

# From Voice to Value - Embedding Patient Insight into Health Regulation to Prevent Harm



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# Welcome and purpose

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# Scaling Up: Our Engagement Ladder

CO-PRODUCING

CO-DESIGNING

ENGAGING

CONSULTING

INFORMING

EDUCATING

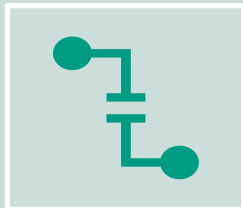
COERCING



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# From Projects to Partnership: Embedding Co-Production

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**One-to-one onboarding, safeguarding training, feedback loops**



**Patients reshaped policies**

Shared decision-making tools  
GOPRE  
EDI framework



**Shift from “participants” to “co-creators.”**



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# Patient Partners at the table



- Two **Patient Partners** took up post on 1 September for one year
- Act as '**critical friends**' advocating for the patient voice in decision-making.
- Help shape the overall **strategic direction** of the GOsC
- **Innovative** among health regulators - a UK regulatory first



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# Patient insight and harm prevention

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Providing opportunities for dialogue at all levels allows better identification of systemic risk and hidden issues



Ensures that different perspectives are heard and recognised



Embeds the patient perspective early on in decision making enabling better outcomes for all



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# Shared decision making resources

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## Patient CV

THIS PATIENT 'CV' IS TO HELP YOU TO DESCRIBE YOURSELF AND YOUR GOALS TO YOUR OSTEOPATH WITH THE AIM OF HELPING YOU TO GET THE BEST OUT OF YOUR CONSULTATION.

If you find this helpful, you can choose to complete either an online or printed version and either give it to your osteopath, or talk through it and take it home with you.

Please fill out your Patient CV on the next page ➔

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## Practitioner Template

There are very high levels of patient satisfaction within osteopathy (>95%), but aspects of care relating to patient values, needs, preferences and what matters or is important to patients are scored less highly. By accounting for patient values both clinical outcomes and patient experiences can be improved. This template is intended to help osteopaths to reflect on their shared decision making skills when working with individually diverse values in clinical settings. Why not try this in your practice and talk about what you find with a trusted colleague?

Please fill out your Practitioner Template on the next page ➔

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## Patient Goal Planner

### Instructions for use

Please choose two or three goals that are important to you to achieve each week but that your symptoms may prevent you from doing. The aim of the goals is to help to understand the impact of your symptoms on your day to day life over a period of a few weeks. This could support you and your clinician to understand how to treat your symptoms to give you the best chance of living your life in the way that you want to.

**Examples of the goals might include:**

- Going shopping once a week
- Preparing dinner three times a week
- Picking the children up from school every day
- Doing the gardening once a week
- Swimming twice a week
- Doing physical activity five days a week
- Working in your office three days a week
- Going out socially twice a week

Each week, think about your goals and record how it went in the weekly box. You might want to score them out of 5 – how well did you achieve your goal this week? You might want to add in any other relevant aspects, for example changes to medication, or other things which prevented you from achieving your goal.

A blank planner is set out on the next page for you to complete. Please feel free to adapt as you wish.

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## Visiting an osteopath?

### PLEASE CONSIDER THE FOLLOWING

- 1 Things I need to know ahead of my consultation**  
 What might my treatment involve?  
 How much will my consultations cost?  
 How long will it take?  
 Can I bring someone with me?  
 What should I wear?
- 2 My osteopath will want to know about me as a person, so it's useful to consider beforehand:**  

  - What is important to me?
  - What are my expectations of osteopathic treatment?
  - What are my goals in relation to my health and wellbeing beyond treatment?
  - Do I have any preferences, concerns or queries about osteopathic treatment?
- 3 During or after my consultation**  
 It's good to ask questions during or after my consultation  
 My feedback is encouraged to improve my patient experience  
 What can I do to help my treatment in my own time?



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# Independent evaluation of Shared Decision Making Tools

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## EFFECTIVE

Osteopaths described tools as “clear”, “user-friendly” and “valuable”

## IMPACT

84% of osteopaths said the tools increased consultation quality and focus

## REFLECTIVE

Osteopaths said tools made them think about how they listen to patients



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# Other examples

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## Questioning witness practice note

- Adjustments for neuro-diverse witnesses

## Professional behaviours and student fitness to practise guidance

- Concerns around the phrase “low level”



# Evaluating the forum and our response

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## What we found:

- 79% satisfaction rate among forum members
- Value of in person engagement over online
- Better outcomes when patients involved early

## What we've done:

- Introduced improved feedback loops e.g. 'We asked, you said, we did'
- Introduced a patient forum development day



# Reflection and Next Steps

1

Evaluate Patient  
Partner pilot in  
2026

2

Expand use of  
shared decision-  
making  
resources

3

Continue building  
evidence-  
informed and  
inclusive  
regulation



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# Summary

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GOsC's experience offers a practical model for embedding co-production into regulation.



Our forum is not a one-off — it's a model for sustainable patient involvement and a driver of regulatory innovation.



Preventing harm starts with listening — but true impact comes from acting on patient insight.



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