

THE HEALTH PROFESSIONS COUNCIL

Chief Executive and Registrar: Mr Marc Seale

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Minutes of the twenty-fourth meeting of the Registration Committee of the Health Professions Council held on **Monday 28 November 2005** at Park House, 184 Kennington Park Road, London SE11 4BU.

PRESENT: Mr O Altay
 Ms P Blackburn
 Mr J Camp (part)
 Dr C H Green (part)
 Ms H Patey
 Mr D Proctor
 Mr S Taylor
 Ms A Turner
 Dr A van der Gaag

IN ATTENDANCE:

Mr C Bendall, Secretary to the Committee
 Miss C Harkin, Manager, UK Registration (part)
 Mr M Potter, Acting Manager, International and Grandparenting Registration
 Mr G Ross-Sampson, Director of Operations
 Mr M Seale, Chief Executive and Registrar (part)

Item 1.05/37 ELECTION OF CHAIRMAN AND VICE-CHAIRMAN

- 1.1 The Secretary to the Committee acted as Chairman for the first part of this item. The Secretary requested nominations for the position of Chairman. Ms Turner was proposed by Mr Taylor and seconded by Mr Proctor. There were no other nominations and Ms Turner was elected as Chairman unopposed.
- 1.2 The Chairman requested nominations for the position of Vice-Chairman. Mr Proctor was proposed by Mr Taylor and seconded by Dr van der Gaag. There were no other nominations and Mr Proctor was elected as Vice-Chairman unopposed.

Item 2.05/38 APOLOGIES FOR ABSENCE

- 2.1 Apologies were received from Mr M Woolcock. The Committee noted that Mr Camp and Dr Green had been delayed due to travel difficulties.

Item 3.05/39 APPROVAL OF AGENDA

- 3.1 The Committee approved the Agenda.

Item 4.05/40 MINUTES OF THE REGISTRATION COMMITTEE HELD ON 5 SEPTEMBER 2005

- 4.1 It was agreed that the minutes of the twenty-third meeting of the Registration Committee should be confirmed as a true record and signed by the Chairman.

Item 5.05/41 MATTERS ARISING

- 5.1 Item 3.3 - Approval of agenda
The Committee noted that the minutes of the three previous meetings had been circulated to members for information.

5.2 Item 5.1 - Return to Practice Process

- 5.2.1 The Committee noted that the Return to Practice consultation had concluded. The Committee agreed that a report on the consultation should be presented to the next meeting.

Action: RT (by 22 February 2006)

5.3 Item 5.2 - Any other business

- 5.3.1 The Committee noted that the draft report on the Committee's activities, to be included in the HPC's annual report, had been circulated to members for information.

5.4 Item 8.6 - Renewals project plan

- 5.4.1 The Committee noted that pass lists were dealt with by most other healthcare regulators in hard copy format. The Committee noted that the HPC was developing an electronic system for processing pass lists, which would facilitate automatic updates to the registrant database. It was proposed that the relevant dean or registrar would be asked to provide pass lists to HPC in the future.

Item 6.05/42 REPORT FROM THE UK REGISTRATION MANAGER

- 6.1 The Committee received a report from the UK Registration Manager for the period 1 June-31 August 2005.
- 6.2 The Committee noted that the UK Registration Department received more telephone calls than the International Department because the former received enquiries about the renewal cycles and general enquiries.
- 6.3 The Committee noted that some registrants had expressed concern about processing of renewals and telephoning the Registration Department (length of time for calls to be answered and level of service). The Committee noted that registrants received a renewal notice three months before registration lapsed and a reminder one month before registration lapsed. In addition, a letter confirming that their registration had lapsed was sent to the individual and their employer. The Committee noted that some registrants had been abusive to HPC employees and had been informed that HPC would only communicate with them in writing.
- 6.4 The Committee noted that approximately 10% of registrants failed to renew their registration on time, but 6% of registrants were subsequently readmitted. The Committee noted that the Director of Operations could provide members with detailed statistics on the renewals cycle if required. The Committee noted that HPC's Customer Services Manager received approximately 150 complaints per annum, which represented a small fraction of the total number of registrants. The Committee noted that a significant cause for lapsing was that registrants did not inform HPC of a change of address. The Committee agreed that an analysis of the reasons for lapsing would inform HPC's response to any concerns about the renewals cycle and identify improvements to the renewals process.
- 6.5 The Committee agreed that the Director of Operations should present a paper on reasons for lapsing to the next meeting of the Committee. The Committee agreed that members could provide details of concerns about the renewals process to the Director of Operations.

