

21/08/2025 Northern Ireland

#myHCPCstandards - Meeting your record keeping standards

Florence Milliken, Professional Liaison Consultant Northern Ireland

Slido.com NIrecords2

Professional Liaison Service



HCPC requirements

<p>hcpc health & care professions council</p> <p>Your duties as a registrant</p>	<p>hcpc health & care professions council</p> <p>Standards of proficiency</p>
<p>Standards of conduct, performance and ethics</p>	<p>Physiotherapists</p>

Session aim and learning outcomes

Aim	Learning outcomes
<ul style="list-style-type: none">• To provide health and care professionals, leaders and managers with a refresher on the importance and value of keeping accurate and timely records of your work	<ul style="list-style-type: none">• Understand why it is important to keep accurate and timely records of your work• To understand the implications of poor record keeping and documentation• Be able to identify factors that can impact on record keeping and develop strategies to overcome them• A refreshed understanding of the HCPC Standards that relate to record keeping

About the HCPC

Professional Liaison Service

Protection of the public

- Protect, promote and maintain the health, safety and wellbeing of the public
- Promote and maintain public confidence in the professions we regulate
- Promote and maintain proper professional standards and conduct for the professions we regulate



Fair

being honest,
open and
transparent



Compassionate

treating people with
respect, empathy
and care



Inclusive

collaborating
with others and
championing diversity



Enterprising

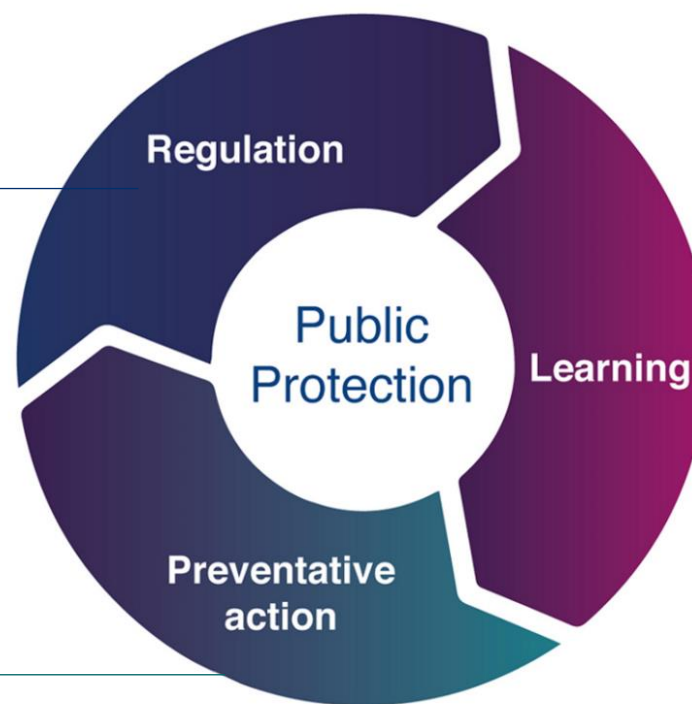
seeking opportunities to
be creative and foster
innovation to improve our
performance

About the HCPC

Professional Liaison Service

- Maintain and publish a Register
- Set appropriate standards
- Quality assure education and training programmes
- **Take action to protect the public**

- Use our learning
- Address conditions that contribute to service user harm
- Support quality practice
- Help registrants overcome barriers to meeting standards



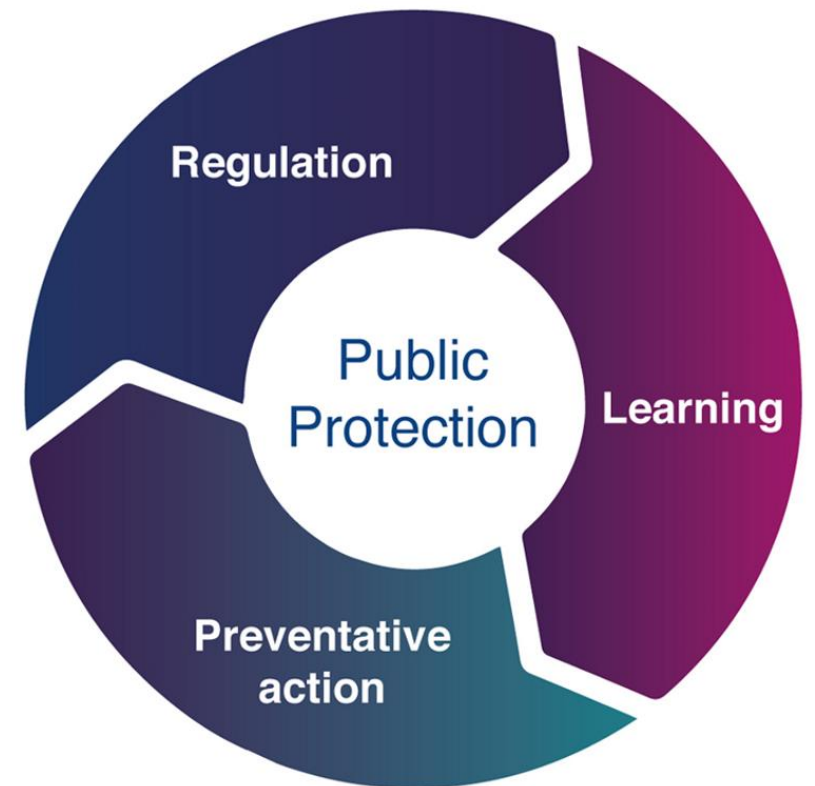
- Harness our data
- Develop insights
- Use learning
- Promote positive, inclusive and professional working environments

About the HCPC

Professional Liaison Service

Professionalism and prevention represents our move away from the traditional thinking and approach to regulation to one that provides greater influence of, collaboration with and support for our stakeholders

Florence.milliken@hcpc-uk.org





Have you read the standards in the last two years?

