

Agenda Item 7

Enclosure 3

Paper RC 19 / 04

REGISTRATION COMMITTEE

Review of the Registration Process

**From: The International Registration Manager – Sarah Dawson
& the Acting UK Registration Manager – Shelagh Gillick**

FOR DISCUSSION/APPROVAL

Review of the Registration Process

Executive Summary

At the last meeting it was agreed that the UK and International registration reports that went to Council would be presented to the Committee. The Committee would then consider issues in the reports that were of specific and particular interest to it and would consider what, if any, additional information it required.

The Committee is asked to consider the attached reports.

Incoming Telephone Calls

The team has received over 121,000 calls during the period since July 2003 and have managed to achieve an overall answer rate of 74.1% although improvements have been made to guidance notes and further information provided on our website. The trend seems to be that each time a profession goes into renewal status; this increases the volume of calls. This should effectively reduce over the next few months, as all 12 professions will have completed their renewal process.

Registration Renewal

Nine professions have now completed the new renewal process and those who have failed to renew on time have been lapsed. Physiotherapist's renewals (37,000) are approaching their year end of 30th April 2004. For those that haven't renewed as yet-final notices have been sent with an extension until 14th May 2004.

Customer Service Training

All registration officers have completed the first session. Most registration officers have completed the second session and have found both these sessions very informative and practical.

Team Leader

A team leader has been appointed, this was effected from 1st March 2004, this role has been created to support both the UK Registration Manager and the registration officers. The role is quite demanding at his present time as the Team Leader is also acting UK Registration Manager until July/August 2004 (to cover maternity leave).

Works Co-Coordinator, UK Team

This role has proved invaluable to the team. The work co-ordinator oversees the day to day running of UK Registrations, making sure cover is available for phones/operational tasks. This role is rota-d on a weekly basis-all team members have an opportunity to enhance their skills.

Return to Practice

All registration officers are due to attend training shortly, regarding the return to practise guidance. Although this information will be available on guidance notes and the website, we estimate that we will receive calls for additional advice. One registration officer will be responsible for the processing of these forms for an interim period.

Executive Summary

This paper provides a highlight of the changes that have taken place within the International Registration Department during February and March 2004

1) IMPROVING SERVICE

During Q1 this year the International Registration team were targeted to clear the backlog new HPC applications received by post.

Additional resources were added to the team to assist with clearing the workload. The core registration team has been targeted through the rota to process 30 applications per day, an additional 4 temporary staff have been drafted in to assist in clearing the volume of applications.

Type of Application	February 2004		March 2004	
	Applications	Registrations	Applications	Registrations
Grandparenting	369	215	440	293
International	473	170	521	326
Total	842	385	961	619

The team achieved the goal of having 0 outstanding applications by March 3rd Council meeting.

Since achieving the goal, the team have remained on target, entering at least 30 applications each day. They have also continued to ensure that once post is received it is entered to the system and allocated an application reference number within 48hrs.

2) PHASE 2 / 3 SERVICE IMPROVEMENTS

The next phase of this project includes preparing applications to be sent to Registration Assessors within 48hrs and ensuring that once assessment decisions are received back at HPC, they are cleared within 5 working days. Whilst the first stage has been easily achievable, Phase 3 is still in progress and the team hope to achieve success by the early part of summer 2004.

As part of our on-going commitment to improve service, HPC must work closely with registration assessors to achieve a reasonable turnaround time for assessment decisions. This is currently set at 10 working days from the point of a Registration Assessor receiving documents. This aspect of the process is extremely challenging and involves considerable support of an external network of partners. Whilst the process works well

for 80% the team are currently reviewing solutions on how to successfully manage the remaining 20% and communicate any process changes to our Partners.

3) TELEPHONES

The ACD call system has now been in operation for nearly a year in the International registration team and the lo-call and direct dial number appears to be proving a success with virtually no complaints now received from applicants about being unable to reach the department during working hours.

4) TEAM LEADER/WORKS COORDINATOR

The International team will shortly be appointing a team leader. It is hoped that this role will considerably enhance the smooth operation of the process and provide a much needed support function to the Team.

