

Who regulates **health and social care professionals?**

Health and social care professionals who work in the UK must be registered with one of the 12 regulators listed in this leaflet. These organisations have been set up to protect you.

Who regulates health and social care professionals?

Health and social care professionals include:

- chiropractors
- dentists
- doctors
- midwives
- nurses
- opticians
- osteopaths
- pharmacists
- physiotherapists and
- social workers.

We protect you by keeping registers of professionals who meet our standards. If you want to know if someone is registered you can call us or search our online registers. You can find our details later in this document.

To practise in one of our professions, a person must show that they meet our standards and be registered with their regulator. If they are not registered and still practise, they are breaking the law and they may be prosecuted.

Visit one of our websites if you want to find out more about how we regulate health and social care professions, or check that a professional is registered.

What standards can I expect?

All health and social care professionals must meet the standards given in the code of conduct or code of practice for their profession. They must:

- have the right skills to treat or care for you
- treat you with dignity and respect and
- act professionally and with integrity.

When should I contact you about a health or social care professional?

If you have concerns about the ability or behaviour of someone who has treated or cared for you, you should complain at the place where you received the care or treatment. You may want to talk to the person involved, or to their employer, to see if they can put things right.

However, if you think that what has happened is so serious that it questions a professional's ability to provide safe treatment or care, you should speak to us. We can investigate complaints and take action for you. In some cases we can stop a professional working in all or part of the UK.

Regulators and the professions they regulate

Care Council for Wales

Social care workers, qualified social workers, and social work students on approved degree courses in Wales

Phone: 0845 070 0248

Website: www.ccwales.org.uk

General Chiropractic Council (GCC)

Chiropractors

Phone: 0845 601 1796

Website: www.gcc-uk.org

General Dental Council (GDC)

Dentists, clinical dental technicians, dental hygienists, dental nurses, dental technicians, dental therapists, and orthodontic therapists

Phone: 0845 222 4141

Website: www.gdc-uk.org

General Medical Council (GMC)

Doctors

Phone: 0161 923 6602

Website: www.gmc-uk.org

General Optical Council (GOC)

Opticians (optometrists and dispensing opticians)

Phone: 020 7580 3898

Website: www.optical.org

General Osteopathic Council (GOsC)

Osteopaths

Phone: 020 7357 6655

Website: www.osteopathy.org.uk

General Pharmaceutical Council (GPhC)

Pharmacists, pharmacy technicians and pharmacy premises in England, Scotland and Wales

Phone: 020 3365 3400

Website: www.pharmacyregulation.org

Health and Care Professions Council (HCPC)

Arts therapists, biomedical scientists, chiroprodists / podiatrists, clinical scientists, dietitians, hearing aid dispensers, occupational therapists, operating department practitioners, orthoptists, paramedics, physiotherapists, practitioner psychologists, prosthetists / orthotists, radiographers, social workers in England and speech and language therapists

Phone: 0845 300 6184

Website: www.hcpc-uk.org

Nursing and Midwifery Council (NMC)

Nurses and midwives

Phone: 020 7333 9333

Website: www.nmc-uk.org

Northern Ireland Social Care Council (NISCC)

Social care workers, qualified social workers, and social work students on approved degree courses in Northern Ireland

Phone: 028 9041 7600

Website: www.niscc.info

Pharmaceutical Society of Northern Ireland (PSNI)

Pharmacists and pharmacy premises in Northern Ireland

Phone: 028 9032 6927

Website: www.psni.org.uk

Scottish Social Services Council (SSSC)

Social care workers, qualified social workers, and social work students on approved degree courses in Scotland

Phone: **0845 603 0891**

Website: **www.sssc.uk.com**

Overseeing the regulators

The Professional Standards Authority for Health and Social Care¹ oversees statutory bodies that regulate health and social care professionals in the UK. We assess their performance, conduct audits, scrutinise their decisions and report to Parliament. We also set standards for organisations holding voluntary registers for health and social care occupations and accredit those that meet them.

To contact The Authority phone **020 7389 8030** or go to **www.professionalstandards.org.uk**

The Professional Standards Authority for Health and Social Care was previously known as the Council for Healthcare Regulatory Excellence

Make sure that you receive care and treatment from professionals who meet the right standards

You can download this leaflet by visiting any of the websites listed in the contacts section.