Roadmap of the session

Professional Liaison Service

01

Why do we
make records?

02

The Standards:
a focus on
record keeping

03

Implications of
poor record
keeping &
documentation

04

Resources

05

Key takeaway
points

01

Why do we
make records?



Why do we make records?

Why do we make records?



Safeguard continuity of care

Ensure appropriate care and treatment

Meet legal requirements

Evidence your decision-making

Safeguard service users

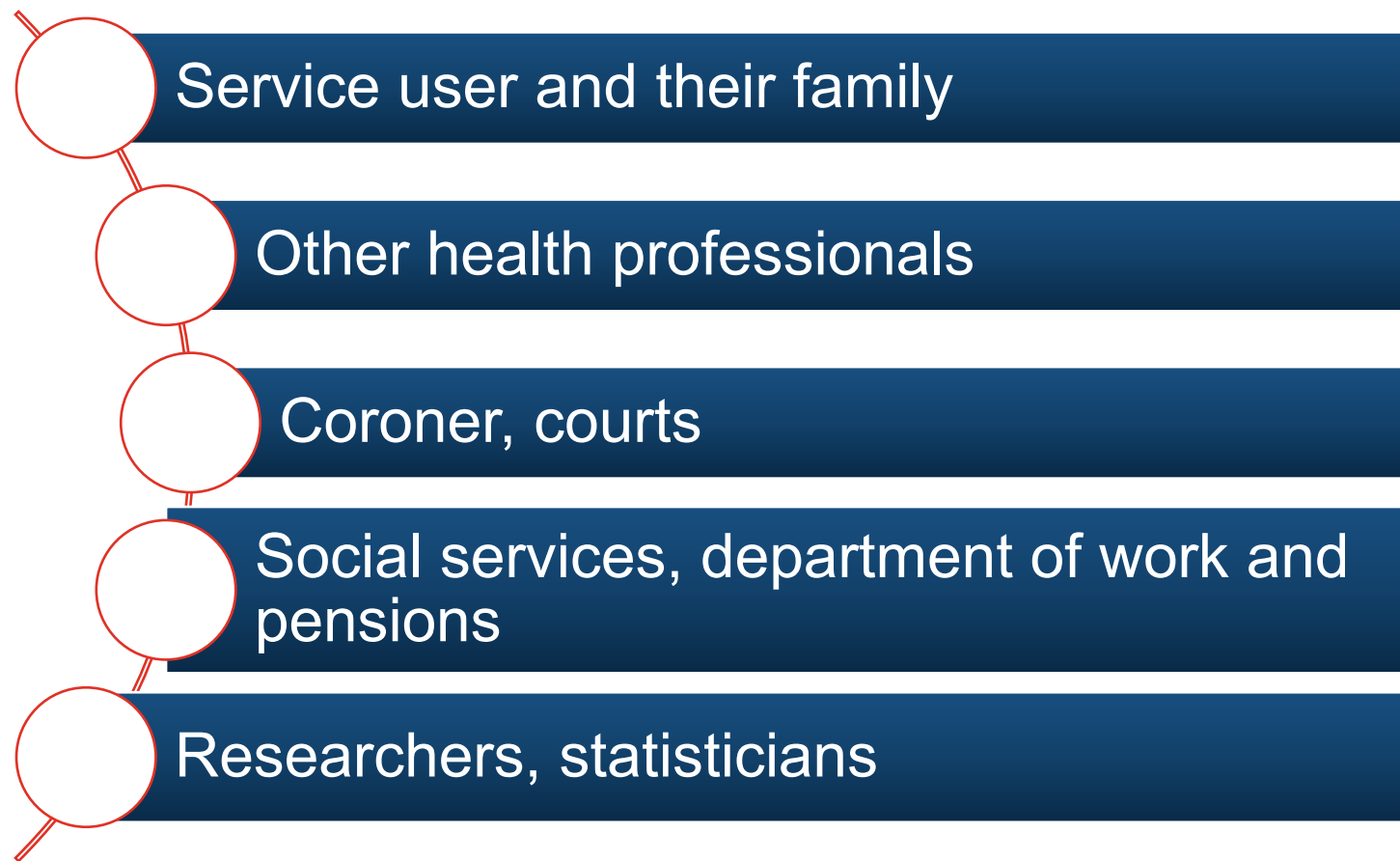
Support research and learning



Who might use our records?

Who might use our health records?