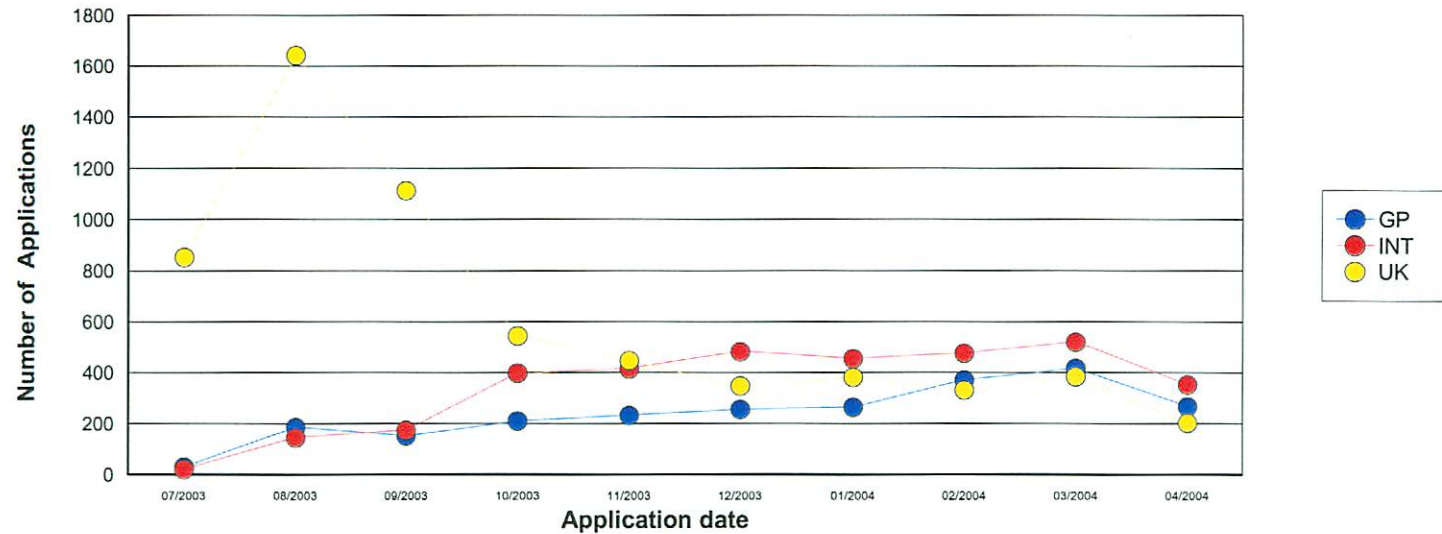
The works coordinator role which has been operating in the UK team since early November 2003 was finally adopted by International at the start of April 2004. This supporting role works on a voluntary rota basis within the team and ensures that each morning the key tasks of the rota are covered.

5) ASSESSOR TRAINING

The Assessor Review days which took place during January were hugely successful. HPC and Partners were able to learn from each other and make recommendations to improve the process.

