

**CHIEF EXECUTIVE – Marc Seale**

**Meetings**

**1<sup>st</sup> February to 30<sup>th</sup> April 2004**

**Completed Meetings**

|  |                        |
|--|------------------------|
| ARA Disciplinary Conference                            | 6 <sup>th</sup> Feb    |
| Professor Sir John Lilleyman                           | 9 <sup>th</sup> Feb    |
| Society of Radiographers & Department of Health        | 10 <sup>th</sup> Feb   |
| Chief Executives of Health Regulatory Bodies           | 10 <sup>th</sup> Feb   |
| British Medical Association                            | 11 <sup>th</sup> Feb   |
| Association of Clinical Scientists                     | 12 <sup>th</sup> Feb   |
| Department of Health                                   | 13 <sup>th</sup> Feb   |
| Health Regulatory Bodies                               | 8 <sup>th</sup> March  |
| Association of Clinical Scientists                     | 9 <sup>th</sup> March  |
| British Dietetic Association                           | 11 <sup>th</sup> March |
| UK Voluntary Register of Public Health Specialists     | 11 <sup>th</sup> March |
| British Society of Echocardiographers                  | 11 <sup>th</sup> March |
| British Association of Art Therapists                  | 11 <sup>th</sup> March |
| Scottish Executive Health Department                   | 12 <sup>th</sup> March |
| Royal College of Speech & Language Therapists          | 16 <sup>th</sup> March |
| Health regulatory bodies/DH/DTI/OFT                    | 18 <sup>th</sup> March |
| Council for the Regulation of Healthcare Professionals | 19 <sup>th</sup> March |
| Regulatory Policy Forum                                | 19 <sup>th</sup> March |
| Dept of Health Collaborative Regulation event          | 22 <sup>nd</sup> March |
| Department of Health re Supplementary Prescribing      | 23 <sup>rd</sup> March |
| Ambulance Service Association HR Directors meeting     | 25 <sup>th</sup> March |
| CRHP Policy group                                      | 30 <sup>th</sup> March |
| CRHP re High Court advice (s 29)                       | 31 <sup>st</sup> March |
| Department for Education & Skills                      | 1 <sup>st</sup> April  |
| Czech Ministry representatives                         | 13 <sup>th</sup> April |
| Scottish Care Commission                               | 14 <sup>th</sup> April |
| Department of Health                                   | 16 <sup>th</sup> April |
| POPAN  | 19 <sup>th</sup> April |

|  |   |
|--|---|
| British Chiropractic & Podiatry Association                          | 19 <sup>th</sup> April                    |
| Pamela Sabine visit  | 20 <sup>th</sup> April                    |
| IAMRA 6 <sup>th</sup> International Conference on Medical Regulation | 21 <sup>st</sup> – 24 <sup>th</sup> April |
| Society of Radiographers   | 26 <sup>th</sup> April                    |
| British Association for Behavioural & Cognitive Psychotherapies      | 26 <sup>th</sup> April                    |
| UNISON Health Conference   | 27 <sup>th</sup> April                    |
| MHRA   | 29 <sup>th</sup> April                    |

**Scheduled Meetings**

|   |                       |
|---|-----------------------|
| Nuffield Hospitals (Integrated Governance Conference)       | 4 <sup>th</sup> May   |
| General Medical Council (re physicians/surgeons assistants) | 10 <sup>th</sup> May  |
| Institute for Arts in Therapy & Education                   | 12 <sup>th</sup> May  |
| General Medical Council                                     | 17 <sup>th</sup> May  |
| Department of Health  | 18 <sup>th</sup> May  |
| College of Occupational Therapists                          | 18 <sup>th</sup> May  |
| Norwegian Registration Authority for Health Personnel       | 27 <sup>th</sup> May  |
| Anglia Polytechnic University                               | 7 <sup>th</sup> June  |
| AXA PPP Healthcare  | 8 <sup>th</sup> June  |
| Nursing & Midwifery Council                                 | 9 <sup>th</sup> June  |
| Diane Waller visit  | 11 <sup>th</sup> June |
| Clinical Physiologists                                      | 16 <sup>th</sup> June |
| Department of Education & Skills                            | 17 <sup>th</sup> June |
| Care Council for Wales                                      | 18 <sup>th</sup> June |
| Department of Health  | 21 <sup>st</sup> June |
| L Sbaih (New Ways of Working in NHS)                        | 8 <sup>th</sup> July  |
| Health Informatics  | 3 <sup>rd</sup> Sept  |
| HUCBMS Annual Conference                                    | 8 <sup>th</sup> Sept  |
| Scottish Executive Health Department                        | 15 <sup>th</sup> Sept |