Professional Liaison Service

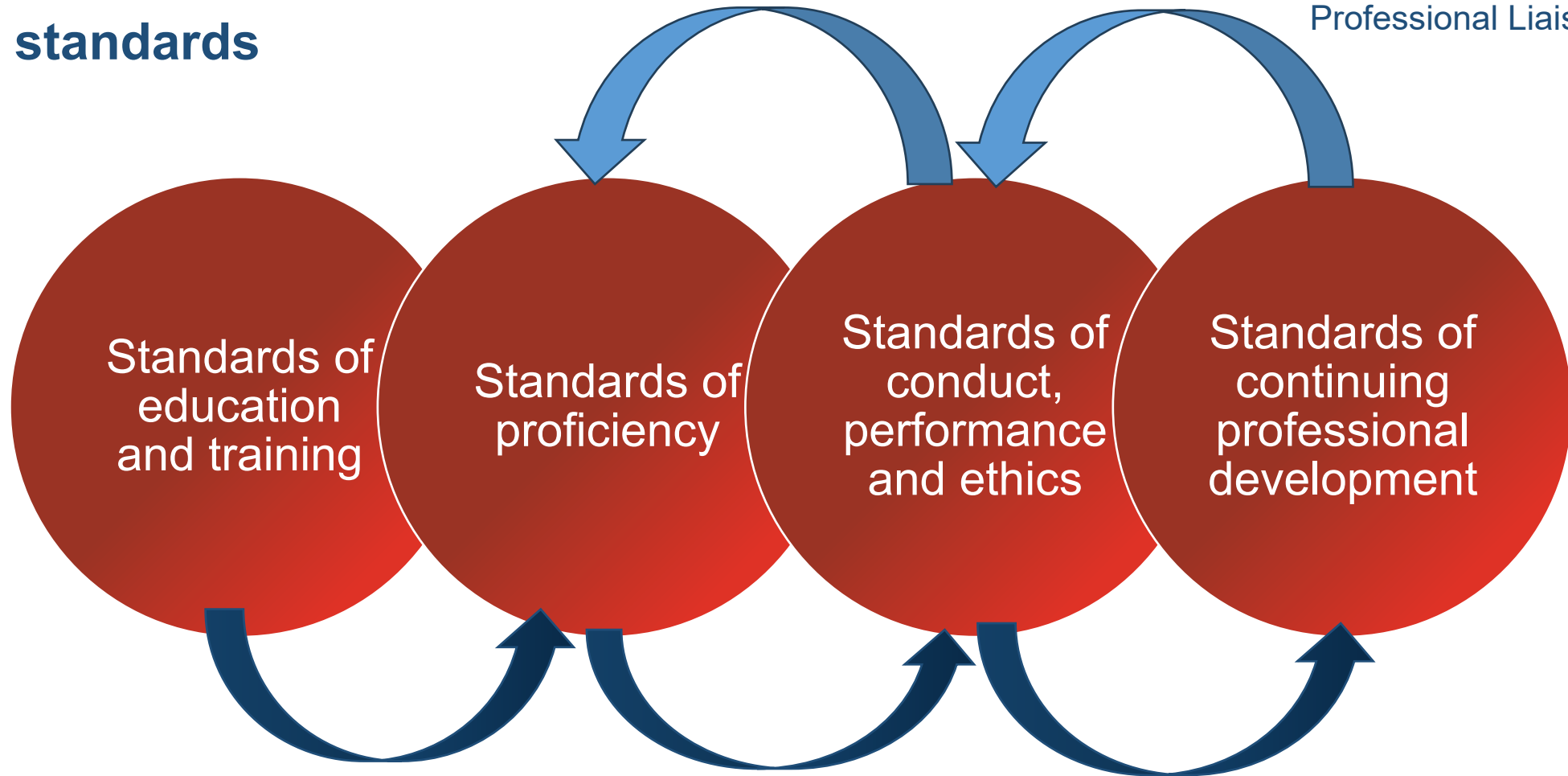


02

The Standards: a
focus on record
keeping

The standards

Professional Liaison Service



Standard of conduct, performance and ethics

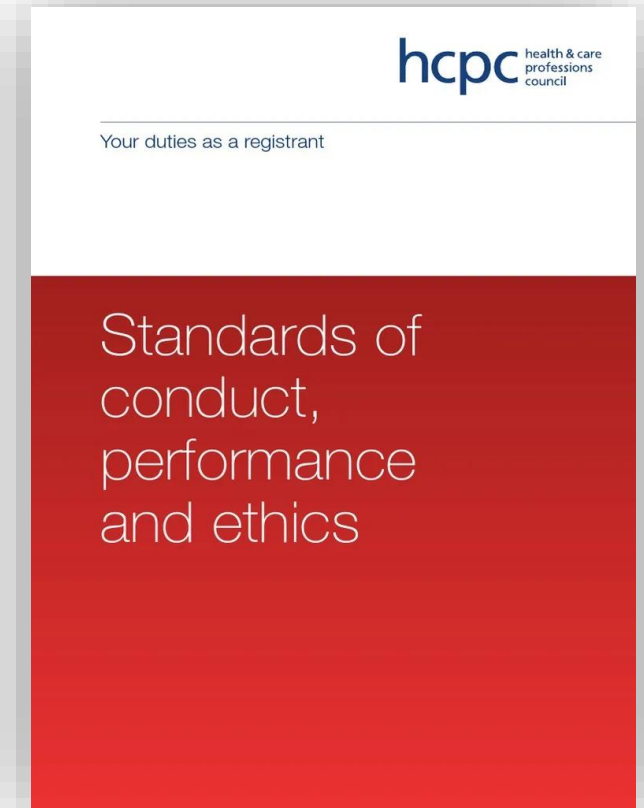
Professional Liaison Service

Keep accurate records

10.1 You must keep full, clear and accurate records for everyone you care for, treat or provide other services to.

10.2 You must complete all records promptly and as soon as possible after providing care, treatment or other services.

10.3 You must keep records secure by protecting them from loss, damage or inappropriate access.



