

Chief Executive's Report October – December 2004 Contents

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Chief Executive – Marc Seale

Meetings

1. Completed Meetings: 1st September to 30th November 2004

Dept of Health/Clinical Technologists	2 nd Sept
Health Informatics	3 rd Sept
Institute of Biomedical Science	6 th Sept
National Association of Hospital Play Staff	6 th Sept
HUCBMS Annual Conference	8 th Sept
Dept of Health/Clinical Physiologists	9 th Sept
Dept of Health/solicitors	10 th Sept
Scottish Executive Health Department	15 th Sept
Partners Annual Conference	23 rd /24 th Sept
British Association for Counselling & Psychotherapy	28 th Sept
SMAE	1 st Oct
Dept of Health	11 th Oct
European Institute of Public Administration	12 th Oct
Dept of Health	15 th Oct
NHS Professionals	25 th Oct
Scottish Parliament Health Committee	26 th Oct
CHRE	29 th Oct
Amicus	1 st Nov
Dept of Health	8 th Nov
EMAP Nursing Times Conference	10 th Nov
Dept of Health	12 th Nov
Professional body meetings (BDA, BAAT, BPA)	12 th Nov
Professional body meetings (BAPO, AODP, SC&P)	15 th Nov
Scottish Executive Health Department	19 th Nov
Czech Ministry of Health visit to HPC	22 nd Nov
Professional body meetings (S/CoR, APMT)	22 nd Nov
Dept of Health	23 rd Nov

2. Scheduled Meetings

Professional body meetings (BIOS, CSP, ACS)	1 st Dec
Professional body meetings (COT, IBMS)	2 nd Dec
Nutrition Society	3 rd Dec
Nursing & Midwifery Council	3 rd Dec
British Psychological Society	6 th Dec
Therapy Weekly	15 th Dec
Dept of Health	7 th Jan
Health Professions Wales	12 th Jan
Dept of Health/Regulatory bodies	20 th Jan
Amicus/Association of Child Psychotherapists	21 st Jan
NHS Counter Fraud	26 th Jan

1. Annual Conference

The first annual conference was held in Manchester on the 23rd and 24th September. 250 partners attended and the feedback from the event has been excellent. It may well be that HPC holds a similar event every 18 months.

2. CPD consultation

Over 6,000 people are currently attending the CPD consultation events across the UK. The largest events have seen 400 people turn up to single sessions in Glasgow and Sunderland.

3. Website

A re-launch of the website is planned for the beginning of 2005 allowing us greater flexibility and bringing us into line with various external accreditations required for accessibility.

4. Media

Steady coverage of the fitness to practise cases is continuing in both professional and local media.

5. Advertising

Radio adverts appeared for the first time on Saga FM in the West Midlands and Lanarkshire. They will run for the month of November promoting HPC. A phone number has been set up for people to call for more information after hearing the adverts.

The second round of magazine adverts - which will be used from January 2005 - have been market researched and are in their final stages of approval. They will take the 'nose and glasses' theme on one stage and develop the story-line. 8th July 2005 will begin to be the focus.

6. Customer service

A new CRM system has been installed which will allow greater tracking and reporting on customer services. Customer service workshops on developing standards of customer service provision are also being held. This will be the first time that HPC has developed and implemented customer service standards against which we can measure ourselves.

7. Media Training

Media training will be held for certain members of staff in December. Depending on its success this may be rolled out to Members of Council in the new year.

1. Approvals Visits

To date visitors have undertaken seven approvals visits and a further eight are scheduled to the end of the calendar year.

The first approvals visit under the Partnership Framework prototyping will take place at the University of Teesside on 7 December 2004. The Director and a physiotherapy partner visitors will attend as observers only, because the changes being proposed to the programmes are minor and therefore would not require a visit from the HPC.

2. Visitor Training

No further work has been done on the two-day visitor training at present due to the other work in progress.

3. New Education Providers

Three new education providers have expressed an interest in having their programmes approved for registration purposes by the HPC (all in the area of art therapy).