### **Advertising**

HPC's first public advertising campaign was launched on April 8<sup>th</sup> in Top Sante magazine. Aimed at the public, it has as its main objective raising awareness of HPC by informing people that there are rogue practitioners out there and that only genuine health professionals can register with HPC.

Initial feedback has been positive especially from the likes of the British Association of Prosthetists and Orthotists. The campaign, which features 5 different advertisements, will run over the next 12 months in consumer and health magazines with six monthly monitoring of their impact.

Alongside this, HPC chose the HR in the NHS Conference in Birmingham on May 5<sup>th</sup> to launch a 'keep in touch' advertising campaign aimed this time at registrants. NHS magazine was the official launch publication with the adverts letting people know the importance of keeping their details up-to-date with HPC. It is likely that this campaign will be aimed solely at the professional press and will run every 3 or 4 months.

### **Market Research**

Market research was carried out on the HPC website by Opinion Leader Research. Feedback was very positive with a firm roadmap for the web's future development now in place. We believe it can attain the crystal mark after a few small modifications.

### **Customer Services**

A customer services manager has been appointed. Bonnie Hart will be responsible for the on-going customer services training across HPC along with co-ordinating and monitoring responses to customer complaints and praise about the organisation.

### **Events**

HPC has attended within the last few weeks the British Association of Prosthetists and Orthotists annual conference, the Unison health care annual conference, HR in the NHS conference as well as supporting the on-going consultation on Approvals and SET's and participating in the HEI talks programme. Listening events have been organised for the remainder of 2004 in Bournemouth and Bristol and further events for 2005 in Blackpool and Manchester. Dates are on the HPC website.

### **Publications**

A 'Returning to practice' brochure has been written and is available for distribution.

## FINANCE & OFFICE SERVICES – Paul Baker

### **Routine Matters**

Since the last Council Meeting, the Finance Department has continued the routine work of cash management, income and expenditure accounting, payment of suppliers and partners (purchase ledger) and the production of the February Management Accounts.

### **Budgeting and Forecasting**

The first draft of the Budget for the year ending 31 March 2005 was produced for the February meeting of the Finance and Resources Committee.

Work on the pay review was completed in conjunction with the Human Resources Department and incorporated into the second draft of the Budget which was presented to the Finance & Resources Committee in March. The Committee sat as the Remuneration Committee in March and there was also a meeting of the Audit Committee to plan the external and internal audit work to be undertaken by BDO Stoy Hayward and the National Audit Office.

### **Year End Accounts**

Much of the Department's recent efforts have focused on producing the Year End Accounts in Management Accounts and Statutory (Annual Report) Format. The audit will start in May and additional schedules for audit are being prepared. Also the Finance Director and Management Accountant have undertaken specialised Public Sector Accounts Production training to ensure that the published accounts follow Treasury and Government accounting guidelines. The organisation is required to report as if it was a non-departmental public body (NDPB), although it is of course an independent body corporate.

The preliminary results for the year ended 31 March 2003 were due to be presented to the Finance and Resources Committee on 29 March 2004.