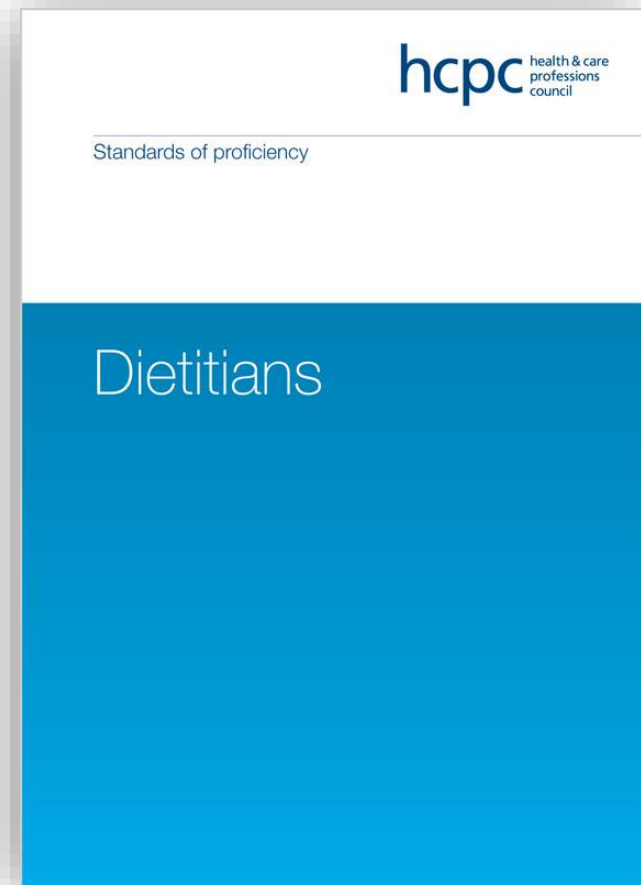
The standards – record keeping

Professional Liaison Service

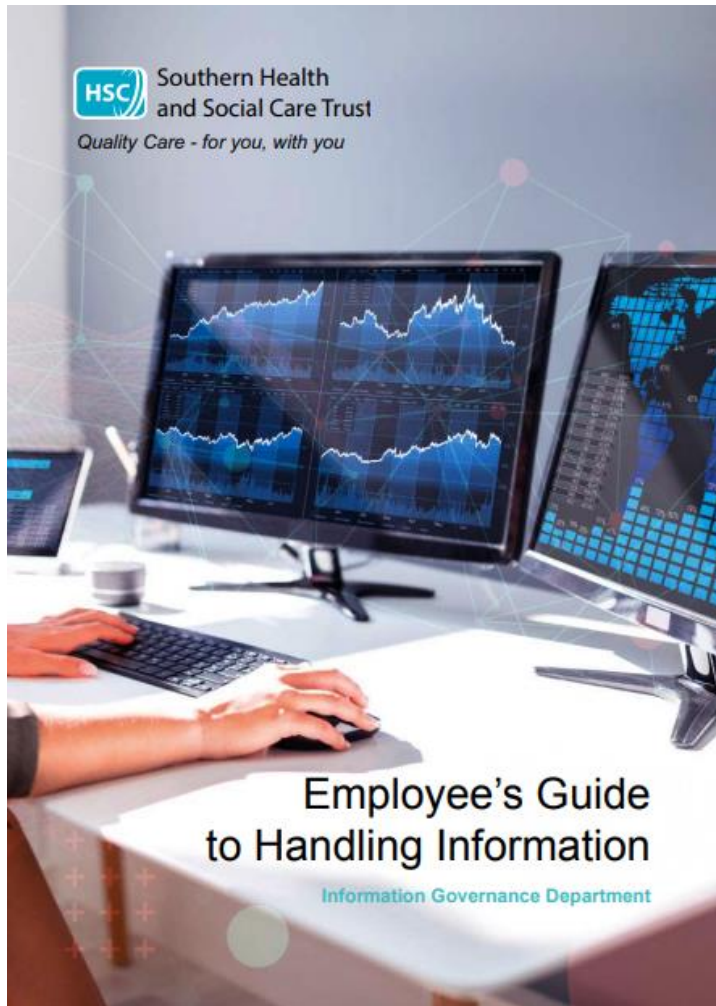
Standard of proficiency

9. Maintain records appropriately

- 9.1 Keep full, clear and accurate records in accordance with applicable legislation, protocols and guidelines
- 9.2 Manage records and all other information in accordance with applicable legislation, protocols and guidelines
- 9.3 Use digital record keeping tool, where required



Professional Liaison Service



Good Information Handling in Your Job –
Your Five a Day!



