

Rosalyn Hayles

Director of Scrutiny and Quality
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Biography

Rosalyn Hayles is the Director of Scrutiny and Quality with the United Kingdom's Professional Standards Authority (PSA). PSA oversees statutory bodies that regulate health and social care professionals in the U.K.

The Scrutiny and Quality team at PSA is responsible of scrutinizing the work of regulatory bodies. They do this through the performance review, reviewing final fitness to practise decisions, auditing the initial stages of the fitness to practise process and consideration of complaints about regulators. Through this work, they identify and share good practice amongst the regulators.

Rosalyn has previously worked as a solicitor in private practice, as Head of Investigations and Hearings at the Royal Pharmaceutical Society of Great Britain – the regulator of the pharmacy professions – until 2010. She was also an Advanced Associate within the Enforcement division of the Financial Services Authority (now the Financial Conduct Authority), and until July 2010, as Director of Legal and Fitness to Practise at the General Optical Council. Rosalyn was awarded an MA in Medical Ethics and Law from Kings College London in 2011.