

Registrant survey

Introduction

Welcome to the registrant feedback survey from the Health and Care Professions Council (HCPC). The HCPC is committed to developing and improving the service provided by the Registration Department and we would like your feedback to help us do this.

Accelerator Solutions Limited is the HCPC's independent research partner to manage the survey programme, including receiving responses, maintaining confidentiality and providing objective reporting.

This survey should take about 15 minutes to complete. You can remain anonymous or give your contact details at the end. It would be helpful to have your details in order to effectively follow up comments and requests, but the choice is yours. The final survey question asks if you would be willing to take part in a more in-depth telephone interview to elaborate on your feedback. If you would like to do this, you will need to provide your contact details.

How to complete the survey

There are a number of different question types. In most cases you will be asked to rate something on a scale of 1 to 10. Please choose your answer on the basis that 10 means a **very high rating** and 1 means a **very low rating**. There are also some questions where you can choose from several answers and a final question where you can give comments in an open-ended response.

When rating something on a scale of 1 to 10, please select the score that best reflects your views by placing a tick mark in the relevant circle. Please select only one score in each instance.

For example:

To what extent do you understand these instructions?

Where 1 means 'not at all' and 10 means 'very well'; or n/a for not applicable

1 2 3 4 5 6 7 8 9 10 n/a

Please note that some questions may not be applicable to your particular situation. Please **read any further instructions carefully** as you progress through the survey, to ensure that you only answer the relevant questions.

We really appreciate you taking the time to complete this survey, thank you!

Important note: This research is founded upon the willing cooperation of HCPC registrants. It depends upon your confidence that research is conducted honestly, objectively and without unwelcome intrusion. The purpose is to collect and analyse information and not to directly influence opinions. The information you supply will not be used directly for any purpose other than research. The research results will also be used to inform the HCPC about registrant attitudes and feelings, in order to help develop their future strategy. All surveys undertaken by Accelerator Solutions Limited comply with the Market Research Society Code of Conduct, and also with the Data Protection Act 1998.

About you

Q1 From the options below, which best represents your situation?

- I am a registrant who has **renewed** their registration
- I am a registrant who has renewed their registration and I have been selected to submit a **CPD** profile
- I am a new registrant who followed the **UK approved course** application route
- I am a registrant who followed the **readmission** application route
- I am a new registrant who followed the **international registration** application route
- I am a new registrant who followed the **grandparenting** application route

Q2 What profession do you belong to?

- Arts therapists
- Occupational therapists
- Prosthetists / orthotists
- Biomedical scientists
- Operating department practitioners
- Radiographers
- Chiropodists / podiatrists
- Orthoptists
- Social workers
- Clinical scientists
- Paramedics
- Speech and language therapists
- Dietitians
- Physiotherapists
- Hearing aid dispensers
- Practitioner psychologists

Q3 How long have you been currently registered with the HCPC?

(‘Currently registered’ means the most recent period you have been registered without a gap to the present date)

- Less than 1 year
- More than 1 year, but less than 2 years
- More than 2 years, but less than 5 years
- More than 5 years

The registration experience

Note: If you are a new registrant, a renewing registrant or undergoing readmission, please answer Q4a:

Q4a What do you think is a reasonable time for processing your application / renewal / readmission form?

Please write the number of working days (Mon–Fri) you feel is appropriate in the box (between 1 – 20 days)

 days

Note: If you are an International or Grandparenting registrant, please answer Q4b:

Q4b What do you think is a reasonable processing time for your application from the receipt of all documents?

Please write the number of months you feel is appropriate in the box below (between 1 – 6 months)

 months

Q5 How easy is it to contact the HCPC in a way that is convenient for you?

Where 1 means ‘very difficult’ and 10 means ‘very easy’; or n/a for not applicable

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- n/a

Q6 Have you contacted the HCPC by telephone?

- Yes *(please go to Q7)*
- No *(please go to Q9)*

Q7 Can you remember approximately how long it took to speak to a registration advisor?

- Less than 15 seconds
- Between 15 and 30 seconds
- Between 30 seconds and 2 minutes
- More than 2 minutes
- I can't remember / I don't know

Q8 On a scale of 1 to 10, how reasonable do you feel this response time is?

Where 1 means 'very unreasonable' and 10 means 'very reasonable'; or n/a for not applicable

- 1 2 3 4 5 6 7 8 9 10 n/a

Q9 Have you contacted the HCPC by email?

- Yes (please go to Q10) No (please go to Q12)

Q10 Can you remember approximately how long it took the HCPC to provide an initial response to your email?

- 1 day
 3 days
 5 days
 More than 5 days

Q11 On a scale of 1 to 10, how reasonable do you feel this response time is?

Where 1 means 'very unreasonable' and 10 means 'very reasonable'; or n/a for not applicable

- 1 2 3 4 5 6 7 8 9 10 n/a

Q12 Thinking about the HCPC website, please rate the following on a scale of 1 to 10:

Where 1 means 'poor' and 10 means 'excellent'; or n/a for not applicable

	1	2	3	4	5	6	7	8	9	10	n/a
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comprehensiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please only answer the next section if you have renewed your registration, otherwise move to Q20.

Q13 How did you complete your renewal?

- Pink paper form by post (please answer Q14–Q16 then Q20 onwards)
 Online at www.hcpc-uk.org (please answer Q16–Q19)

Q14 Were you aware that you can renew your registration online?

- Yes No Not sure

Q15 Why did you choose not to renew online?

Q16 How likely are you to complete your renewal online in the future?