Keep it secure



It only takes a moment



A place for everything

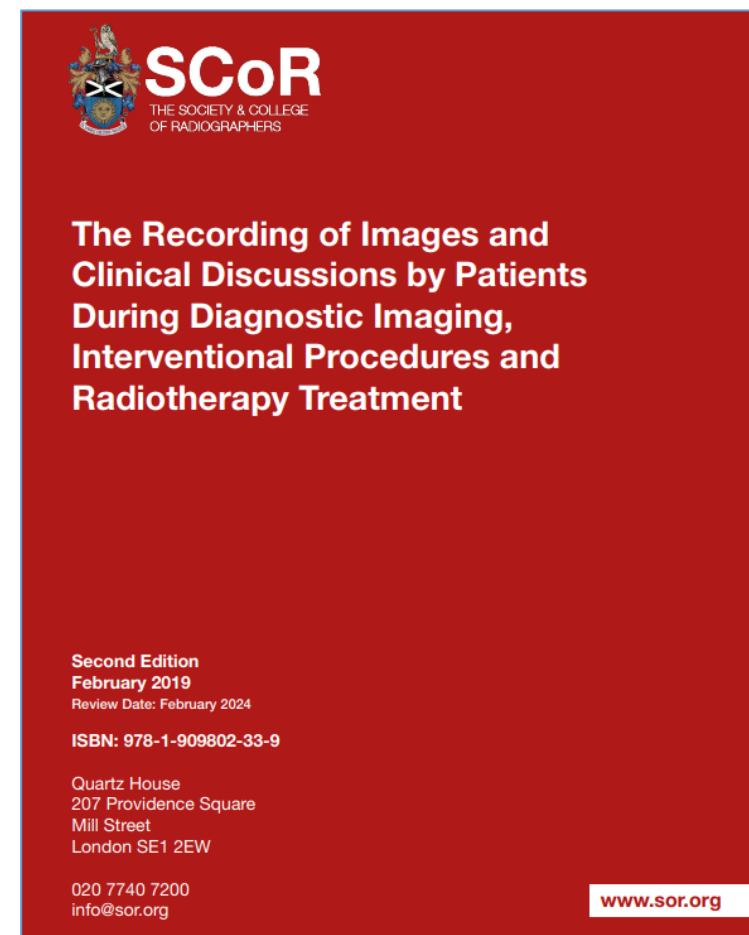
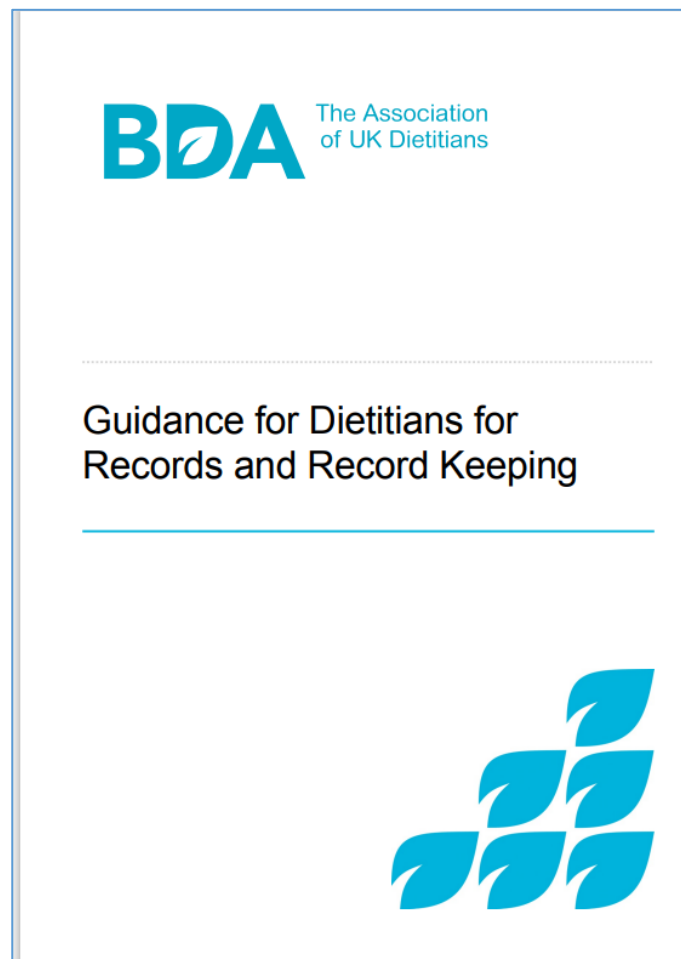
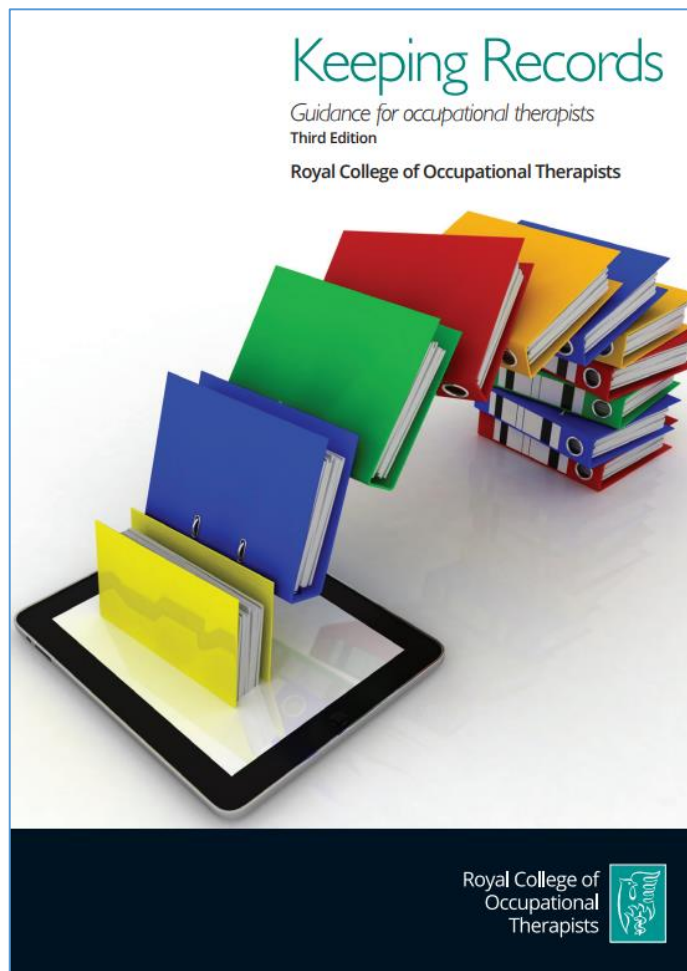


