
What we did between April 2021 and March 2022



Who we are



We are the Nursing and Midwifery Council (NMC).



We make sure **nurses**, **midwives** and **nursing associates** are safe and kind, and have the skills and knowledge they need to do their jobs well.

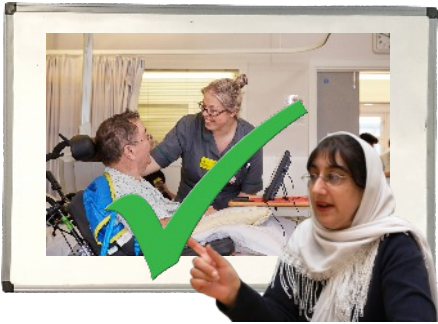


This way people will be safer, healthier and trust our services.

Register
Angela Brown
Charles Dodd
Edward Finch
George Harris
Ian Jones
Kevin Lines
Michelle Newman

We have 3 main jobs:

1. We keep a list of all the people who can work as **nurses** and **midwives** in the UK. We also keep the list of **nursing associates** in England. This is called the **register**.



We say what people need to learn to be on our **register**, and we can take them off it if we need to when things go wrong.



2. We support **nurses, midwives and nursing associates** to do their job well. We also support you when you need our help.



3. We work to help health and social care get better for everyone. We work with other organisations to look at problems and make things better.



Some words are in **bold**. There is a list of what they mean at the end of this report.

What we did between April 2021 and March 2022



We did a lot last year. Thank you to everyone who helped.



We supported nurses, midwives and nursing associates during the coronavirus emergency

We kept listening to them and working with them even though we could not meet people face to face.



We sent out useful information on things like how to get wellbeing support.

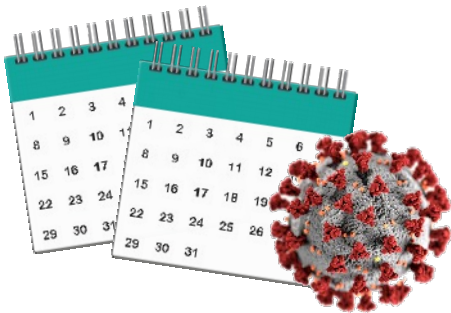


We helped make it so even more **nurses** and **midwives** could help during the **coronavirus** emergency in the UK.

We looked into worries people had about nurses, midwives and nursing associates but we know we have to do this faster



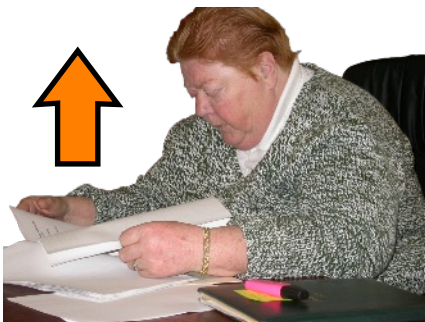
People can tell us when they get poor care from a nurse, midwife or nursing associate. We listen to these worries and decide if we need to look into it.



Covid stopped us doing this as quickly as we want to.



This means too many people are waiting a long time for us to look at things, which can be upsetting.



We are very sorry about this. We are doing lots of things to get quicker and will keep doing more.



We tried to make sure everyone is treated fairly, no matter who they are

But we know we still have lots to do.



So, we made plans saying how we will make our work fairer for everyone. We also made sure our senior leaders learned more about race equality.



People from different groups get different results when we look into worries about them. We are looking into this and will tell people what we and others can do to make this better.



We replied to the Ockenden Maternity Review

This review came out in March 2022.



It was about people and families who had very bad care when using **maternity services** at Shrewsbury and Telford NHS Hospital Trust.



Maternity services give people care, support and information from when you get pregnant right through to a baby being born and afterwards.



The services some families had were very bad and they suffered a lot. The problems at the hospital went on for many years.



It's very important that everyone is listened to, especially families and people who use services.



We will do all we can to work with others and help make sure these services get better.

We updated the test people take if they want to join our register



This test is for people from overseas and for people who left our **register** for a long time and want to go back on it.

This is called the **Test of Competence**.



The updated test means you can be sure **nurses** and **midwives** who trained in other countries will give you just as good care as staff trained here.

Register

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We also have more test centres now, so people can get onto our **register** more quickly.

We are helping make community nursing even better and safer



We are doing this by making some new **standards**.

Standards are things people need to know and be able to do well to do their jobs well.



We asked people what they thought needed to be in the new **standards** for **nurses** working in the community.



The new standards should help make care even better and safer.