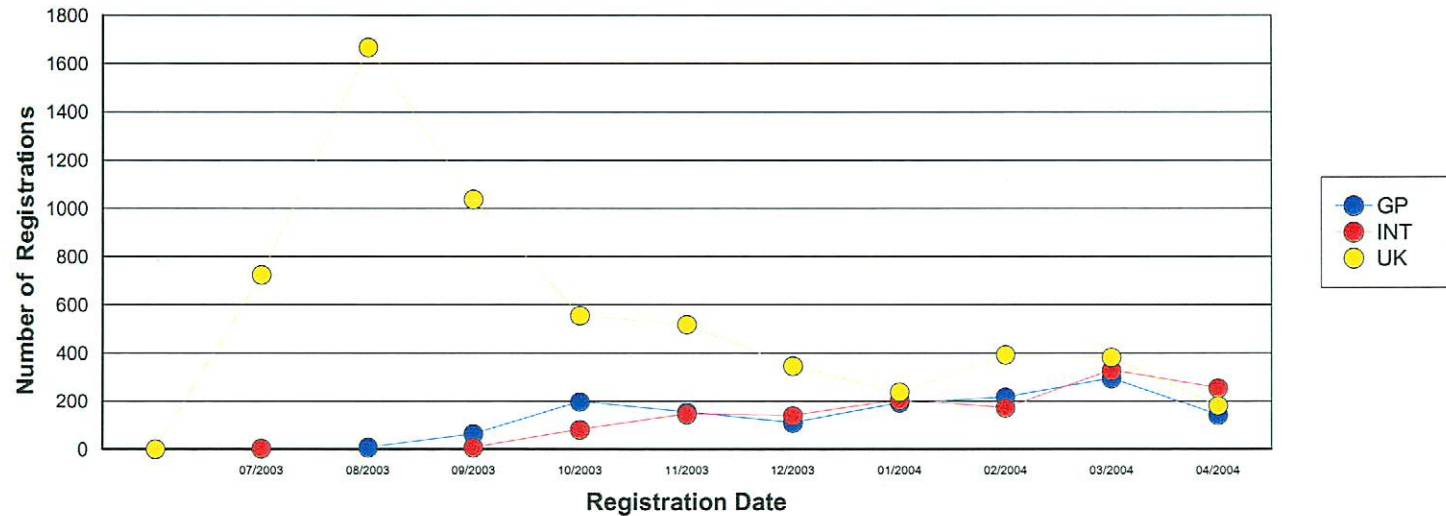
Assessors continue to be trained and supported in their role. The next review session will take place in July 2004 with the Radiographers coming back to HPC to meet for a session.

Applications by month July 2003 - April 2004



		Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	Total
Arts Therapist	GP	0	0	1	0	2	0	1	2	1	3	10
	INT	1	1	1	2	1	0	0	1	1	0	8
	UK	11	8	25	18	17	4	11	9	12	8	123
	Total	12	9	27	20	20	4	12	12	14	11	141
Biomedical Scientist	GP	1	4	9	1	8	9	3	11	10	7	63

Registrations by month July 2003 - March 2004



		Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	Total
Arts Therapist	GP	0	0	0	1	0	0	0	2	1	0	4
	INT	0	0	0	0	0	0	0	0	0	0	0
	UK	5	8	15	20	19	4	9	10	12	7	109
	Total	5	8	15	21	19	4	9	12	13	7	113
Biomedical Scientist	GP	0	0	1	9	3	5	2	6	7	6	39
	INT	0	0	0	14	6	15	21	10	26	25	117



Telephone Statistics April 2003 - March 2004

Apr-03 May-03 Jun-03 Jul-03 Aug-03 Sep-03 Oct-03 Nov-03 Dec-03 Jan-04 Feb-04 Mar-04

TELEPHONE CALLS (UK)

Number of calls received	4,623	6,030	5,679	12,042	14,473	12,636	12,840	18,503	10,010	15,620	12,084	13,067
Number of calls answered	3,982	5,498	5,452	10,747	10,432	9,986	9,434	11,288	7,785	10,832	8,998	9,146
Percentage: calls answered	86%	90%	96%	89%	72%	79%	74%	61%	78%	69%	75%	70%
Number of calls abandoned	641	532	227	1,295	4,041	2,715	3,474	7,337	2,297	4,868	3,164	4,005
Average time to answer	27 sec	28 sec	19 sec	51 sec	1.25 min	1.41 min	1.21 min	2.58 min	2.00 min	3.08 min	2.16min	2.42min
Average talk time	2min	1.57min	1.45min	1.45min	1.57min	2.05 min	2.06min	2.01min	1.59 min	2.10 min	2.00min	2.14min

TELEPHONE CALLS (INTERNATIONAL)

Number of calls received	x	1,412	3,101	4,529	3,936	4,335	5,052	4,284	3,236	5,479	4,587	6,208
Number of calls answered	x	1,148	2,790	3,639	2,904	3,606	3,688	3,055	2,481	3,883	3,358	4,360
Percentage: calls answered	x	81%	90%	80%	74%	84%	73%	71%	77%	71%	73%	70%
Number of calls abandoned	x	271	334	910	1,056	766	1,409	1,277	802	1,668	1,279	1,936
Average time to answer	x	29 sec	16 sec	56 sec	1.01 min	57sec	1.15 min	1.14 min	1.05min	1.24min	1.15min	0.27min
Average talk time	x	2.24 min	2.14 min	3.18 min	3.17 min	3.09min	3.06 min	3.15min	2.53min	2.48 min	2.44min	2.34min