Action: All Committee members/GR-S (by 22 February 2006)

Item 7.05/43 REPORT FROM THE ACTING INTERNATIONAL AND GRANDPARENTING REGISTRATION MANAGER

- 7.1 The Committee received a report from the acting International and Grandparenting Registration Manager for the period 1 June-31 August 2005.

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MIN

Title
Registration Committee November
2005 minutes

Status
Final
DD: None

Int. Aud.
Public
RD: None

- 7.2 The Committee noted that the International and Grandparenting Department would notify unsuccessful applicants of the Standards of Proficiency which they had failed to meet and that the Department Manager was willing to give further advice if clarification was required. The Committee noted that unsuccessful applicants were responsible for taking the necessary action to meet the Standards of Proficiency and that the HPC could not recommend particular approved programmes.
- 7.3 The Committee noted that a health professional from outside the UK could work as a volunteer in the UK health sector, provided that they were supervised and that the volunteer did not use a protected title.

Item 8.05/44 REGISTRATION ASSESSOR PERFORMANCE APPRAISAL

- 8.1 The Committee received a paper to note from the Executive.
- 8.2 The Committee noted that performance appraisal for all HPC partners would commence in 2006, subject to Council approval. The proposed appraisal system contained an element of self assessment, peer assessment and HPC assessment of the performance of each partner. The Committee noted that the system had been designed to be straightforward. The system had been developed following research into the approach of other regulators, meetings with the relevant HPC departments and directors and research on appraisal systems with the Work Foundation. In addition, the system had been approved by the Executive, and HPC's public affairs solicitor and employment solicitor. The Committee noted that the system had been piloted by a small group of registration assessors, whose feedback had been incorporated into the system as far as possible.
- 8.3 The Committee noted that the HPC would consider anyone with a rating of 3 in any given area to be carrying out their duties effectively. Those who were consistently awarded a score of above 3 by their fellow Assessor and the HPC would be given written feedback by the Partner Manager and could be asked to help mentor and train other Assessors. Those with scores consistently below 3 would be given telephone feedback to discuss the areas of concern, agree how these areas could be improved and the time-frame for improvement. This would be followed up with the Partner in writing.
- 8.4 The Committee noted that the person specification for assessors required that an individual should be in clinical practise, or had been in practise within the last 12 months. The Committee agreed that this requirement should also refer to individuals who had been in management, academic or research roles. The Committee noted that there were some spelling mistakes in the document and agreed that members should individually notify the Partner Manager of these.

Action: All Committee members/LM (by 29 December 2005)

- 8.5 A concern was expressed that, as a matter of principle, it was unnecessary to operate appraisal systems for professionals. However, the Committee agreed that, since registration assessors tended to work independently and in isolation, a quality assurance mechanism was required. The Committee agreed that the system presented in the paper had been well designed and would be simple to use. The Committee agreed that, subject to the amendments discussed and Council approval, the appraisal system should be introduced.

Action: LM (after 1 March 2006)

Item 9.05/34 DATES OF COMMITTEE MEETINGS 2006-7

- 9.1 The Committee received a paper to note from the Executive.
- 9.2 The Committee noted that meeting dates had been arranged until the end of the 2005-2006 session of Council. The Committee noted the dates for 2006-2007 set out in the paper.
- 9.3 The Committee agreed that, to enable members more time to travel, meetings should start at 11.00 a.m. with effect from the meeting to be held on 22 February 2006.

Item 10.05/35 COMMITTEE MEMBERSHIP

- 10.1 The Committee noted that Ms Fiona Taylor, alternate Radiographer member, had resigned from Council as of 7 November and had therefore ceased to be a member of the Committee. The Committee noted that a paper for discussion/approval about the election of the alternate Radiographer member would be presented to the Council meeting in December. The Committee noted that members of Council would be asked to nominate themselves for the vacancy on the Committee, in accordance with the process for appointments to non-statutory committees.

Item 11.05/36 ANY OTHER BUSINESS

- 11.1 There was no other business.

Item 12.05/37 DATE AND TIME OF NEXT MEETING

- 12.1 The next meeting would be held on Wednesday 22nd February 2006 at 11.00 a.m.

Subsequent meetings at 11.00 a.m.:

Wednesday 5th April 2006

Monday 4th September 2006

Monday 27th November 2006

Wednesday 21st February 2007

Wednesday 4th April 2007

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