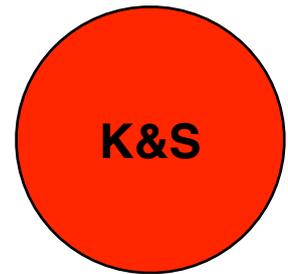


# PROPOSED LEARNING DOMAINS FOR THE FLASH-ED PROJECT

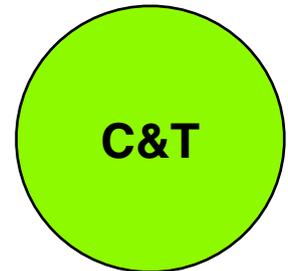
## 1. KNOWLEDGE & SKILLS

Practice updates  
Clinical topic tutorials  
Clinical courses  
Using evidence  
Skills training



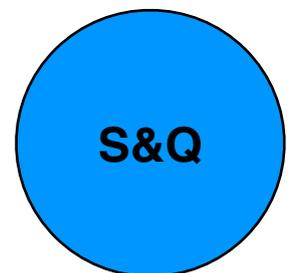
## 2. COMMUNICATION & TEAMWORK

Patient dignity  
Consent  
Record-keeping  
Communication with teams  
Communication with patients  
Confidentiality  
Customer relations  
Quality assurance  
Team training  
Sharing information  
Handover  
Delegation



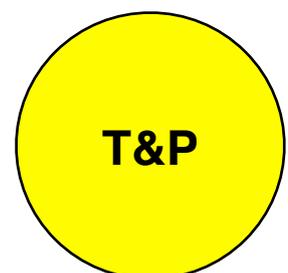
## 3. SAFETY & QUALITY

Risk management  
Patient safety  
Health promotion  
MAST training



## 4. TRUST & PROFESSIONALISM

Diversity  
Being open  
Maintaining standards  
Ethics and law  
Complaints  
Error response



# PROPOSED LEARNING DOMAINS FOR THE FLASH-ED PROJECT

These categories are derived from the published professional standards documents of the NMC<sup>1</sup> and the GMC<sup>2</sup> (summarised below).

## **NMC: *The Code***

### **1. Make the care of people your first concern, treating them as individuals and respecting their dignity**

Treat people as individuals

1. You must treat people as individuals and respect their dignity
2. You must not discriminate in any way against those in your care
3. You must treat people kindly and considerately
4. You must act as an advocate for those in your care, helping them to access relevant health and social care, information and support

Respect people's confidentiality

5. You must respect people's right to confidentiality
6. You must ensure people are informed about how and why information is shared by those who will be providing their care
7. You must disclose information if you believe someone may be at risk of harm, in line with the law of the country in which you are practising

Collaborate with those in your care

8. You must listen to the people in your care and respond to their concerns and preferences
9. You must support people in caring for themselves to improve and maintain their health
10. You must recognise and respect the contribution that people make to their own care and wellbeing
11. You must make arrangements to meet people's language and communication needs
12. You must share with people, in a way they can understand, the information they want or need to know about their health

Ensure you gain consent

13. You must ensure that you gain consent before you begin any treatment or care
14. You must respect and support people's rights to accept or decline treatment and care
15. You must uphold people's rights to be fully involved in decisions about their care
16. You must be aware of the legislation regarding mental capacity, ensuring that people who lack capacity remain at the centre of decision making and are fully safeguarded
17. You must be able to demonstrate that you have acted in someone's best interests if you have provided care in an emergency

Maintain clear professional boundaries

18. You must refuse any gifts, favours or hospitality that might be interpreted as an attempt to gain preferential treatment
19. You must not ask for or accept loans from anyone in your care or anyone close to them
20. You must establish and actively maintain clear sexual boundaries at all times with people in your care, their families and carers

### **2. Work with others to protect and promote the health and wellbeing of those in your care, their families and carers, and the wider community**

Share information with your colleagues

21. You must keep your colleagues informed when you are sharing the care of others
22. You must work with colleagues to monitor the quality of your work and maintain the safety of those in your care
23. You must facilitate students and others to develop their competence

