

# Public support meetings



## **What is the Public Support Service?**

The Public Support Service (PSS) puts patients, carers and the public at the heart of what we do. We offer support if you've come to us with concerns about a nurse, midwife or nursing associate.

## **Who is the service for?**

It is for anyone who is a patient, service user, family member, or a member of the public who has raised concerns about someone on our register, and we have decided to investigate these concerns.

## **Meeting us after you have raised concerns about a nurse, midwife or nursing associate**

A public support officer will offer to meet you to explain what happens when we investigate a nurse, midwife or nursing associate and the possible outcomes. Meeting you gives us a chance to make sure we fully understand your concerns and have all the relevant information to help us investigate. We will also be able to provide details of other organisations that can offer further help.

## **Explaining the outcome of our investigation to you**

A public support officer will offer to meet with you again after we have decided what needs to happen about the nurse, midwife or nursing associate. This will either be at the end of the investigation or at the end of a fitness to practise hearing. The public support officer will explain the outcome of our investigation. We will also be able to provide details of other organisations that can offer further help.

You can bring a friend, family member or supporter to the meeting.

## Where are the meetings held?

We can meet you at our offices in London or Edinburgh. We will reimburse reasonable travel costs for you and a friend, family member or supporter who you may wish to bring with you.

We can have a telephone meeting if you can't travel to our offices.

## Who you'll be in contact with at the NMC

### The public support officer...

- makes sure we understand your concerns and explains the investigation process and the possible outcomes
- makes sure you understand the role of the NMC and what we can do
- tells you about other organisations who may be able to help with concerns that we can't help with
- offers to meet you at the end of the investigation or hearing to explain the decision.

### The investigation officer...

- handles the investigation from start to finish
- will be your main point of contact throughout the investigation
- collects and shares information and evidence to support the investigation
- updates you on the progress of the investigation.

Raising concerns about a nurse, midwife or nursing associate can be a stressful experience for some people. If you would like support please get in touch.

**Public Support Service**

**NMC**

Floor 17,  
One Westfield Avenue,  
E20 1HZ

**Email:** [publicsupport@nmc-uk.org](mailto:publicsupport@nmc-uk.org)

**Telephone:** 020 7681 5969

**[www.nmc.org.uk/PSS](http://www.nmc.org.uk/PSS)**