4 Aspirant Groups

4.1 Operating Department Practitioners

Admitted onto the Register on 18th October 2004. The current total number of ODP registrants is 7,960.

4.2 Applied Psychologists

Draft Standards of Proficiency (SoP) to the Education & Training Committee on 30th March 2005. Council will then consult on the SoP's in advance of the projected opening of that part of the Register in September 2005.

4.3 Healthcare Scientists

4.3.1 Clinical Physiologists

Draft SofPs to the ETC committee summer 2005.

4.3.2 Clinical Perfusionists, Clinical Technologists, Medical

Illustrators

Draft SofPs expected submission to the ETC late spring 2005.

4.4 Future applications for regulation

The following aspirant groups have approached HPC

Maxillofacial Prosthetists & Technologists	Stage 1 2 nd March 2005 Council meeting
	Stage 2 12 th May 2005 Council meeting
Sonographers	DH recently decided will not be considered until 2008. .

5. CPD

We have had an estimated attendance of 6,000 registrants and other stakeholders at the CPD events to date. The final four CPD events were held in Penrith (25.11.2004) and London (29.11.2004).

6 Meetings with stakeholders

6.1 Attended

- *Partners and Registrants:* CPD consultation events in Fort William, Glasgow, Hastings, Swansea and Belfast.
- *Council Members:* Council Awayday in Scotland.
- *Partnership Framework:* Reviewer briefing with visitors participating in the Partnership Framework prototyping; planning meeting of the Partnership on 15 November.
- *Professional Bodies:* the British Paramedic Association and the Chair of the Ambulance Services Association Training Group; the Head of the Scottish Ambulance Service on 29 Nov – similar to be arranged for Wales and Northern Ireland.
- *Other Regulators:* the NMC on 15 November.
- *Department of Health:* operational officers of both the education and legislative units of the DH.
- *Education Providers:* approvals events at University of East Anglia, Leeds Metropolitan University.
- *Emap Healthcare:* to discuss the Open Learning Nurse Prescribing Programme.

6.2 Future meetings

- *Department of Health/Skills for Health:* with the HPC President and Chief Executive to meet Nic Greenfield (Director, Model Career Portfolio, Workforce Directorate, DH) and John Ennis (Head of Education, Quality Assurance, formerly DH now Skills for Health).
- *UK NARIC:* meeting of the National Advisory Group.
- *Educational Providers:* approvals events at New College Durham, University of Manchester, Manchester Metropolitan University, University of Teesside.
- *Other:* East Midlands Ambulance Service, Society of Radiographers, DH/Skills for Health Statutory Body Alliance, Launch of QAA Recognition Scheme for further benchmark statements, NHSU Workshop on Health Professional Learning Beyond Registration Framework Project, AHP Federation – Education Leads, Unison.

7 Publication of the Standards of Education & Training (SETs)

These are now available on the Web. The formal published document will be sent to the printers shortly.

8 Publication of the Approvals Process

This will be published separately from the SETs and contain a 'Handbook' section with guidance for education providers on the details of the approvals process.

9 Biomedical Science Programme Approval

Discussions with the profession are about to take place.

10 Clinical Science Programme Approval

Discussions with the profession will begin shortly.

11 Paramedic Programme Approval

Discussions with the profession have begun.

12 Resources

A new Team Administrator, Joanna Kasmir, took up post on Monday 15 November. Joanna will provide administrative support to the Team and act as PA to the Director.

Nicole Borg, who has been working on a temporary basis in the Education & Policy Team has been appointed to one of the Education Officer positions, with particular responsibility for setting up the Education database. Interviews for the other Education Officer post will take place on 2 December.

Unfortunately no appointment was made following the recent interviews for the position of Manager (Approvals/Monitoring). This post will be re-advertised in the immediate future.