Keep it current



Should I hand this information over?

Professional Liaison Service



Specific standards:

Registrants must:

- 6.5: recognise that the concepts of confidentiality and informed consent extend to all mediums, including illustrative clinical records, such as photography, video and audio recordings and digital platforms
- 7.7: use information, communication and digital technologies appropriate to their practice
- 9.3: use digital record-keeping tools where required
- 13.1: be able to change their practice as needed to take account of new developments, technologies and changing contexts

Record keeping under pressure

Other pressures – services and staff under pressure

Changes to service

Staff may need additional support

Raising concerns

03

Case studies: the
implications of
poor record
keeping &
documentation

**Report on the Expert Review of
Records of Deceased Patients
(Neurology)**

November 2022

Making Care Safer

These reports identify:

- Poor practice including a lack of proper clinical investigation;
- Inaccurate diagnosis;
- Poor prescribing practices;
- **Poor record keeping;**
- Lack of openness and effective communication;
- Inappropriate treatment;
- The risks of clinicians working in isolation

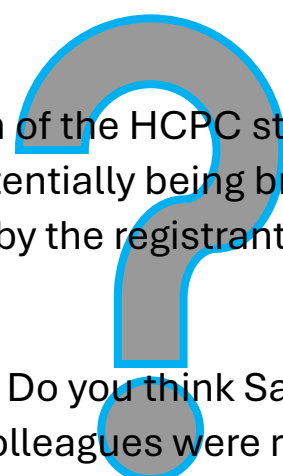
Record Keeping Case Study 1

Sam is a Locum Dietician for an NHS Mental Health Trust, within an Adult Community Team. After approximately one month of working in the service, several team members have identified concerns regarding the treatment that Sam has provided to patients.

This includes alleged concerns that Sam has failed to record the names and/or NHS numbers on each page of notes relating to 15 patients.

These, along with other concerns around clinical reasoning skills and treatment advice are collated by a team member and raised collectively with the HCPC – as a completed referral. Subsequent information was sought by the HCPC to bring the case to a hearing.

Professional Liaison Service

- 
- What are the risks (and implications) of failing to record basic patient details?
 - Which of the HCPC standards are potentially being breached by the registrant?
 - Do you think Sam's colleagues were right to refer her to the HCPC?
 - What do you think was the outcome of the Panel?



Record Keeping Case Study 1 – These are the things we identified...

Sam is a Locum Dietician for an NHS Mental Health Trust, within an Adult Community Team. After approximately one month of working in the service, several team members have identified concerns regarding the treatment that Sam has provided to patients.

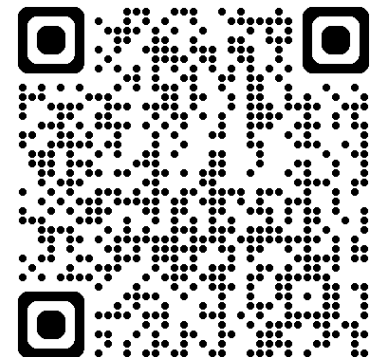
This includes alleged concerns that Sam has failed to record the names and/or NHS numbers on each page of notes relating to 15 patients.

