



Bord Altranais agus
Cnáimhseachais na hÉireann
Nursing and Midwifery
Board of Ireland

Customer Service Charter and Action Plan 2023-2025 Consultation Report

**We aim to always treat our
customers in a fair, courteous and
respectful manner**

Contents

About NMBI	2
Introduction	2
The Consultation Process	3
Overview of Responses	3
Conclusion	5
Acknowledgements	5
Appendix 1: Online Survey	6

About NMBI

Protecting patients and other members of the public is at the heart of what we do at the Nursing and Midwifery Board of Ireland (NMBI). We are committed to fulfilling this objective by supporting registered nurses and midwives in their provision of the highest standard of patient care.

Among our core functions are:

- maintaining the Register of Nurses and Midwives and a Candidate Register for student nurses and midwives
- setting the standards for the education and training of nurses and midwives
- approving programmes of education necessary for registration and monitor these programmes on an ongoing basis
- supporting registrants by providing appropriate guidance on professional conduct and ethics for both registered nurses and midwives
- investigating and considering complaints against nurses and midwives.

For more information, please visit our website at www.nmbi.ie.

Introduction

In our role as regulator of the nursing and midwifery professions, we deal with a wide range of customers including the general public, nurses and midwives, employers and students, healthcare professionals, educators, researchers, professional representative bodies and unions as well as staff from other regulators and public sector bodies.

We aim to provide high-quality, timely, efficient and courteous customer service in all interactions, always treating customers equally.

Our Customer Service Charter and Action Plan 2023-2025 have been developed in line with our Statement of Strategy 2023-2025 and the Government's Twelve Guiding Principles of Quality Customer Service for public sector organisations.

The Customer Service Charter outlines the level of service NMBI aims to provide to our customers. We aim to provide high-quality, timely, efficient and courteous customer service in all interactions, always treating customers equally.

The Customer Service Action Plan 2023-2025 sets out the actions NMBI will take over the next three years to deliver on the Charter.

This report sets out the consultation process undertaken by NMBI to revise these documents.

The Consultation Process

NMBI commenced a scoping exercise in early 2023 with the purpose of revising the new Customer Service Charter and Action Plan 2023-2025.

NMBI held a public consultation from 31 May to 12 July 2023 to inform the Customer Service Charter and Action Plan 2023-2025.

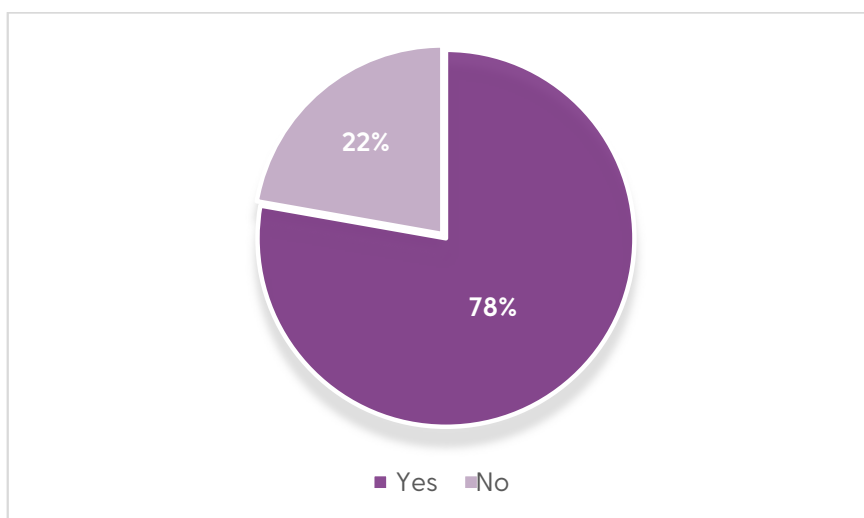
The draft documents were published on our website and we invited members of the public and anyone who interacts with us to share their views by completing a survey. The consultation was promoted through our social media channels, in our monthly eZine and on the news section of our website.

A total of 9 responses were received.