1. Routine Matters

Much of the work of the department has been hampered by the long-term sickness of the Financial Accountant, Manj Cheema, who has been away with pneumonia. She has recently returned to work on a two days a week basis until the end of the year. The Management Accountant, Richard Ballard, has stepped in doing extra work and is to be commended on the production of the Management Accounts for October a week earlier than usual. He is currently on study leave. We have used a junior temporary staff person for only one week.

£500,000 is currently placed on the money market at an interest rate of 4.13% and a 3-month bond for £1,000,000 has been purchased at a rate of 4.63%. Around £700,000 is also held on Business Reserve Account at a rate of 2.25%.

2. Meetings, Training and Other Matters

A number of meetings have taken place (or are scheduled to take place) since the last meeting. Details from the meetings have been utilised in general work or in papers elsewhere in the Committee Agenda.

29th September – Staff Performance Management Reviews
4th October – Alan Dickinson, Head of Corporate Banking, NatWest
6th-7th October – Council Awayday, Scotland
11th October – Secretariat Meeting (internal)
15th October – Payroll and Purchase Ledger Advanced Training (Digital Quills Limited)
5th November – James Reeve, P&O Business Travel re procedures
12th November – Jeremy Cook, FMI Limited re Sage Accounting System
26th November – Gina Budden, P&O Business Travel re room hires/events
30th November – Penny Alexander, Nick Flint, NatWest re automated banking procedures

3. Financial Projects

Risk Assessment reviewed and revised
PLG Budgeting exercise
Hotel Corporate rates negotiated and procedures issued
VAT on Attendance Allowances – briefing of VAT advisor

4. Office Services

With the exception of some damp work, all building work has been curtailed for this financial year. Security guards are being stood down. A review of photocopying both in house and outside is being undertaken.

1. Striking Off Order

Mohammed Hussein (Chiropodist) 30th September 2004
Stephen Hewitt (Biomedical Scientist) - 11th October 2004
Paul Graves (Occupational Therapist) – 18th October 2004
Lesley Brookes (Occupational Therapist) – 27th October 2004

2. Suspension Order

Mr Frank Attwater (Physiotherapist) 4th August 2004
Esther Randall (Physiotherapist) – 1st October 2004
Kayode Balogun (Radiographer) – 21st October 2004

3. Conditions of Practice Order

Daniel Kings (Dietitian) 3rd September 2004
Susan Harbottle (Physiotherapist) 7th September 2004
Fiona Drew (Physiotherapist) 8th September 2004
David Fozard (Chiropodist) – 8th October 2004

4. Caution Order

Miss Lisa Bynion (Occupational Therapist) 6th September 2004
Dermot Fox (Chiropodist) – 4th October 2004

5. Review

A review of a conditions of practice order took place on 28th October 2004

6. Investigating Committee

In September and October, panels of the Investigating Committee have considered 29 cases and found there was a case to answer in 4 cases. Further information was requested in 4 cases and 3 cases were adjourned. A panel of the Committee also considered a case of fraudulent entry; this case was not found.

7. Conduct and Competence Committee

There are currently 60 cases within the remit of the Conduct and Competence Committee. Of these cases, 16 are cases where either a suspension order or conditions of practice order was imposed and a review hearing is required. 21 cases have dates fixed for a hearing

8. Health Committee

There are currently 11 cases within the remit of the Health Committee. Of these cases dates for 2 cases have been set and 4 are awaiting review hearings.

9. Interim Orders

In September and October 2004 interim orders were applied for in 6 cases. 2 interim suspension orders were imposed and 2 interim conditions of practice orders were imposed

10. Registration Appeals

There are currently 274 active registration appeal cases.

11. Operating Department Practitioners

The AODP transferred to the HPC 15 AODP disciplinary cases. Of those cases 5 were not ODP's. 10 cases are being processed in line with HPC rules and procedures. 5 cases will be considered by a panel of the Investigating Committee. 4 cases will be considered by a panel of the Conduct and Competence Committee and 1 case will be considered by a panel of the Health Committee. ODP's whose cases have been transferred are not eligible for registration until such time that proceedings and enquiries against them are concluded.

