescheduled and now expected completion in July with no further delays anticipated

6.16. Website traffic and social media engagement metrics had declined significantly. The decline can be attributed primarily to global shift driven by AI tools (e.g. users getting answers directly via AI rather than visiting websites). Users may now obtain answers directly from AI tools and not visit the PSA website at all. This trend is sector-wide and expected to continue. Website traffic will no longer be a sufficient proxy for impact. The focus needs to shift towards ensuring AI tools surface accurate PSA information and improving user experience for those who still need detailed information from the website. Emerging risks of this across the sector were noted.

6.17. It was also noted that total numbers of social media followers had increased even though engagement was down.

6.18. The Board discussed that current KPIs may no longer be appropriate in light of changing behaviour. Work was underway to review how performance is measured and how metrics are presented to the Board. A new approach to KPIs and reporting will be brought back in September.
Action: MV to review and propose revisions to communications KPIs and reporting approach, including AI-related impacts.

7. Finance report

7.1. The Director of Corporate Services introduced the item and highlighted that the year-end position was a surplus of £293,000. This indicated a stronger than expected financial position at year end.

7.2. The surplus was attributed to a combination of factors including Section 29 budget underspend, underspend in research projects (to be carried forward, subject to Board approval), and higher-than-forecast investment income, following improved interest rates.

7.3. It was noted that surpluses are placed into reserves and any use of those reserves must be approved by the Board.

7.4. The Board was updated that the annual report and accounts have been drafted and the NAO audit was underway. Early audit feedback was minimal, which was positive. NAO sign-off will be by late June and laying before Parliament in early July (before recess).

7.5. The Board discussed that despite a redesign of the Finance report it was still somewhat complicated and the Board effectiveness review had recommended it should be updated. The Board members were asked to approach NS in the first instance if they had questions about the report.

7.6. Forecasting was described as much more accurate this year. Additional positive assurance included management accounts align with financial statements, providing confidence in reporting integrity.

7.7. The Board was asked to delegate authority to the Audit and Risk Committee to approve the annual report and accounts at its next meeting, which the Board **agreed**.

8. Committee updates

8.1. **Audit and Risk Committee:** The Chair of the Audit and Risk Committee gave a verbal update from the meeting held on 7 May. The minutes had already been circulated to the Board.
8.2. The Committee received the annual internal audit opinion for 2025/26. The conclusion was that the PSA has an "adequate and effective framework for risk management and internal control".
8.3. The Committee received a brief progress update from the National Audit Office (NAO), noting that the audit work is underway.
8.4. The Committee undertook a high-level review of the organisational risk register as the risk register was currently being redesigned.
8.5. The Committee reviewed the Governance and Assurance Framework, which is also being updated/reworked. It will return to the Board for formal consideration in July.
8.6. The Committee reviewed the annual report on complaints and information requests.
8.7. A significant increase in Subject Access Requests (SARs) and Freedom of Information (FOI) requests was noted. There was no clear pattern or single driver identified behind this increase. It was suggested that the increase may be linked to AI tools making it easier for individuals to generate FOI/SAR requests. The increase in requests was recognised as having a significant impact on staff workload and creating pressure due to statutory deadlines associated with FOI/SAR responses. The Committee had agreed that PSA will begin tracking staff time and resource use associated with FOI/SAR work.

9. Approval of decisions made at the April Board workshop

9.1. The Chair referred to the April Board workshop, noting that notes had been prepared to ensure that decisions made at the workshop are properly reflected in Board decisions.
9.2. It was confirmed that the Board was content with the notes and they were therefore formally adopted as a meeting record.

10. Board annual workplan

10.1. The Director of Corporate Services introduced the item.
10.2. The Board **noted** the workplan, confirming that it would like to receive a rolling plan at each meeting for the next 12 months.

11. Any other business

11.1. There was no other business discussed.

12. Questions from Members of the Public

12.1. There were no questions.
12.2. The Chair thanked the observers for their interest in the PSA.



Signed by Chair **Date 15 July 2026**

professional standards authority
for Health and Social Care

Action Log

On track (including not started) Delayed (or medium risk of delay for projects) Overdue (or high risk of delay for projects) Complete

Mtg. Date	Item No.	Action point	Owner	Date required	Action progress	Status
19 November 2025	6.14	Bring a post-implementation website report to the Board meeting in March 2026.	OOE/MV	March 2026	Complete. Reporting to July 2026 Board.	
14 January 2026	6.17	Schedule deeper review of the Fitness to Practise system for the Scrutiny Committee and report back to the Board.	JO/GM	November 2026	Previously identified for June, however moved to the Scrutiny Committee meeting in November 2026 to allow full exploration of the issue	
14 January 2026	7.13	Schedule budget carry forward approval for the Board after the end of year position has been confirmed.	JC	July 2026	Complete	
18 March 2026	11.2	Update the risk register and bring the new version to the July Board meeting, after it has been to the June ARC meeting.	AC	June 2026	Complete	
20 May 2026	5.4	Organise Board workshop on AI.	MV	October 2026	In progress.	

20 May 2026	5.4	Circulate the NAO report on AI and Board responsibilities.	NS	May 2026	Complete	
20 May 2026	6.12	Review and refine the Wales engagement model, including options beyond a single annual seminar, and report back to the Board.	MV	September 2026	In progress. Survey to stakeholders in Wales to be issued shortly.	
20 May 2026	6.18	Review and propose revisions to communications KPIs and reporting approach, including AI-related impacts.	MV	September 2026	In progress. Paper on website benefits refers.	