

Good nursing and midwifery care

What our professional
Code means for you



Whether you're having an operation, expecting a baby or having tests at your local clinic, you want to receive good nursing or midwifery care. You want to feel safe, looked after and listened to, and you'll want the same for your relative or a person you care for. It makes no difference whether the care takes place at a GP surgery, hospital, midwifery unit, care home or in your own home.

We want people to receive good care. We've produced a professional Code that all nurses and midwives in the UK, and nursing associates in England, must keep to. It explains what good care means and what all of us should expect.

- Your nurse, midwife or nursing associate is kind and respectful, putting care and safety first. They help and encourage you to take part in decisions about your care.
- Your nurse, midwife or nursing associate listens to you and takes note of concerns. They respect your right to dignity, privacy and confidentiality. They share information about your health, care and treatment with you in a way you can understand.

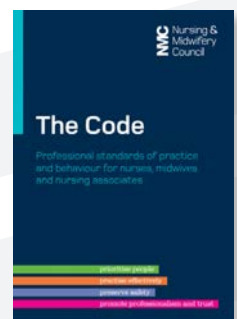


- ✓ Your nurse, midwife or nursing associate is open and honest about your care and treatment. They make sure you are safe and reduce, as far they can, the risk of mistakes and harm. If mistakes happen, they apologise to you, explaining promptly what has happened as well as the likely effects.
- ✓ Your nurse, midwife or nursing associate acts with honesty and integrity at all times. They raise concerns immediately if they believe that you are vulnerable, at risk or in need of extra support and protection. They take action if they have concerns about the care and safety of patients.
- ✓ Your nurse, midwife or nursing associate pays attention to your wellbeing, as well as your treatment and care. They help you to access the care and support that you need.

The Code

The Code puts you at the heart of care. It sets out the professional standards that nurses, midwives and nursing associates must keep to. These are shown every day by good health and care professionals across the UK. The Code has four themes.

- ✓ **Prioritise people**
- ✓ **Practise effectively**
- ✓ **Preserve safety**
- ✓ **Promote professionalism and trust**





What can I do if I am unhappy with the care?

If you are unhappy about the care you or someone else has received, please tell someone. It's always best to do this where the care took place (for example, in the hospital or care home). Your concerns should be dealt with quickly, without any negative effect on the care provided. For more information about raising your concerns go to www.nmc.org.uk/pss or call us on **020 7462 5800**.

About us

Better, safer care is at the heart of what we do, supporting nurses, midwives and nursing associates to meet the highest standards.

www.nmc.org.uk/code