12. Resources

Michael Calligy is assisting the FTP team with registration appeals. Michael Guthrie was appointed as case manager on 23rd August 2004 Emma Pearce joined the team on 25th October 2004 as Team Administrator

13. Panel Training

A further two day panel training session took place on 25th and 26th October 2004. This event was very successful and the feedback received from it was extremely positive. Further training sessions will take place on 2nd and 3rd December 2004 and 12th and 13th January 2005 where the remaining panel members will be trained.

14. Legal Assessors

A review day for legal assessors will take place on 24th November 2004. Feedback from this session will be made available to fitness to practise committees.

15. Other Information

Meetings have taken place with the following organisations

CRHE – Regular monthly forums
East Midland Ambulance Service
Kingsley Napley Solicitors

Meetings are arranged with

NMC
Hampshire Ambulance Service
Association of Clinical Scientists

The team is working with the IT department to create an FTP tracking system and is currently working on the following items:

Practice notes – to include Restoration, Self-Referral and Conditions of Practice

Brochures – to explain the FTP Processes

Witness Support Programme

The team is also working with the International Department to resolve the reasons for the high number of Registration Appeals.

We are also continually refining the FTP processes

1. Employee Resourcing

The Team Administrators for the Education & Policy and Fitness to Practise Departments are in post and inductions are underway.

Maternity cover arrangements are in place for the post of Manager, CPD/Aspirant Groups. Again, induction and handover arrangements have begun.

The Partner Manager and HR Team Administrator jobs have been recruited to. These new recruits join on the 2nd December and the 29th November respectively.

Interviews for the Education Officer and Team Administrator, Secretariat are scheduled for December.

Following the recent round of interviews, the Manager, Approvals/Monitoring will be re-advertised early December.

2. Partner Programme

The framework for a partners' performance review system is under development. This system will be introduced as a pilot by next May. More information on the mechanics of this system will be available by the end of this year.

The HR Director will present at the next panel member training in December.

Work continues on all stages of the partner recruitment and selection process.

3. HR Information System

Data migration of employee and partner information was achieved by the 19th November deadline. By the 26th November the Information & IT Department in conjunction with InfoSupport (the provider), will have completed the testing phase.

The *Go Live* date for this information system is still on track for the 30th November. Members of the department will attend training in early December on the report functionality.

4. Projects/ matters to note

Audit of HR department in December

Occupational health referrals

Ethnicity report for December Council

Flexible working in Registration department

Review and revision of Dress Policy by January

Development of customer services standards for Registration

Roll out of IT training programme from January

1. Staff

No changes.

2. Projects

Bryan Wilson has completed the Business Process Change Impact Assessment database which will be used to track requirements for new major projects at HPC.

3. HR System

HR system from InfoSupport. The final full data migration is due to occur week commencing 15th November following data mapping. Some further user training will be required to ensure that the reporting functionality provides the required outputs.

A further phase will define functionality to the HPC user community to record and validate leave and sickness via the intranet.

4. Customer Service System

Lotus Notes based Customer Service software iExtensions has been installed for Information & IT and Communications Departments, and is now in use. Role out to the rest of the organisation and user training will be considered.

5. IT Helpdesk

An IT helpdesk has been developed to track calls on IT resources, and improve metrics and service levels in the short to medium term.

Individual requests are tracked by e-mail and can be part populated by the user requiring help.

This will be rolled out in the next few weeks to all users in HPC.

6. Document Control - FOI

Following feedback from potential users, the document control template has been refined to deliver a neater, macro based method for determination of the logical file name demanded by our method for filing documents on the HPC network.

This will record, date of creation, version, department or committee, title, draft vs. complete, and security / confidentiality status and destruction policy.

7. BART

A display of the outline for BART was provided at the partner conference in late September. The DSL design team delivered a set of requirements for the HPC BART team for prioritisation and selection. A full, functional specification will be delivered when this process has been completed. Once the requirements have been definitively matched to the specification build, work can commence within the remaining budget.