### **Meetings and Training**

Since the last report, attendance has been made at the P&O Travel Business Forum, Microsoft Word, Excel and Powerpoint courses, depending on the proficiency of the staff involved, as well as the Public Sector Accounts Production course mentioned above. The Department also participated in all-staff courses for Fire Awareness and Customer Services.

Meetings included a further meeting with the Audit Manager of the National Audit Office, the printers of the Annual Report and the tax manager of BDO Stoy Hayward. In addition to the regular fortnightly meetings of the Executive, an all day meeting took place in Richmond where the Finance Goals and Executives were discussed.

### **Other Matters**

The definitive list of suppliers was published on the staff intranet. Work has been undertaken towards the Council Members Liability Section of the Information Pack and on Committee Reports for the Annual Report.

### **Office Services**

In addition to routine, there has been work undertaken planning the 2004 programme of refurbishment, fire safety training follow up work and a review of photocopying arrangements has commenced. The HR and Fitness to Practise Departments have been relocated.

## FITNESS TO PRACTISE – Anne Barnes

### **Removal from the Register**

Mr.R.Whitaker's name was removed from the Medical Laboratory Technicians Register with effect from 5<sup>th</sup> March 2004.

Mr.D.Leeson's name to be removed from the Chiropodists Register with effect from 29<sup>th</sup> April 2004 (28 days in which to appeal).

Ms.Sarinda Gill's name to be removed from the Physiotherapists Register with effect from 5<sup>th</sup> May 2004 (28 days in which to appeal).

Mr.Paul Carling's name to be removed from the Medical Laboratory Technicians Register with effect from 17<sup>th</sup> May 2004 (28 days in which to appeal).

### **Investigating Committee**

One case of an incorrect entry on the Radiographers Register was heard by the Investigating Committee on 22<sup>nd</sup> March 2004. The registrant was admitted to the register.

There are currently 28 cases awaiting consideration by an Investigating Panel.

### **Conduct & Competence Committee**

There are currently 29 cases awaiting consideration by a Conduct & Competence Panel.

### **Health Committee**

There are currently 4 cases awaiting consideration by a Health Panel.

### **Interim Orders**

Since the last meeting of Council, two interim suspension orders have been issued by the Investigating Committee.

## HUMAN RESOURCES – Denise Thompson

### **Partner Recruitment**

Work continues on recruitment of partners. The department's main focus in this area has been on post interview work namely: obtaining and signing off references, and providing feedback to applicants and candidates.

Since January a further 77 partners have been formally approved by HPC Council.

Interview dates are being identified with panel members for prospective ArtsTherapist;Paramedic;Physiotherapist;Chiropodist/Podiatrist; Clinical Scientist; Prosthetist/Orthotist; and Radiographer partners.

There are significant gaps for Registration Assessors within the Occupational Therapy, Chiropody/Podiatry, and Radiography professions. An appropriate advertising strategy for each of these professions will be developed with the relevant registrant Council Member/Alternate.

### **Employee Resourcing**

The department is currently processing applications for the following positions: Director- Education & Policy, Case Manager (Fitness to Practice), Registration Officers, and Team Leader (International Registration).

### **HR Software**

An HR package is presently being evaluated. This will provide an interim solution to assist the department in the production of data and HR transactions.

### **Admission of ODPs onto the HPC Register**

More detailed planning work is due to begin around the recruitment of ODP partners.

Having established numbers required and those involved in the selection process the advertisement campaign will begin in May.

### **Investors in People Standard**

Meetings with external consultants have taken place to discuss requirements for HPC obtaining the Investors in People standard (IiP).

