

## GENERAL MEDICAL COUNCIL (GMC)

### Changing the rules

Transformation means drilling into the fundamentals of the organisation and that's what the GMC has done resulting in the most comprehensive and wide-ranging reform of medical regulation since the GMC was established.



The General Medical Council (GMC) UK regulatory body for medical practitioners, is undergoing radical change. The result includes constitutional reform, a new model for the way complaints against doctors are handled and introduction of revalidation (whereby every doctor practicing in the UK will need to demonstrate they meet the standards required for continued registration).

'We recognized that making significant improvements meant tackling some tough issues' says Paul Philip, director of fitness to practice at the GMC.. 'Continuing to make incremental improvements was not going to deliver the scale of change we needed'.

MooD transformation technology from Salamander was used to capture knowledge and best practice, and map processes with the resulting Knowledge Maps being published on the GMC's intranet. For example, in the fitness to practice area, a live Knowledge Map

translates the vision, challenges and opportunities into best-practice processes and supporting knowledge resources.

Says Philip: 'Knowledge Maps are seen as a common way to define the way the GMC operates – both at a strategic and detailed level. They provide a framework for change, a forum for people to get involved, a way for the business to communicate change and, importantly, a feedback tool'.

The GMC has moved part of its activity out of London to Manchester and Philip states: 'In many ways this would have been much more difficult without the Knowledge Maps online; they detail business-critical processes and knowledge resources.