8. Business Continuity

This project continues, and the final specification document from Star has been accepted. Version 6 details the technical requirements following improvements to the robustness of the model.

DR staff visited a potential new Business Continuity site in Uxbridge. A further site in Sevenoaks is to be visited in the near future. Cost for 7 seats are approximately equal to those for having the Old Street DR site on call.

9. ISO Registration

The BSI continuing assessment for HPC's ISO 9001:2000 registration was successfully completed on **Monday the 8th November**. Areas audited were Quality Management, UK Registration and International/Grandparenting Registration. There were no non-conformities raised as a result of this audit. The next BSI audit will be on **Monday the 4th April 2005** and areas to be assessed will include; Quality Management, Communications, Customer Services, Secretariat, Education and Policy and Office Services. Internal audits will continue in line with the schedule and in accordance with the proposal for the next BSI visit. *NOTE: A copy of the external assessment report can be obtained from Ruth Bacon (Quality Manager).*

We will be putting to logo on the website/headed paper etc in the near future.

10. User Group Meetings

Formal IT User group meetings continue on a monthly basis. A generic priority list has been created and will be circulated through EMT to assess requirements for next years budget submission from IT, or reassignment of funds from existing projects to higher level priority items.

11. New Professions – ODP's

The operating department practitioners voluntary register transferred to HPC on 18th October. The entire operation was comparatively smooth, but a second migration of data was required as the AODP delivered address changes and late renewals from their end the last working day before the HPC registration certificates were to be generated. Renewal notices to cover the period from December 2004 to November 2006 were despatched shortly after.

12. Document scanning

IT have established a relationship with an off site scanning company in Hayes, Middlesex. Paper applications and other documents are collected in bar coded boxes for image acquisition. Electronic files are returned on cd-rom and uploaded to the LISA file server for later linking. Ultimately we may be able to automate the linking process. Documents are remotely linked by home workers.

1. New Appointments

A new appointment has been made to the Team during October. Following the departure of Tanya Howell, Ben Brown joined HPC Tuesday 13th October. Ben has made an excellent start and is already up and running on most of the core registration processes. This finally brings the Team back to full capacity with 11 FTE Registration Officers.

2. Telephone Calls

The volume of telephone calls has continued to fall again this month for International. The answer rate has incremented accordingly. Call volumes in International are directly impacted by the volume of workflow. Volumes increase directly in line with any delays in the processes.

3. New Applications

The Team continues to receive a higher volume of international applications. The last few months have seen slight fluctuations in the number of new forms being received. Whilst there is still a high volume of applications that are returned, due to incomplete documentation, the Team hopes to see small improvements as a result of improving the guidance notes.

4. Applications processing times

Processing times have significantly improved for registrations as a whole. The reporting this month appears to have accurately amended the meantime from application to registration for international and grandparenting. The quality of the management information has significantly improved as managers have reached a better understanding of the new reporting format and been able to work to improve the accuracy with assistance from IT.

Interesting to note, from the report showing days to register from application are the increased time frames for international applications during the summer months. This can be traced to the process being impacted by Registration Assessors taking annual leave and a slight increase in the volume of applications. By contrast the grandparenting applications timeframes continued to decrease steadily month-on-month.

This can be explained by the high volume of chiropody applications, which only impacts one group of Registration Assessors.

5. Assessor training

6 ODP Registration Assessors were trained during October in anticipation of the Register opening October 18th 2004. The need for further Assessors for this profession, will be kept under review. Their details have been added to our database of existing partners. In addition training sessions have included the final groups of clinical scientists to ensure all the modalities are covered by the HPC.

6. Process improvements

The process continues to be reviewed and tested regularly. The team has continued to receive feedback from the registration appeals process and over the past 3 months has made incremental improvements in the process from amending the guidance notes to providing assessors with regular updates, support and advice.

7. Team training

Refresher training on the legal aspects of the Health Professions Order took place in October. The process of providing refresher training will continue on a 6-monthly basis.