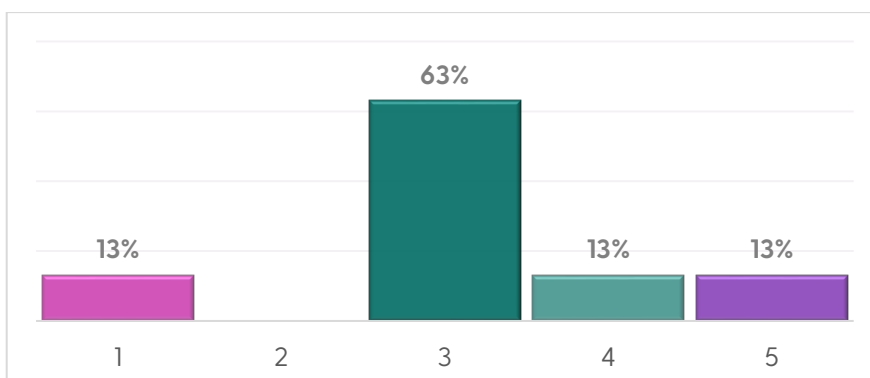
Overview of responses

In the first section, respondents to the online survey were asked if they were providing feedback in a personal capacity or on behalf of a group or organisation. 89% of respondents provided their feedback in a personal capacity.

In **Question 3**, respondents were asked to identify if they were a registered nurse or midwife.



In **Questions 4 and 5**, respondents were asked to rate NMBI's current customer service out of 5 (with 5 being excellent and 1 being poor) and to provide a reasoning for their rating. Below is a breakdown of the responses.



What you said:

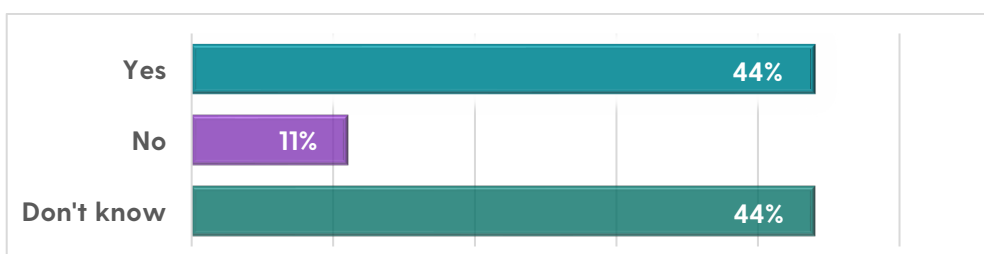
“As an individual I generally get very good service when I engage with NMBI. I welcome the strategy's aspiration to provide front line training to all staff in this area which will further improve the telephone interactions.”

“Ongoing monitoring of the application process is required and steps should be taken to continually improve the experience of new applicants”.

In **Questions 6 to 9**, respondents were asked if the Customer Service Charter clearly sets out how NMBI values its customers and how they can contact us.

44% of respondents stated that the values in the Customer Service Charter are clearly stated, while 56% said that they don't know. 67% of respondents were satisfied that the Charter clearly outlines how they can contact NMBI, while 33% said I don't know.

In **questions 10 and 11**, respondents were asked if our commitments set out in Customer Service Charter and Action Plan are clear and if they are achievable.



