



NHS Greater Glasgow & Clyde (NHSGGC)

Professional & Administrative Process for

Referring a Registrant to the

Nursing Midwifery Council (NMC)

&

NHSGGC's NMC Database Record

Development Guidance

1. INTRODUCTION

The Code contains the professional standards that registered nurses and midwives must uphold. Nurses and midwives must act in line with the Code, whether they are providing direct care to individuals, groups or communities or bringing their professional knowledge to bear on nursing and midwifery practice in other roles, such as leadership, education, or research.

The values and principles set out in the Code can be applied in a range of different practice settings, but they are not negotiable or discretionary.

The role of the NMC is to set the standards in the Code, but these are not just professional standards. They are the standards that patients and members of the public tell us they expect from healthcare professionals. They are the standards shown every day by those on the NMC register.

When joining the NMC register, and by renewing their registration, nurses and midwives commit to upholding these standards. This commitment to professional standards is fundamental to being part of a profession. We can take action if those on our register fail to uphold the Code. In serious cases, this can include removing them from the register.

It is therefore the responsibility of the Nursing and Midwifery Council (NMC) to determine if a registrant's fitness to practice is compromised and as a result has breached the NMC Nursing & Midwifery Regulations; it is not the responsibility of NHS employers.

2. NMC REFERRALS

A clear and robust process is in place within NHS Greater Glasgow & Clyde (NHSGGC) to be implemented when referring a Registered Nurse or Midwife to the NMC.

A central NHSGGC database repository stores documents in relation to all NHSGGC NMC Registered Nurse and Midwife referrals.

This guidance document describes the governance processes for collation of required information prior to the referral being submitted to the NMC and the ongoing communication between the Board and NMC while the case remains open.

Following final agreement with the Board Nurse Director that an NMC referral is required; it is the responsibility of the service Chief Nurse/Midwife to complete the NMC referral document and submitted to the Lead Nurse, Corporate Nursing to be recorded on the NHSGGC NMC Database.

The NMC referral document is then submitted via the NMC online referral system by the Lead Nurse, Corporate Nursing or designated administrative support.

The completed referral form and all corresponding evidence; documentation and communications are uploaded and stored within the NHSGGC NMC database. The NHSGGC NMC Database sits on a secure drive within the organisation and associated data shared with the NMC as required. If the evidence documentation exceeds the MB size, separate documents and placed in a zip file and then uploaded. If the document size remains too large the referral and documents is emailed to the NMC via encryption.



This process is demonstrated further in **Section 7**.

Please Note

- *All Acute Services NMC referrals are sent to the Deputy Nurse Director (Acute Services) for final approval. The Referral is then forwarded to the Corporate Nursing Team for sharing with the BND and subsequent submission to the NMC.*

3. CORPORATE ROLES AND RESPONSIBILITIES

3.1 Lead Nurse – Corporate Nursing or Designated Deputy:

This role is to ensure consistency of approach in communication collation and coordination of all information and is responsible for:

- Obtaining formal confirmation from the Board Nurse Director and or Deputy Nurse Director; Chief Nurse or Chief Midwife to refer to NMC.
- Coordinating all communications pertaining to NMC referrals received from both service and NMC relating to ongoing NMC correspondence re employee active cases
- Ensuring the Board Nurse Director and or Deputy Nurse Director; Chief Nurse or Chief Midwife is timeously updated on the status of referred NMC cases referrals.
- Providing notification to Board Nurse Director and or Deputy Nurse Director; Chief Nurse or Chief Midwife on concluded cases and outcomes.
- Ensuring good communication and good working relations with appointed NMC employee relations/ case officer.
- Creating a robust record of the referral on NHSGGC NMC database. This is achieved by:
 - Attaching supporting documents to shared drive file.
 - Submitting the referral via NMC website online referral system
 - Creating a centralised record of the referral
 - Uploading additional evidence/documentation to the referral system.
- Providing guidance and support to the NMAHP administrator in relation to Board correspondence to the NMC.

3.2 NMAHP Administrator Role:

This role is directed by the Lead Nurse, Corporate Nursing or designated deputy and is responsible for:

- Corresponding with the NMC as required in relation to referred cases.
- In instances where the NMC contact NHSGGC to request additional information for live NMC investigations, they liaise with relevant Chief Nurses or Chief Midwife to request information, log additional information

or responses and update NHSGGC NMC database and secure file prior to sharing with appointed case officer at NMC.

- Sending additional information via encryption email to the NMC.
- Maintaining a system log for live referrals and requests, responsible for liaising with Chief Nurses or Chief Midwife to ensure NMC deadlines are met.
- Checking the NMC website section on investigations and sanctions on a monthly basis.
- Monitoring to ascertain if NHSGGC registrants named on the update any outcome information that is required to be uploaded to NHSGGC NMC Database and shared as appropriate.
- Providing an email notification of the investigation/sanction hearing to the Chief Nurses or Chief Midwife once formal NMC communication is received, thus ensuring appropriate action for staff records.

4. NHSGGC NMC DATABASE – ACCESS

- Robust governance and reporting from the NMC database is the responsibility of the NMAHP Directorate.
- Access to the system must be agreed in writing by the Board Nurse Director and/or Deputy Nurse Director.
- The NHSGGC NMC Referral Database is secured in the Nurse Director Shared Drive. It sits within the NMC Corporate folder and is saved in the folder (Database)

5. NHSGGC NMC DATABASE – NEW REFERRALS

- On accessing the NHSGGC NMC Database a security warning will pop up
- Click on '**Enable Content**'
- To check if an existing registrants is on the system scroll down and click on '**Search**'. Registrants can be searched by Surname, DOB, Payroll Number, NMC Number or NMC case reference number.
- To add a new registrant click on '**Add New**' – complete all fields with information available. Note certain fields are set as mandatory.

6. NHSGGC NMC DATABASE – EXISTING REFERRALS

- To review existing referrals complete all steps as per section 5.
- Scroll down to either registrants name and click on '**View**' or click on '**Search**' and search by Surname, DOB, Payroll Number, NMC Number or NMC case reference.
- Click on registrant's name, this will open 'staff details' page, click on **referral** to update and then click 'View'. This will open the next page and update record under 'Case Details - Summary' – add date and select from drop down box for 'Case Note Referrer', then click view to insert update/summary.
- Save all documents files in secure Shared Drive under 'NMC Corporate' – 'NMC Files'

7. NHSGGC NMC REFERRAL ADMINISTRATION PROCESS FLOW CHART

NMC Referral Administration Process Flow Chart

All referrals generated must be authorised via local professional governance structures, i.e. Lead Nurse/Lead Midwife to Chief Nurse/Chief Midwife.



Chief Nurse/Chief Midwife forwards completed NHSGGC internal investigation and online NMC Referral template to Lead Nurse/admin support NMAHP (*for Acute services all referrals forwarded to DND*).



Board Nurse Director confirms referral is to progress to NMC.



NMAHP Administrator using the populated referral template completes online referral via NMC website online referral system and sends a copy of the email confirmation to appropriate Chief Nurse/Midwife, and logs in NHSGGC NMC data base.

(NMAHP Administrator saves the email confirmation in the NMC database Nurse Director Shared Folder under NMC)



Create a new registrant referral record on NMC Database. Complete all data fields on referral form, contact service where there are any information gaps

Referral to be saved in NMC database record under registrant's name. Any documents that cannot be saved in the database due to their size must be saved in a file on the shared space under the registrant's name.



Weekly or after any new information uploaded to NHSGGC NMC access database the system is backed up.