Where 1 means 'very unlikely' and 10 means 'very likely'; or n/a for not applicable

- 1 2 3 4 5 6 7 8 9 10 n/a

Q17 Thinking about the online renewal process, please rate the following on a scale of 1 to 10:

Where 1 means 'poor' and 10 means 'excellent'; or n/a for not applicable

	1	2	3	4	5	6	7	8	9	10	n/a
Ease of access / log in process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of instructions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of completion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18 What were the main benefits to you in completing your renewal online?

Q19 What issues, if any, did you experience when completing online?

Please move to Q22 if you completed your renewal online.

Q20 Thinking about the form used for your new application, renewal or readmission, please rate the following on a scale of 1 to 10: Where 1 means 'poor' and 10 means 'excellent'; or n/a for not applicable

	1	2	3	4	5	6	7	8	9	10	n/a
Clarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of completion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility (ease of finding the form)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q21 Thinking about the guidance notes that relate to your new application, renewal or readmission form, please rate the following on a scale of 1 to 10: Where 1 means 'poor' and 10 means 'excellent'; or n/a for not applicable

	1	2	3	4	5	6	7	8	9	10	n/a
Ease of understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comprehensiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22 How easy was it to understand the payment options in relation to registration fees?

Where 1 means 'very difficult' and 10 means 'very easy'; or n/a for not applicable

1 2 3 4 5 6 7 8 9 10 n/a

Dealing with your enquiries

Q23 Have you made an enquiry with regards to your registration with the HCPC over the last 3 months?

Yes (please go to Q24) No (please go to Q31)

Q24 How did you contact the HCPC?

By phone

By fax

By email

By letter

In person

Q25 How would you rate the HCPC's ability to respond to your enquiry within an acceptable time frame?

Where 1 means 'very unresponsive' and 10 means 'very responsive'

1 2 3 4 5 6 7 8 9 10

Q26 How would you rate the HCPC for keeping you informed about progress?

Where 1 means 'poor' and 10 means 'excellent'

1 2 3 4 5 6 7 8 9 10

Q27 How would you rate the level of knowledge of the person dealing with your enquiry?

Where 1 means 'poor' and 10 means 'excellent'

1 2 3 4 5 6 7 8 9 10

Q28 Overall, how well did the HCPC manage your expectations when dealing with your enquiry about your registration?

Where 1 means 'poor' and 10 means 'excellent'

1 2 3 4 5 6 7 8 9 10

Note: please only answer Q29 and Q30 if you answered 'By phone' or 'In person' to Q24:

Q29 When you spoke with the registration advisor, how clear was the information you were given?

Where 1 means 'very unclear' and 10 means 'very clear'; or n/a for not applicable

- 1 2 3 4 5 6 7 8 9 10 n/a

Q30 How helpful was the registration advisor you spoke to?

Where 1 means 'very unhelpful' and 10 means 'very helpful'; or n/a for not applicable

- 1 2 3 4 5 6 7 8 9 10 n/a

What is important to you?

We know there are many essential ingredients to ensure your registration experience is a positive one, but we'd like to know which five things are most important to you.

Q31 Please tick the five most important things:

- Ease of use of application / renewal forms and guidance notes
- Ease of contacting the HCPC
- Clarity of information provided by the HCPC's Registration Department
- Helpfulness of the registration advisor
- Knowledge of the registration advisor
- Ability to resolve issues effectively
- Speed of the registration process
- Speed of the renewals process
- Speed of answering the phone
- Other (please tick and specify below)

And finally...

Q32 If you were able to change **one thing** about your registration experience, what would it be?

Q33 On a scale of 1 to 10, how efficient did you find the service provided by the registration team at the HCPC?

Where 1 means 'very inefficient' and 10 means 'very efficient'

- 1 2 3 4 5 6 7 8 9 10

Q34 On a scale of 1 to 10, how would you rate the speed of the registration process with the HCPC?

Where 1 means 'very slow' and 10 means 'very fast'

- 1 2 3 4 5 6 7 8 9 10

Q35 On a scale of 1 to 10, how satisfied are you with the overall registration service provided by the HCPC?

Where 1 means 'very dissatisfied' and 10 means 'very satisfied'

- 1 2 3 4 5 6 7 8 9 10

If you have any further feedback... we'd like to hear it!

It is always helpful to have registrant details, in order to effectively follow up comments and requests, but the choice is yours. If you would like to give us your details, please do so below.

Please enter your name and contact details in block capitals:

Name	<input type="text"/>	Email address	<input type="text"/>
Organisation (If appropriate)	<input type="text"/>	Registration number (if you have it to hand)	<input type="text"/>
Telephone	<input type="text"/>		

We are going to be conducting further research on behalf of the HCPC and part of this will include **telephone interviews** with registrants willing to participate.

The purpose of the interview will be to better understand the feelings behind the scores and ratings that have been given in this survey. This will enable the HCPC to develop an action plan aimed at improving the registration process in future.

Q36 Would you be willing to take part in the **telephone survey**?

Yes No

If you selected 'Yes', please be sure to fill in your name and contact details so that we can get in touch to discuss your feedback in more depth.

Where did you hear about this survey? (Q37)

- I received it in the post
- I picked it up at a recent 'Meet the HCPC' event
- I was handed the survey at a recent conference
- I received an email with a link to the survey
- Other (please tick and specify below)

Thank you!

Thank you for taking the time to complete the survey.

Please return your completed survey by using the enclosed business reply envelope. If for any reason you do not have the prepaid business reply envelope, please return to:

Freepost RTGU-BZYE-LYZU
Accelerator Solutions Limited
83 Victoria Street
London
SW1H 0HW

If you have any questions, please contact Accelerator on +44 (0)845 260 6886.

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