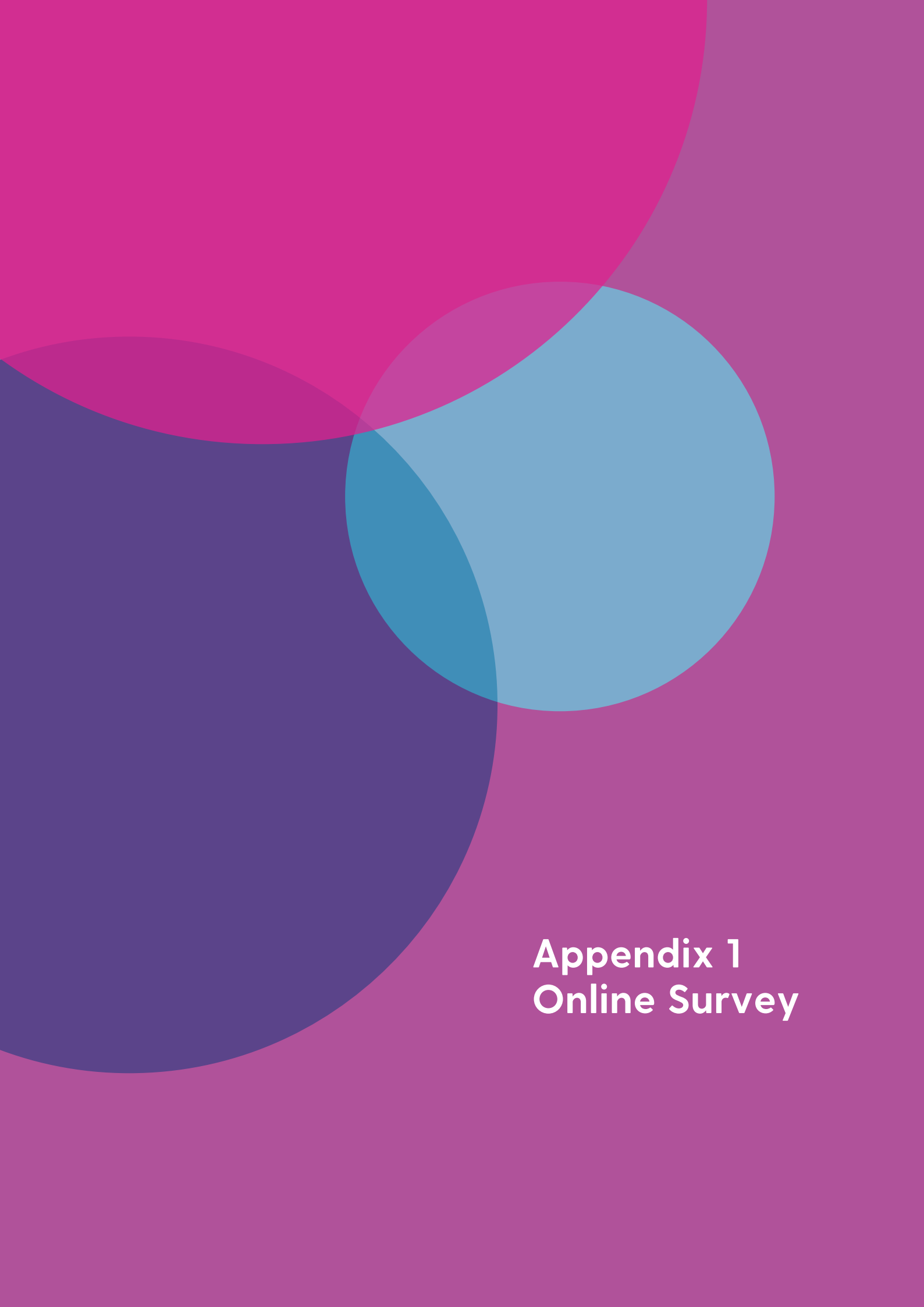
Conclusion

We appreciate the feedback provided as part of the consultation process. We are committed to delivering a high-quality and efficient customer service to all of our registrants, stakeholders and the public.

Our Annual Report will include an update on our commitments under the Customer Service Action Plan.

Acknowledgements

We would like to thank all of those who took the time to be part of our consultation process. This report on the consultation process was reviewed by the Board of NMBI and the outcomes are reflected in our Customer Service Charter and Action Plan 2023-2025.



**Appendix 1
Online Survey**

NMBI Draft Customer Service Charter and Action Plan 2023-2025

The Nursing and Midwifery Board of Ireland (NMBI) is developing a new draft Customer Service Charter for the purpose of providing information to people engaging with our services on the level of service they can expect from us. The draft Customer Service Action Plan 2023-2025 sets out our commitments to customer services over the next three years, aligned to the 12 Quality Principles of Quality Customer Service.

We would like to hear your feedback on this draft Customer Service Charter and the proposed actions NMBI is taking for 2023-2025.

The information collected in this survey will be used solely to inform the development of our Customer Service Charter and Action Plan. Information will not be shared with any third parties. Please view our privacy notice on www.nmbi.ie for more information.

Survey questions

Q1. Are you responding as an individual or as a group or organisation?

- Individual
- Group/Organisation

Q2. If you are responding on behalf of a group or organisation, please state its name.

Q3. Are you a registered nurse or midwife?

- Yes
- No

Q4. What would you rate NMBI's current customer service out of 5 (with 5 stars being excellent, and 1 star being poor)?



Q5. Tell us why you gave this rating.

Q6. Does the Customer Service Charter clearly set out how NMBI values its customers?

- Yes
- No
- Don't know

Q7. If not, how could this be improved?

Q8. Does the Customer Service Charter clearly set out how to contact NMBI?

- Yes
- No
- Don't know

Q9. If not, how could this be improved?

Q10. Are the commitments and actions set out by NMBI in the Customer Service Charter and Action Plan clear?

- Yes
- No
- Don't know

Q11. Are the commitments and actions set out by NMBI in the Customer Service Charter and Action Plan achievable?

- Yes
- No
- Don't know

Q12. Would you like to see any additional actions to improve customer service included in the Action Plan?

Q13. Do you have anything else you would like to tell us?



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