8. CPSM Applications

The old CPSM applications, which have been managed by 2 Registration Officers as a special project since October 2003 have finally started to wind up allowing one of the Team to return to the main processes with effect from mid-October. The final stages of the special old application project means that those applications for which we have no response are being archived and withdrawn from the filing system and database.

9. ISO review

The Registration areas underwent the first round of ISO re-audit, following the original inspection in July 2004. The Registration Teams successfully completed the reaudit and BSI did not identify any non-conformities in either process.

1. Appointment of Secretary to Committees

Sophie Butcher has taken up her role as Secretary to the 3 Fitness to Practise Committees. She is also acting as Secretary to the Health and Disability Professional Liaison Group.

2. Recruitment of a Team Administrator

This position of Team Administrator has been advertised. Interviews will be held in December. The person appointed will fill the vacancy which will occur with the retirement of the current team administrator Olive Cooper in February 2005.

3. Council Members’ Induction

To date 32 Council members attended the two day Council Members Induction session. Currently there are three Council members who have not registered for any of the dates offered.

4. Council Members’ Performance Review Meetings

The majority of Council Members have now had their review meetings and it is anticipated that the process will be completed early in the new year.

5. Council Away Day next year

The Secretariat has started planning for October 2005 Council ‘awayday’ which will be held in Northern Ireland.

6. Council Elections to Privy Council

The Health Professions Council (Election Scheme) Rules 2004 are currently with the Privy Council and should come into force in late December 2004.

7. Health and Disability Professional Liaison Group

The Health and Disability Professional Liaison Group held its first meeting on 29 October 2004. The next meeting of the Group will take place on 24 February 2005.

1. New Appointments

Three new appointments have been made. Nadine Evans-Willis joined the team on the 21st September followed on the 4th October by Adam Mawson. Both have excellent customer service backgrounds and have already proved to be a real asset to the team. Claire Jackson was successful in her application for maternity cover for Michelle Calligy. Claire has been with the team for most of this year, and we are thrilled that she will be staying with us until the end of July 2005

2. Telephone Calls

The volume of calls has started to decrease. This was fully expected following the end of the peak period for UK applications and the end of the renewal processes for all professions. During the period from October – 18th November, the team received 11,508 calls and answered 94% of these.

3. UK Applications

The number of applications (UK route and readmission) started to decrease in September. The number of days taken to process and register has also decreased and is now taking three working days for the team to register a new applicant.

4. Operating Department Practitioners (ODP's)

The register opened on the 18th October 2004. The transfer of data from the Association of Operating Department Practitioners went extremely well and no particular problems were encountered. All ODP's on our register received their first certificate the day after the register opened. The team experienced a slight increase in the number of telephone calls received, but were fully prepared for this. During the first four weeks of the register being opened, the team managed to answer 94% of calls.

Registration renewal applications were sent to ODP's within a few days of the opening of the register. A letter explaining the process in detail was included with this which we are pleased to report has helped our new registrants to understand the process. Just over 3,500 final notices were sent during November 2004 to registrants who had yet to complete their renewal applications. Registrants have until the 30th November to submit their applications.

5. ISO review

The Registration areas underwent the first round of ISO re-audit, following the original inspection in July 2004. Both teams successfully completed the re-audit and BSI did not identify any non-conformities in either process.

6. Process improvements

6.1 Registration Runner

We have “created” another role within the team to help enhance the standard of service we provide. A “registration runner” is now a part of the team's weekly rota. The “runner” is responsible for following up on requests that other team members take over the telephone. The registration officer takes the relevant details and passes them to the “runner” who is then responsible for investigating the enquiry and taking the necessary action. This enables the original registration officer to be immediately available to take another call. The role was originally planned only to be in place for a few weeks following the opening of the ODP section of the Register. However, it appears to be working so well we have decided to make it a permanent part of the rota.

6.2 Registration Renewal

A project team has been established recently to review the various processes involved in registration renewal. Some registrants have given us feedback following their first experience and we have learned lessons too. We are committed to enhancing the process to ensure that it is easier and better managed next time round.