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<sup>1</sup> <http://www.nmc-uk.org/Publications/Standards/The-code/Introduction/>

<sup>2</sup> [http://www.gmc-uk.org/guidance/good\\_medical\\_practice/duties\\_of\\_a\\_doctor.asp](http://www.gmc-uk.org/guidance/good_medical_practice/duties_of_a_doctor.asp)

# PROPOSED LEARNING DOMAINS FOR THE FLASH-ED PROJECT

Work effectively as part of a team

24. You must work cooperatively within teams and respect the skills, expertise and contributions of your colleagues
25. You must be willing to share your skills and experience for the benefit of your colleagues
26. You must consult and take advice from colleagues when appropriate
27. You must treat your colleagues fairly and without discrimination
28. You must make a referral to another practitioner when it is in the best interests of someone in your care

Delegate effectively

29. You must establish that anyone you delegate to is able to carry out your instructions
30. You must confirm that the outcome of any delegated task meets required standards
31. You must make sure that everyone you are responsible for is supervised and supported

Manage risk

32. You must act without delay if you believe that you, a colleague or anyone else may be putting someone at risk
33. You must inform someone in authority if you experience problems that prevent you working within this Code or other nationally agreed standards
34. You must report your concerns in writing if problems in the environment of care are putting people at risk

### **3. Provide a high standard of practice and care at all times**

Use the best available evidence

35. You must deliver care based on the best available evidence or best practice.
36. You must ensure any advice you give is evidence based if you are suggesting healthcare products or services
37. You must ensure that the use of complementary or alternative therapies is safe and in the best interests of those in your care

Keep your skills and knowledge up to date

38. You must have the knowledge and skills for safe and effective practice when working without direct supervision
39. You must recognise and work within the limits of your competence
40. You must keep your knowledge and skills up to date throughout your working life
41. You must take part in appropriate learning and practice activities that maintain and develop your competence and performance

Keep clear and accurate records

42. You must keep clear and accurate records of the discussions you have, the assessments you make, the treatment and medicines you give and how effective these have been
43. You must complete records as soon as possible after an event has occurred
44. You must not tamper with original records in any way
45. You must ensure any entries you make in someone's paper records are clearly and legibly signed, dated and timed
46. You must ensure any entries you make in someone's electronic records are clearly attributable to you
47. You must ensure all records are kept securely

### **4. Be open and honest, act with integrity and uphold the reputation of your profession**

Act with integrity

48. You must demonstrate a personal and professional commitment to equality and diversity
49. You must adhere to the laws of the country in which you are practising
50. You must inform the NMC if you have been cautioned, charged or found guilty of a criminal offence
51. You must inform any employers you work for if your fitness to practise is called into question

Deal with problems

52. You must give a constructive and honest response to anyone who complains about the care they have received
53. You must not allow someone's complaint to prejudice the care you provide for them

# PROPOSED LEARNING DOMAINS FOR THE FLASH-ED PROJECT

- 54. You must act immediately to put matters right if someone in your care has suffered harm for any reason
- 55. You must explain fully and promptly to the person affected what has happened and the likely effects
- 56. You must cooperate with internal and external investigations

Be impartial

- 57. You must not abuse your privileged position for your own ends
- 58. You must ensure that your professional judgment is not influenced by any commercial considerations

Uphold the reputation of your profession

- 59. You must not use your professional status to promote causes that are not related to health
- 60. You must cooperate with the media only when you can confidently protect the confidential information and dignity of those in your care
- 61. You must uphold the reputation of your profession at all times

## **GMC: *Duties of a Doctor***

### **Knowledge, skills and performance**

Make the care of your patient your first concern.  
Provide a good standard of practice and care.  
Keep your professional knowledge and skills up to date.  
Recognise and work within the limits of your competence.

### **Safety and quality**

Take prompt action if you think that patient safety, dignity or comfort is being compromised.  
Protect and promote the health of patients and the public.