## INFORMATION & IT – Roy Dunn

### Executive Summary

The Information Department are currently working on the following projects;

- 1) LISA Return to Practice system with associated process re-engineering
- 2) Creation of system parameters for Operating Department Practitioners
- 3) Migration from Microsoft Exchange & Outlook to Lotus Notes & Domino -May 1st
- 4) Enhancement of the HPC network security model, including roving profiles for internal users
- 5) LISA batch process cover during UK Registration Managers maternity leave
- 6) Consolidation and mapping of HPC processes prior to populating the intranet, and internal audit to ensure consistency
- 7) Gathering system requirements for SIMPSONS related projects

Members of Information and IT are experimenting with replacing desktop PCs with laptops plus standard keyboards and monitors at their desks to make hardware more functional in a project based organisation. Information & IT frequently work away from their desks or at external meetings where mobile technology offers a significant benefit. It is hoped that individual staff will be more productive

The HPC process documentation project is progressing.

Online applications, and online pass list processes are undergoing user acceptance testing prior to roll out in the production environment.

Server consolidation and migration of non registrant data from the old Contacts system will take place over the next two months. This will follow the Exchange to Lotus Notes migration at the end of April.

Following the migration of the contacts system the file and print capability will be migrated to SAMBA.

The ROD telephone “renewals on demand” system has been temporarily de-scoped to allow increased management time on the online application and return to practice processes to meet deadlines. ROD will be reactivated in the late summer early autumn during the cyclical data cleansing exercise.

HR and Customer “Complaint” handling software are being sought to match urgent internal requirements. The Domino based Visual Help Desk, Charter; and Remedy style system will be evaluated against a specification integrating to the 5 year IT strategy.

A new user account creating process has been implemented to ensure data access is managed as securely as possible.

Meetings with the GSCC have taken place to discuss Registration system requirements. Such discussions may result in a cross regulator IT group along the lines of the Health Regulators Information Policy Group.

Other regulators are looking to implement a scheme similar to HPC’s watchlist. RD will assist in requirements development.

Development of the HPC network security model and the new DR / Business continuity programme will allow greater flexibility in or response to external or internal pressures.

### Decision

This paper is for information only and therefore no decision is required

## INTERNATIONAL & GRANDPARENTING – Sarah Dawson

### 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.

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.

| Type of Application | February 2004 |               | March 2004   |               |
|---------------------|---------------|---------------|--------------|---------------|
|                     | Applications  | Registrations | Applications | Registrations |
| Grandparenting      | 369           | 215           | 440          | 293           |
| International       | 473           | 170           | 521          | 326           |
| <b>Total</b>        | <b>842</b>    | <b>385</b>    | <b>961</b>   | <b>619</b>    |

The team achieved the goal of having 0 outstanding applications by March 3<sup>rd</sup> 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

**Declaration of Members’ Interests**

A form has been sent to all Council and Committee members so that the members’ interests section of the website can be updated. The updated declarations are currently being added to the website.

**Attendance by Council Members at Meetings outside the HPC**

The Secretariat has recently issued a form for members representing the HPC at meetings. Members are asked to complete a separate form for each meeting attended and return it to the Secretariat.

**Corporate Governance Training**

As part of ongoing training Members are being offered a half day course in good corporate governance. A choice of two dates are being offered, Thursday 20 May and Thursday 10 June. All Council and Committee members are encouraged to attend.

**Council Members’ Induction**

The two day Council Members induction training is on-going and to date 9 members have taken part. Further dates have been offered in the autumn.

**Regulation of Health Care Staff in England and Wales – a Consultation Document**

A special meeting of Council to which all members and alternates are invited will be held on Tuesday 15 June to discuss the consultation document.

**Health Professions Council – Annual General Meeting**

The first Annual General Meeting of the Health Professions Council will be held at Park House on Friday 16 July 2004.

**Council and Committee Members’ Information Pack**

The information pack has been updated and a revised pack is currently being issued.

**Mentor – Clinical Perfusionists**

Neil Willis has volunteered to act as a mentor for the Clinical Perfusionists.



## UK REGISTRATIONS – Shelagh Gillick

### **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 30<sup>th</sup> April 2004. For those that haven't renewed as yet-final notices have been sent with an extension until 14<sup>th</sup> 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 1<sup>st</sup> 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.