

Public Voice Forum: 11 June 2025

Summary meeting notes

Public Voice Forum (PVF) members came together for the second substantive meeting of 2025 on 11 June.

Main agenda items were:

1. Meeting Ron Barclay-Smith, NMC Council Chair.
2. Hello and updates from Miles Wallace, Interim Executive Director Communications and Engagement.
3. The Code and revalidation reviews – overview and early engagement opportunity.
4. PVF terms of reference review.

1. Ron Barclay-Smith, NMC Council Chair

This was the first opportunity Ron has had to attend a PVF meeting and meet members since becoming [NMC Council Chair](#).

He spent some time talking about his professional background, which is varied and includes also being the Chair of the British Transport Police Authority, a role he has held since 2018.

Members had the opportunity to ask some questions in relation to Ron's key objectives and motivations. Ron acknowledged the challenges the NMC is facing and expressed his intention to restore the NMC's credibility. But he acknowledged it is a journey that will take some time.

Ron stressed that we are moving quickly to get a permanent Chief Executive and Registrar and settled Executive Team – he added that stable leadership across the organisation is vital for us to meet the commitments we've made as part of the Culture Transformation Plan.

A key motivator for Ron in his role is having the opportunity to give back. "I have seen these issues in other organisations, so I can give help, counsel, and hopefully lead the organisation to a better place."

2. Hello and updates from Miles Wallace

Miles Wallace, Interim Executive Director Communications and Engagement, followed Ron by acknowledging the amount the change happening at pace at the NMC.

A lot of activity is underway to improve our ways of working, through our Culture Transformation Plan and the Fitness to Practise (FtP) Improvement Plan.

Recruitment is underway for the role of Executive Director of Communications and Engagement and the Assistant Director, Public Engagement. We should also have news in July on the appointment of a permanent Chief Executive and Registrar.

Miles took the opportunity to express thanks to members of the forum who have been involved in recruitment stakeholder panels.

Given the amount of change, Miles reassured forum members that our commitment to public involvement in our work remains strong. We're looking forward to continuing to work with members.

3. The Code and revalidation review

In the [2025-26 corporate plan](#), the NMC set out its commitment to modernise the Code and revalidation. Wide consultation will take place in 2026, with the modernised Code and revalidation process coming into effect in Autumn 2027.

At today's meeting, forum members had an early opportunity to input and help us shape elements of this work. The NMC's Head of Standards and Head of Regulatory Policy provided an overview of the review and opportunities for members to shape elements of this work.

The Code breakout discussions

We asked members to consider and discuss the following questions in relation to the Code:

- a) Are there particular areas that we should improve and/or provide greater focus on?
- b) Language and accessibility – any thoughts on these?
- c) Who should we consult with across communities and groups?

Holistic, person-centred care and shared decision-making

Care which centres the patient, their preferences and personal needs is key for the group. And these preferences and needs should be recorded so people don't have to repeat them to each professional they work with. Care decisions should be made in partnership and the Code needs to encourage and support this. Things like language needs and accessibility requirements of patients are important, as are simpler things like how individuals like to be addressed.

Continuity of care

A common experience which members mention is poor continuity of care. Good patient notes and record keeping, and ensuring these are read, supports the delivery of person-centred care. It can also prevent patients having to repeat information again and again.

Cultural sensitivity

The modernised Code should say more about the importance of recognising people's

backgrounds and cultural needs. It's important professionals know how to deliver equitable but person-centred care to everyone.

English language and communication skills

Being able to communicate with patients clearly is essential to safe, quality care. Although we have standards on English language which registrants must meet, some members still come across professionals with poor English skills. The Code could be stronger on this.

Continued professional development (CPD)

The Code must encourage continued learning, and this should include learning on service improvement and patient safety. Professionals should be encouraged to use day-to-day practice, including when things go wrong, as opportunities for learning and prevention.

A dynamic and evidence-based Code

The modernised Code should be dynamic and easy to update. It must be based on evidenced guidelines and standards and be easy to apply to different healthcare settings. It needs to be 'lived' by professionals.

Clarity and depth

The Code needs to be easy to understand, using plain English and avoiding obscure terms. Anyone should be able to pick up the Code and understand it. One member thought the current version used quite vague language and would like to see more depth.

Wide consultation and engagement

When consulting on the Code, we must ensure we hear from all communities. And this should go beyond protected characteristics (ethnic minorities, faith groups, LGBT+ community, disabled people) and include traveller communities, refugees, and people accessing care in the community.

Revalidation breakout discussions

We then asked members to consider and discuss revalidation, focussing on the following questions:

- a) What do you think 'good' would look like for this review in relation to patients/patient care?
- b) Do you have any thoughts on how we ensure the widest possible engagement with members of the public during consultation?

A simple process

One member felt that the process should be as simple to complete as possible. Minimising constraints of having to complete items in a specific way, or eliminating long-winded elements may encourage better engagement from professionals.

Honesty and credibility

Revalidation must be based on factual information. How might the NMC ensure that all revalidation applications are accurate and credible? Without this assurance, the process

can easily become mistrusted and ineffective. Is there room for activity like 'mystery shopping' or a more independent confirmation process, for example, one which includes patients. This was an important point for the group.

Continuing professional development (CPD)

There were varied views on the required 35 hours of CPD learning. Some thought it not enough – especially over a three-year period. 3 to 5 days of learning may be better, suggested one person. Another member thought that if this expectation excluded any mandatory, employer-led training, 35 hours might be acceptable. And there was a question about the learning areas and topics – these must be relevant to a professional's scope of practice.

Patient and/or carer participation

Some members of the group felt that professionals should be required to engage with patients for their revalidation. For example, patient feedback could become more of a key element of continued registration, focussing on evidence of providing person-centred care and positive care experiences.

They talked about making this accessible to all patients, providing a simple template that professionals could share with patients after they have delivered care. Different formats would ensure accessibility for all – including the option for providing feedback verbally.

Wide consultation and engagement

Members repeated the same ideas here as for the Code consultation. See above.

4. PVF terms of reference review

Following input and feedback, we have now completed the bi-annual review of the forum's Terms of Reference.

In the future we will consider the development of activity and involvement opportunities for members reaching the end of their term so that we do not lose their knowledge. The group would also like to consider how existing or departing members can support new members as they join the forum, acting as mentors, for example.