Keep accurate records

10.1 You must keep full, clear, and accurate records for everyone you care for, treat, or provide other services to.

Keep records secure

10.3 You must keep records secure by protecting them from loss, damage or inappropriate access.



Record keeping case study 2

Professional Liaison Service

Meet Linda:

Linda is a Speech and Language Therapist with 15 years experience of working in the NHS. She is the Lead Speech and Language Therapist in a multi-disciplinary team, with management responsibility for three staff members.

Linda's role includes external liaison with Schools and parents/carers plus internal referrals to other professionals within the team.

Linda has a large caseload and has some protected administration time but has been struggling to maintain the level of record keeping expected and required. To help cope with this she has been taking client records home with her to "catch up" on her record keeping and referrals.



Record keeping case study 2 continued...

Professional Liaison Service

The concerns include:

- she has forgotten to make several referrals to other professionals
- left several client cases open, following discharge from the service
- contact with parents/carers have not been recorded on the Trust database and/or not recorded in a timely manner
- complaints have also been made by multiple clients' families relating to several issues including missed appointments

Linda's line manager became aware of some of these issues and instigated capability procedures, following which there has been some improvement. She has been advised by HR that Linda should be referred to the HCPC Fitness To Practice team.

- What are the potential issues here?

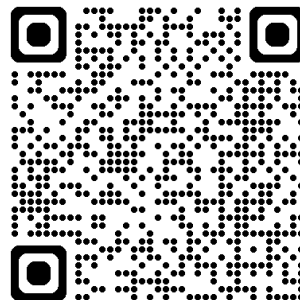
- Which of the HCPC standards are potentially not being met?

- Should Linda's employer refer her to the HCPC as a fitness to practice issue?

Record Keeping Case Study 2: These are the things we identified...

The concerns include:

- she has forgotten to make several referrals to other professionals
- left several client cases open, following discharge from the service
- contact with parents/carers have not been recorded on the Trust database and/or not recorded in a timely manner
- complaints have also been made by multiple clients' families relating to several issues including missed appointments



Keep accurate records

10.1 You must keep full, clear, and accurate records for everyone you care for, treat, or provide other services to.

Complete records promptly

10.2 You must complete all records promptly and as soon as possible after providing care, treatment or other services.

Keep records secure

10.3 You must keep records secure by protecting them from loss, damage or inappropriate access.

By accessing a patient's records without a clinical reason, is a doctor's fitness to practise impaired?



- There must be a clinical reason for accessing patient notes.
- You must be able to justify why you accessed notes.
- Accessing notes for personal use or for being nosey is misconduct

04

Resources

Confidentiality

This section provides guidance on some of the issues relating to how health and care professionals handle information about service users



Our guidance on confidentiality

How to ensure you meet our standards when handling information about service users

[Read more >](#)



Webinar: respect confidentiality

#MyHCPCStandards webinar series: Standard 5 - respect confidentiality

[Read more >](#)

Meeting our standards

[Communication and using social media](#) ▼

Confidentiality

[Guidance on confidentiality](#)

[Webinar: respect confidentiality](#)

[Health, safety and wellbeing](#) ▼

[Person-centred care](#) ▼

[Raising concerns, openness and honesty](#) ▼

[Record keeping](#) ▼

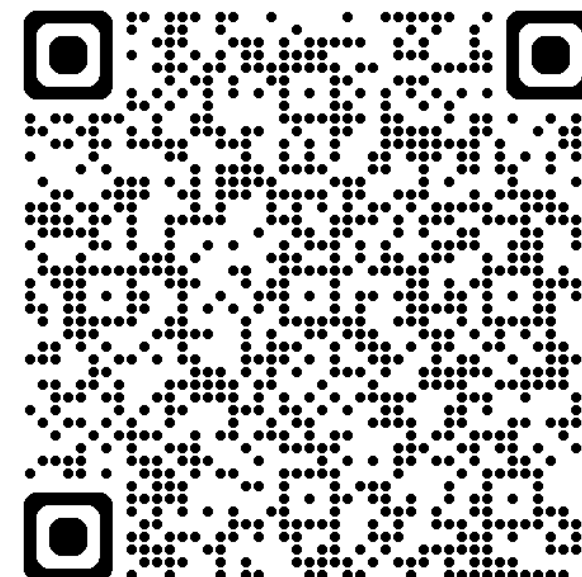
[Reflective practice](#) ▼

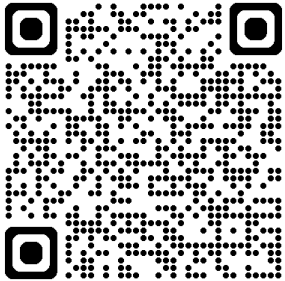
[Scope of practice](#) ▼

[Supervision, leadership and culture](#) ▼

[Sustainable practice](#)

Professional Liaison Service





[Case study. Failure to maintain adequate records | \(hcpc-uk.org\)](#)



[Good Management Good Records resource](#)



[guide-to-the-general-data-protection-regulation-gdpr-1-1.pdf](#)