### **Communication, partnership and teamwork**

Treat patients as individuals and respect their dignity.  
Treat patients politely and considerately.  
Respect patients' right to confidentiality.  
Work in partnership with patients.  
Listen to, and respond to, their concerns and preferences.  
Give patients the information they want or need in a way they can understand.  
Respect patients' right to reach decisions with you about their treatment and care.  
Support patients in caring for themselves to improve and maintain their health.  
Work with colleagues in the ways that best serve patients' interests.

### **Maintaining trust**

Be honest and open and act with integrity.  
Never discriminate unfairly against patients or colleagues.  
Never abuse your patients' trust in you or the public's trust in the profession.

## **Chartered Society of Physiotherapists: *Code of Professional Values and Behaviour***

**1. Members should demonstrate professional autonomy, make informed decisions and act within their scope of practice.**

### **1.1 Members demonstrate appropriate professional autonomy and accountability**

- 1.1.1. Use their professional autonomy to benefit others
- 1.1.2. Understand and accept the significant responsibility that professional autonomy brings
- 1.1.3. Accept and uphold their duty of care to individuals

# PROPOSED LEARNING DOMAINS FOR THE FLASH-ED PROJECT

1.1.4. Are responsible and accountable for their decisions and actions, including the delegation of activity to others

1.1.5. Justify and account for their decisions and actions

1.1.6. Ensure that their activity is covered by appropriate insurance.

## **1.2. Members act within their individual scope of practice**

1.2.1. Limit their professional activity to those areas in which they are competent and qualified to work safely

1.2.2. Delegate and refer to others appropriately

1.2.3. Act upon delegation or referral appropriately

1.2.4. Undertake continuing professional development [CPD] to maintain and develop their competence

1.2.5. Understand that their individual scope of practice sits within the evolving scope of physiotherapy practice in the UK

1.2.6. Recognise that their individual scope of practice evolves and must be supported by appropriate CPD

1.2.7. Take account of individual, service and workforce needs in developing their scope of practice.

## **1.3 Members make informed decisions**

1.3.1. Use sound professional judgment in their physiotherapy activity

1.3.2. Ensure that their practice is informed by the profession's evolving evidence base

1.3.3. Use available information and evidence when making decisions and assessing risk

1.3.4. Evaluate the impact and outcome of their decisions, reflect on this and use their learning to inform their subsequent activity and to help others

1.3.5. Decide when it is appropriate to act in particular situations or scenarios and are able to explain a decision that they have made.

## **2. Members adhere to legal, regulatory and ethical requirements while acting with integrity and engaging with the relevant professional and social contexts.**

### **2.1 Members adhere to legal, regulatory and ethical requirements**

2.1.1. Ensure that they meet the legal, regulatory and ethical requirements relevant to their physiotherapy activity (including those specific to data protection, access to health records requests, equality and research)

2.1.2. Complete records in accordance with legal, ethical, and organisational requirements

2.1.3. Deliver services that are of value to an individual, supported by evidence of their effectiveness

2.1.4. Ensure confidential information that they acquire in all types of activity remains secure.

### **2.2 Members act with integrity, honesty and openness**

2.2.1. Understand and manage the impact of their own beliefs, values and behaviours on their practice and their interaction with others

2.2.2. Use sound professional judgment when endorsing, advertising, supplying or selling particular services or products

2.2.3. Provide truthful and accurate information (including when advertising and promoting services)

2.2.4. Disclose any financial benefit that they expect to receive through endorsement or advertising

2.2.5. Declare any conflict of interest

2.2.6. Recognise the potential impact of their personal behaviour, life-style and activity outside work on their physiotherapy role.

### **2.3 Members engage with relevant professional and social contexts**

2.3.1. Strive to challenge and address health inequalities in how services are delivered

# PROPOSED LEARNING DOMAINS FOR THE FLASH-ED PROJECT

2.3.2. Recognise their role as advocates for the physiotherapy profession

2.3.3. Recognise the potential impact of their personal behaviour, life-style and activity on the reputation of the physiotherapy profession.