		APPROVED	AT_ASSESSMENT	AWAITING_PASS_LIST	MINIMAL_INFORMATION	PARTIALLY_COMPLETE	PENDING_REGISTRATION_FEE	REJECTED_INSUFFICIENT_FUNDS	REJECTED_REFUSED	WITHDRAWN	Total
Clinical Scientist	GP	69	31	0	4	0	7	0	0	19	130
	INT	27	7	0	3	0	1	0	0	21	59
	UK	3,733	0	3	11	0	0	0	0	11	3,758
	Total	3,829	38	3	18	0	8	0	0	51	3,947
Dietitian	GP	2	0	0	1	0	0	0	0	1	4
	INT	1,082	35	0	17	0	16	0	0	59	1,209
	UK	8,331	1	2	14	0	0	35	0	11	8,394
	Total	9,415	36	2	32	0	16	35	0	71	9,607
Occupational Therapist	GP	0	0	0	0	0	0	0	0	1	1
	INT	5,153	85	0	29	0	54	7	0	312	5,640
	UK	33,233	1	2	26	0	0	50	1	20	33,333
	Total	38,386	86	2	55	0	54	57	1	333	38,974
Orthoptist	GP	1	0	0	0	0	0	0	0	0	1
	INT	20	0	0	0	0	0	0	0	2	22
	UK	2,350	0	0	3	0	0	2	0	2	2,357
	Total	2,371	0	0	3	0	0	2	0	4	2,380
Paramedic	GP	11	11	0	1	0	1	0	0	4	28

		APPROVED	AT_ASSESSMENT	AWAITING_PASS_LIST	MINIMUM_INFORMATION	PARTIALLY_COMPLETE	PENDING_REGISTRATION_FEE	REJECTED_INSUFFICIENT_FUNDS	REJECTED_REFUSED	WITHDRAWN	Total
Paramedic	INT	7	6	0	6	0	2	0	0	16	37
	UK	11,389	2	6	47	0	2	2	3	20	11,471
	Total	11,407	19	6	54	0	5	2	3	40	11,536
Physiotherapist	GP	63	11	0	4	0	2	0	1	16	97
	INT	11,834	263	0	106	0	196	38	1	617	13,055
	UK	54,914	7	2	93	0	0	149	3	49	55,217
	Total	66,811	281	2	203	0	198	187	5	682	68,369
Prosthetist/Orthotist	GP	1	1	0	0	0	0	0	0	1	3
	INT	8	6	0	1	0	2	0	0	3	20
	UK	931	0	0	1	0	0	0	0	5	937
	Total	940	7	0	2	0	2	0	0	9	960
Radiographer	GP	1	0	0	1	0	0	0	0	4	6
	INT	2,944	119	0	77	0	80	4	0	399	3,623
	UK	39,985	7	1	65	0	0	45	1	21	40,125
	Total	42,930	126	1	143	0	80	49	1	424	43,754
Speech and Language Therapist	GP	45	18	0	2	0	11	0	0	12	88
	INT	704	38	0	21	1	24	0	0	62	850

Speech and Language Therapist	UK	Status										Total
		APPROVED	AT_ASSESSMENT	AWAITING_PASS_LIST	MINIMUM_INFORMATION	PARTIALLY_COMPLETE	PENDING_REGISTRATION_FEE	REJECTED_INSUFFICIENT_FUNDS	REJECTED_REFUSED	WITHDRAWN	Total	
Speech and Language Therapist	UK	9,716	0	2	28	0	0	5	1	11	9,763	
Total	Total	10,465	56	2	51	1	35	5	1	85	10,701	
Total	Total	251,299	907	21	1,075	10	515	1,405	24	2,488	257,744	