Keeping Records

Guidance for occupational therapists
Third Edition

Royal College of Occupational Therapists



Royal College of
Occupational
Therapists



14 Bedford Row, London WC1R 4ED
Tel +44 (0)20 7306 6666
Web www.csp.org.uk

Information paper

Record Keeping Guidance

reference
issuing function
date of issue

PD061 version 4
Practice and Development
January 2021



The Recording of Images and Clinical Discussions by Patients During Diagnostic Imaging, Interventional Procedures and Radiotherapy Treatment

Second Edition
February 2019
Review Date: February 2024

ISBN: 978-1-909802-33-9

Quartz House
207 Providence Square
Mill Street
London SE1 2EW

020 7740 7200
info@sor.org

www.sor.org

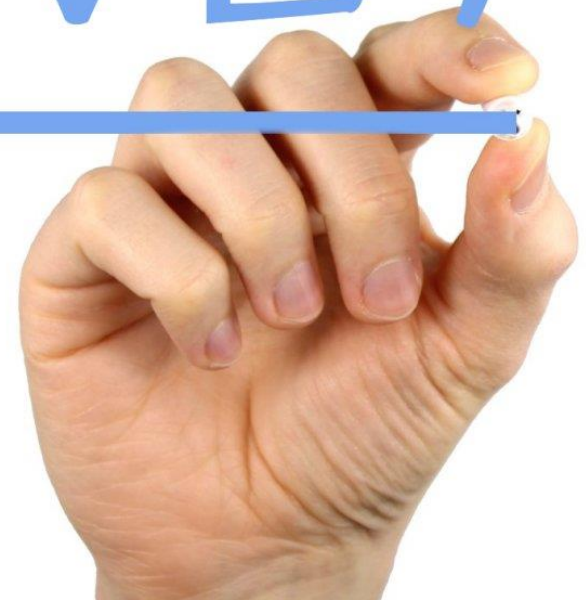
05

Key takeaway
points



SURVEY

**Please complete
an evaluation
before leaving**



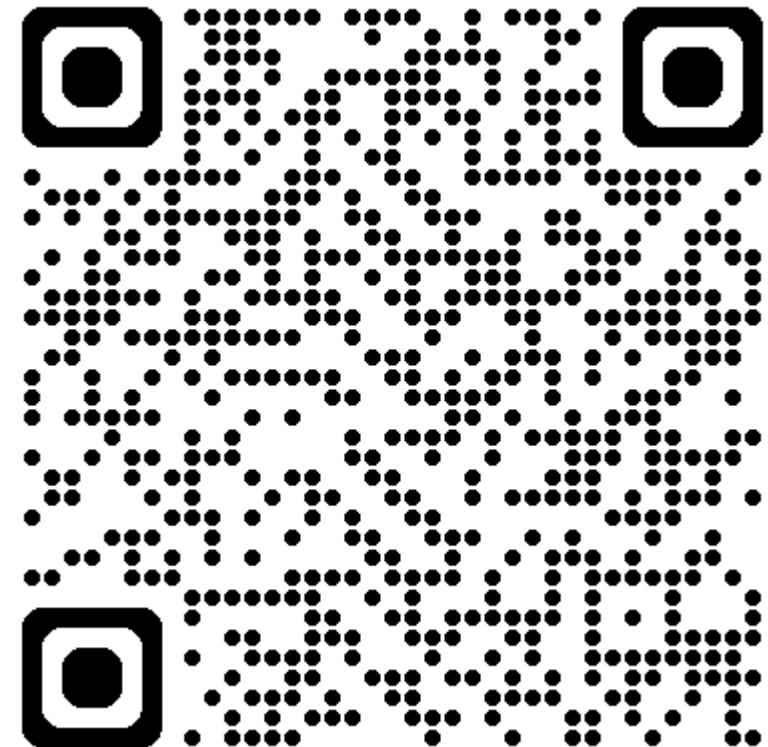
Key Takeaway Points

Professional Liaison Service

- Record Keeping is an essential aspect of Health and Social care professions
- The need for records to be completed is a requirement of HCPC standards
- Meeting these standards promotes good, accurate communication between colleagues, service users and promotes good care
- Poor record keeping can have serious consequences for service users and also for the health and care professionals
- Support and guidance is available locally from your organisation; the HCPC; professional bodies and National guidance
- Consider mitigating factors to meeting the required standards for record keeping: e.g. service pressures, learning needs, health conditions and additional support needs

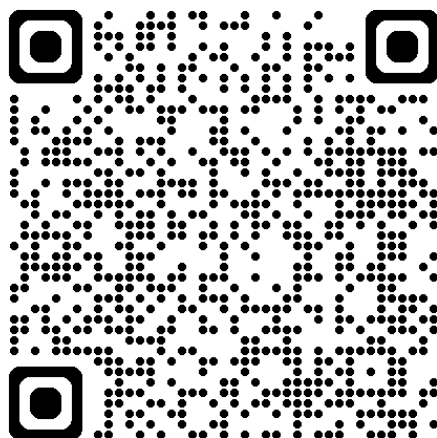
Data hub

- The register
- Diversity data
- Fitness to practice data
- Education and training and data
- CPD audit data





SURVEY



Professional Liaison Service

Florence.milliken@hcpc-uk.org

