

**Health Professions Council  
Communications Committee 27 February 2007**

**Better Internal Communications at HPC  
Victoria Nash**

**Executive Summary and Recommendations**

**Introduction**

The attached paper provides a summary of the findings and recommendations that have arisen from the audit of internal communications at HPC.

**Decision**

This paper is for information only. No decision is required.

**Background information**

An external consultant, Liam Fitzpatrick from Working Communication Strategies worked with the Communications team to carry out an audit into the efficacy of HPC's internal communications. Liam spoke to senior management on a one-to-one basis, held focus groups with a random selection of employees and designed an on-line survey that was open to all employees. Approximately 60% of the organisation completed the online survey. Victoria is currently consulting with the organisation about the recommendations and final outcomes will be available in May 2007. The proposed improvements will then be incorporated into the communications workplan.

**Resource implications**

None

**Financial implications**

None

**Appendices**

Better internal communications at HPC: findings report

**Date of paper**

27 February 2007