## **3. Members put the needs of service users at the centre of their decision-making, while respecting individual autonomy and working effectively with others.**

### **3.1 Members put the needs of service users at the centre of their decision-making**

3.1.1. Seek to understand, and take full account of, individuals' needs, preferences, expectations and goals in delivering a service to them

3.1.2. Advocate for individuals' quality of care and others' safety and alert appropriate authorities if these are at risk of being compromised

3.1.3. Respond to individuals compassionately and sensitively (being aware of individuals' vulnerability or potential vulnerability)

3.1.4. Show empathy with individuals' situations and circumstances

3.1.5. Respect individuals' rights, dignity, sensibilities, beliefs and identity and the implications that these may have for acting in accordance with individuals' best interests

3.1.6. Behave in non-discriminatory, non-oppressive ways.

### **3.2 Members respect and support individuals' autonomy**

3.2.1. Promote and uphold individuals' rights and choices, including their right not to consent to decisions or actions affecting them

3.2.2. Ensure individuals have given valid consent to any decision or action affecting them

3.2.3. Share all relevant information to support individuals in making their own decisions, including that which relates to issues of risk and consent

3.2.4. Share knowledge and skills with others to promote effective joint decision-making, planning and evaluation

3.2.5. Promote, support and empower individuals to participate in decision-making, to self-manage and to be independent.

### **3.3 Members communicate effectively**

3.3.1. Use appropriate methods to ensure good communication with others

3.3.2. Take account of individuals' different communication needs, preferences and expectations

3.3.3. Provide full, accurate and truthful information about the services that they deliver, including the outcomes of their activity

3.3.4. Consult with colleagues and share information appropriately, respecting confidentiality, in line with individuals' interests and needs.

### **3.4 Members work effectively with others**

3.4.1. Collaborate with colleagues within and across settings, sectors and professions in the best interests of service users

3.4.2. Respect colleagues' perspectives and contribution

3.4.3. Promote and maintain a safe, positive and healthy working environment

3.4.4. Support and enable others to work within their individual scope of practice

3.4.5. Use all available information and evidence when assessing risk, both to themselves and others.

## **4. Members seek to continuously improve, demonstrate innovation and leadership, support others and support the development of physiotherapy.**

### **4.1 Members seek to improve continuously**

4.1.1. Maintain, promote and support high standards of physiotherapy in ways that are appropriate to their role

4.1.2. Evaluate the relevance of new developments, research findings and evidence and measures of effectiveness and apply them appropriately to their physiotherapy activity

# PROPOSED LEARNING DOMAINS FOR THE FLASH-ED PROJECT

4.1.3. Critically reflect upon and evaluate their own practice

4.1.4. Identify their own development needs and take appropriate action to address these

4.1.5. Enhance their knowledge, understanding and skills in response to individual, service and practice needs.

## **4.2 Members demonstrate innovation and leadership**

4.2.1. Transfer and apply their knowledge and skills to different situations and settings

4.2.2. Respond appropriately to new and changing needs

4.2.3. Seek to demonstrate the value of services and to improve service delivery

4.2.4. Demonstrate leadership appropriate to their role

4.2.5. Contribute to cycles of evaluation, reflection and improvement.

## **4.3 Members support others' learning and development**

4.3.1. Contribute to creating a learning environment and culture in ways that are appropriate to their role

4.3.2. Share their own learning appropriately with others

4.3.3. Facilitate and support others' learning and development in ways that are appropriate to their role, including by providing learning opportunities.

## **4.4 Members support the development of physiotherapy**

4.4.1. Contribute to the development of physiotherapy, including by enhancing its evidence base and implementing this in practice

4.4.2. Recognise and take appropriate action where personal practice is potentially pushing the boundaries of the scope of physiotherapy practice in the UK

4.4.3. Evaluate factors affecting the development of physiotherapy, acting appropriately by changing their own practice and/or supporting and leading colleagues.