

Professional Standards Authority

Accredited Registers

Share your experience form

Introduction

The Health and Social Care Act 2012 established that the Professional Standards Authority for Health and Social Care sets standards for organisations holding registers for health and social care occupations and accredit those that meet them. Accreditation means that a register is managed effectively and adheres to good practice. It enhances consumer protection and help consumers to make informed decisions.

Organisations applying for initial accreditation, renewal of accreditation or a notification of change have to demonstrate (by providing evidence) that they meet or continue to meet the standards set out by the Authority. The Authority will check, challenge and confirm the evidence provided by the applying organisation and will take account of feedback from patients, service users, the public, professional and representative organisations and others.

As part of our accreditation process we seek feedback from patients, service users, the public, professional and representative organisations, employers and others. Your contribution can be as lengthy or as brief as you like, but we will only be able to take it into account if it is supported by some evidence rather than just being an expression of your opinion or based on hearsay (i.e. what someone else has told you).

What we would like from you

We would like to hear about the experiences you have had with an accredited register. We would like to know why you have been in contact with them and what your experience was – both good and what could be improved.

We are interested in how they carry out their work to help us decide if they meet our standards, which in brief cover:

- Hold a register of health and care practitioners
- Commitment to protecting the public
- Understand, monitor and control risks
- Financially sound
- Inspire public confidence
- Developing knowledge
- Effective governance
- Setting standards for practitioners
- Education and training for practitioners
- Managing the register
- Managing complaints.

You can find out more [about accreditation](#) and read the full text of the [Standards for Accredited Registers](#).

What we will do with your information

You can share information with us at any time. However, if we are considering a new application or a renewal, we will publish a deadline on our 'Current work' webpage and will usually only take into account information we have received up to and including that date. Any information received after that date we will usually take into account at their next annual review.

If we wish to share your response with the organisation we will seek your consent to share the information you have provided first.

We will store all feedback that we receive securely. You should be aware that any information you give us we may have to disclose under the Freedom of Information Act 2000.

We do not publish or release applications whilst we are assessing them. Information about successful applications will be published on our website.

To share your experience please complete this form and email it to us at accreditationteam@professionalstandards.org.uk

1. About which organisation are you sharing your experience?

Name of organisation:	
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2. Your details (optional)

Your name:	
Name of organisation (if applicable):	
Email:	
Telephone:	

3. Why were you in contact with the organisation?

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4. When were you in contact with the organisation?

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5. What was your experience in dealing with the organisation? Please tell us what was good about your experience and where you experience could have been improved.

6. Based on our Standards for Accredited Registers do you know anything which demonstrates that the organisation do not meet any of the Standards? Please state in the relevant box below.

Standard 1	
Standard 2	
Standard 3	Please also see question 7 below.
Standard 4	
Standard 5	
Standard 6	
Standard 7 (a - f)	

Standard 8 (a – i)	
Standard 9 (a – e)	
Standard 10 (a – f)	
Standard 11 (a – f)	

7. Are you aware of any risks posed by the occupation (s) registered by the organisation that should be included in their risk assessment? (You may wish to read the risk assessment guidance in our Accreditation Guide)

8. Do you have any information about the organisation treating individuals/groups differently or having a different impact on individuals/groups on the basis of age, disability, sex, gender reassignment, pregnancy and maternity, race, religion and belief or sexual orientation? If so, please provide details.

9. Do you have any other information that we should take into account when we carry out an impact assessment for the organisation? (Please see our Impact Assessment Guidance)

10. Do you know any information about the education and training requirements approved, accepted or accredited by the applying organisation that would assist us in assessing their compliance with our Standards?

11. Do you know any information about the overall standards and procedures of the organisation that would be relevant for our assessment?

12. Do you have any other information you would like to share with us?