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Parliamentary Bulletin



Launch of PSA campaign 'Look before You Book'

Research commissioned by the PSA has found that three-quarters of those surveyed (75%) believe therapists and private ultrasound providers are legally regulated, and nearly half (46%) believe the same of aesthetic practitioners offering non-surgical cosmetic treatments like Botox and fillers. In reality, none of these roles are regulated in the UK (see further [research findings](#)).

[Look Before You Book](#) is a PSA public awareness campaign, encouraging people to look for the Quality Mark to check that their practitioner is on an Accredited Register.

It launched on 5 August with an Instagram [message](#) from Dr Amir Khan, resident doctor for ITV's Lorraine and Good Morning Britain. He encourages people to find out more about the person providing their private health or wellbeing service before making a booking, to check they are qualified and working to professional standards.

Dr Amir's message is just one of the ways in which we are raising awareness. We have partnered with five other content creators who are sharing their messages over August and September.



Reviews don't tell the whole story. Check your practitioner is on a government-backed register.

Look Before You Book.



Anyone can call themselves a counsellor. Check yours is on a government-backed register.

Look Before You Book.



Dydy adolygiadau ddim yn adrodd stori'n llawn. Gwiriwch fod eich sonograffydd ar gofrestr sy'n cael ei chydabod gan y llywodraeth.

Gwirio Cyn Gwario.



These messages are being supported by media coverage and online advertising targeted at people when they may be

researching or considering booking relevant services.

The campaign will run until the end of the year.

Protecting our health is really important. Worryingly, this research reveals a clear health risk blind spot. It shows that more than half of consumers would do more research if they believed there was a health risk, yet only a small minority – as low as one in six people – use a verified source, such as a government-backed register, before booking.



We're saying take one simple extra step before making an appointment: look for the PSA Quality Mark to check whether your practitioner belongs to a government-backed register. The Quality Mark shows you that someone is checking that practitioner, and that someone else is making sure those checks are the right ones. By taking a few moments to look for the Quality Mark, consumers and patients can make more informed choices about their health, wellbeing and safety.

Caroline Corby
Chair of the PSA

Safeguards for non-surgical cosmetic treatments

One of the high-risk areas the campaign particularly focuses on is non-surgical cosmetic procedures. The research findings reinforce concerns raised through the PSA's wider work on non-surgical cosmetic procedures and align with findings from recent Women and Equalities Committee reports, which have called attention to the risks posed by gaps in regulation. At the moment, the rules differ across England, Northern Ireland, Scotland and Wales, including on whether under-18s can access certain procedures. Ideally, everyone in the UK should have the

same protections when they have these treatments. Without consistency, there is a real risk of cross-border "cosmetic tourism", where people travel to places with weaker rules for treatment, which could undermine safety overall.

We are pleased that the Scottish Parliament has passed legislation to bring a new licensing scheme into force next year. We are keen however to see quicker progress on implementing the licensing scheme committed to in England, as well as the introduction of similar schemes in Northern Ireland and Wales.

Regulating for AI use by health and care professionals

In most sectors, in-depth discussions are taking place about the rapid increase in use of artificial intelligence (AI) and its implications. The health and social care sector is no exception. Playing our part in those discussions, we have continued to work closely with the Medicines and Healthcare products Regulatory Agency (MHRA) and partners, including CERSI-AI and the University of Bristol, to support the National Commission on the Regulation of AI in Healthcare.

As part of this work, we helped design and deliver a series of workshops in June exploring professional liability. The workshops brought together regulators, legal experts, defence organisations, NHS bodies and other stakeholders to consider areas of uncertainty around accountability, liability and the safe adoption of AI technologies.

The sessions generated strong engagement and constructive discussion, with broad agreement on a number of key issues. In particular, participants highlighted the value of greater consistency across the regulatory landscape and supported the development of a shared set of high-level principles for regulating the use of AI by health and care professionals. This work is now being taken forward through a dedicated Task and Finish Group, co-chaired by the MHRA and the PSA.

The Commission has recently published its recommendations, recognising that a coordinated, system-wide approach is needed to realise the benefits of AI while maintaining professional standards and providing patients and the public with the appropriate information and understanding. We will continue to work with the regulators and ARs we oversee to help achieve this.

Coming to a venue near you soon

We regularly receive correspondence from parliamentarians about concerns raised by your constituents, seeking clarity on our role and understanding about where we can and cannot assist. Over the next year, we will be holding events at Westminster, Stormont, Holyrood and the Senedd to share information about our role, outline why good regulation matters to your constituents and how professional regulation can support the delivery of national health priorities. We start



this series with an event on 11 November in Westminster, followed by an event in Belfast, date to be confirmed. Invitations will be issued soon. Please contact us if you are interested in attending by emailing

engagement@professionalstandards.org.uk

In brief

Annual Report and Accounts 2025/26

Our 2025/26 report was published in July. You can [read the full report](#) or see a [summary of key statistics](#) for the year.

General Osteopathic Council (GOsC)

We published our monitoring report for the 2025/26 reporting period on 25 June. The GOsC met 17 of the 18 Standards – it did not meet Standard 3 (Equality, Diversity and Inclusion). The GOsC disagreed with our decision and issued a statement to that effect. [Read our report](#)

Health and Care Professions Council (HCPC)

We published HCPC's performance review at the end of June. The HCPC met 16 of the 18 Standards. The HCPC did not meet Standard

15 again this year, because it is still taking too long to process fitness to practise cases and its open caseload has increased. The HCPC has not met this Standard 15 since 2015/16. We remain concerned about the impact significant delays are having on public protection and public confidence and escalated our concerns to the Secretary of State for Health and Social Care and the Chairs of the Health and Social Care Committees in the four UK parliaments. The HCPC also did not meet Standard 18 this year. The HCPC has taken steps to improve the support it provides to parties involved in the fitness to practise process, but our audit found that these improvements have not yet resulted in consistently reliable performance across its caseload. The HCPC has committed to various actions to improve performance against this Standard and we will monitor the impact of these changes in future performance reviews. [Read our report](#)



Responses to reviews and inquiries:

Over the summer the findings of some important reviews and inquiries were published. See our responses below:



**Muckamore Abbey
Hospital Inquiry**



**Ockenden review into
maternity services at
Nottingham University
Hospitals**



**Independent Review of
Social Work England**

The PSA was set up following the Inquiry into failings at Bristol Royal Infirmary to ensure that professional regulation remains focused on public protection and the public interest. We protect the public by promoting high standards of competence and conduct among health and social care professionals.

It is clear that the issues facing health and social care in all four nations of the UK require urgent attention. The PSA's quarterly bulletin highlights how we can work together to create a health and social care system that promotes safety for all. We hope you find the information useful.

Contact information

If you have questions, comments, or would like to meet with a member of our team, please email engagement@professionalstandards.org.uk.