Thanks to everyone who told us what they thought.



We're looking at how new laws could make us better at what we do

There are laws that tell us how we must work.



The Government wants to make these laws better so we can work a bit differently when we need to. This will help us do things faster and in the best way we can.



We are working with the Government to think about the changes and how we can use this to make health and care better.



We listened to you

We asked people what they think of the NMC and what they care about. We heard from lots of different people across the UK.



Everything you told us will change the way we talk to people and what we talk about.



We made the NMC a better place to work

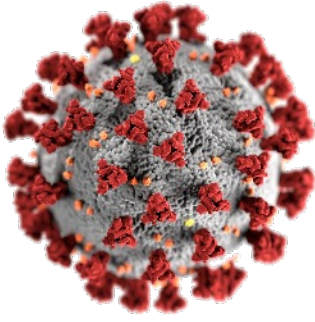
We have made our technology and our offices better.



We also made a plan that shows how we will be a fair employer and help everyone be happier in their jobs and do well.

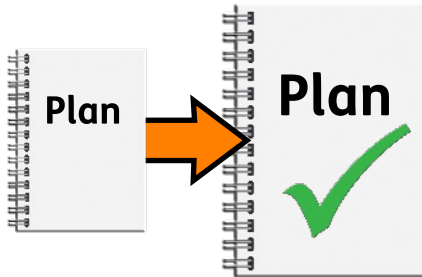


We never forget that the money we spend comes from the people on our **register**. So, we spent our money carefully and in ways that help us do our work well.



Looking ahead

Coronavirus affected us a lot.



We have had to change our plans a bit for the next few years so we can do the work we promised to do.



Some of this will now take a bit longer but it is still really important.



You can find out more by reading our plans. These are not in easy read but can be seen on the internet here:
www.nmc.org.uk/about-us/our-role/our-corporate-plan/

The number of people on our register



Our **register** is a list of all the people who can work as a nurse or midwife in the UK, or as a nursing associate in England.

At the end of March 2022 there were almost 760,000 people on our **register**. These were:



- over 704,000 **nurses**
- over 40,000 **midwives**
- just under 7,000 who could do both jobs
- just under 7,000 **nursing associates**



Our **register** has lots of different people on it:

- 11 out of 100 told us they are men



- 25 out of 100 are from minority ethnic backgrounds



- 3 out of 100 have a disability

Complaints



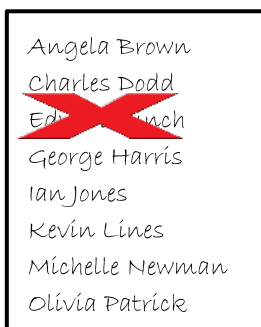
People can tell us if they think a nurse, midwife, or nursing associate has given poor care to someone.



This happened 5,291 times last year.



3,900 of these cases were not cases we could look into. We can only look into a case if it is serious and shows someone is not safe to work.



We took 109 people off the **register** because they are not safe to work.



This means they cannot work in the UK as a nurse, midwife, or nursing associate.

The money we spent



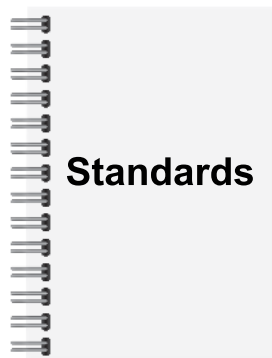
It cost us £93 million to do our work.



Nearly half of that money was spent on looking into worries about some **nurses**, **midwives** and **nursing associates**.



It cost us £8 million to look after our **register** and keep it up to date.



We spent £8 million on making our **standards** better. And on helping people learn about the **standards**.

What the words mean

Coronavirus or covid

This is the disease that went around the world from 2020. We all had to do things to stop it spreading, like stay at home. But lots of people caught it and some died. It made running health and care services very difficult.

Maternity services

This is a service for people and their babies. They start when you get pregnant right through to baby being born and afterwards.

Midwives

People who are trained to give women support, care and advice during pregnancy, labour and after the baby is born.

Nurses

People who are trained to give safe and kind care to help people who have health problems and to help people to stay well.

Nursing associates

This is a new role in England. Nursing associates are trained to work with nurses to support and care for patients.

Register

A list of all the people who have the right training and meet our rules to work as a nurse or midwife in the UK, or nursing associate in England. People who can give good, safe care.

Standards

These are the things people need to know and be able to do well to do the job.

Test of Competence

The test that staff from other countries take when they come to work here. People also take this test if they have been off our register for a long time and want to rejoin it.

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nmc
**Nursing &
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