

## OPERATIONS REPORT – Greg Ross-Sampson

### Registrations

The registration strategy approved by the Finance and Resources Committee on 22 March 2006 was presented to the registration managers and team leaders on 7 April 2006. It will be presented to both UK and International Registration on 18 April 2006. Richard Houghton starts with HPC as the new overall registration manager on 10 May 2006. He comes with a vast wealth of knowledge in call centres and back office management.

Registration Officers, Hope Morrison and Charlene Williams started in March 2006, working in place of Claire Cooper and Michelle Calligy who are both on maternity leave.

Registration Officer, Nadine Evans, resigned in April 2006 after working at HPC since September 2004.

International/Grandparenting Registration Department are steadily working through the large volume of applications. This hard work is reflected in a record number of International registrations made in March 2006 of 442.

Acting International/Grandparenting Registration Manager, Mark Potter, has been working with the Irish Society of Chartered Physiotherapists to share best practise and assist them in the implementation of their grandparenting and international application assessment process.

UK Registration department is over half way through the registration renewal cycle, having completed the renewal cycle for 8 of our 13 health professions. To date, the registration renewal team have received 123,963 renewal forms

At the start of February, all registered physiotherapists were invited to renew their registration for the next two year cycle. Physiotherapists have until 30<sup>th</sup> April to renew their registration. At the beginning of April, 15,923 or 39.9% of physiotherapist were sent a final renewal notice.

### Quality/ Customer Services

The external ISO 9001:2000 audit with BSI is on 24th April 2006. The areas of the business that will be assessed are Quality Management, International Registration, CPD and Aspirant Groups and Human Resources - Employees.

An investigation is being conducted by the Quality Manager, Ruth Bacon into Information Security Management Systems ISO 27001:2005 with the Director of Corporate Services, Roy Dunn

### Approvals visits

The new Education Manager, Abigail Creighton, started on 23rd January 2006 and two new Education Administrators started on 22 & 27 March 2006. Amanda Hargood, Education Officer started with the Approval and Monitoring Department on 6 April 2006 to fill the two vacancies due to the departure of Joanna Kashmir and Ed Crowe from HPC in late January 2006 and April 2006 respectively

The following thirteen visits took place between 1 Dec 2005 – 28 March 2006.

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Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2006-04-18	a	OPS	PPR	Operations report	Final	Public
					DD: None	RD: None

between 1 April and 31 July 2006; the majority of which have had their visitors and executive members assigned. The schedule is now at capacity and it is extremely unlikely that any further visits will be accommodated for a programme with a September 2006 start.

14 approval visits have been postponed and/or cancelled by educational providers over the past three months. This has been for a number of reasons including;

- ODP programmes choosing to defer there visits awaiting the release of the AODP curriculum guidance  
(In line with the decision agreed at Approvals Committee on 22 November 2005)
- illness of key programme team members
- additional time required to prepare programme documentation.

Upon receipt of requests for postponement and/or cancellation, the Approvals & Annual Monitoring Team has worked in conjunction with education providers to highlight the implications of their decision (i.e. it is unlikely that an approval visits will be rescheduled & complete for a September start) and to secure new dates. On average, the notification of postponements/cancellations is received less than 2 months before the visit, which does not allow sufficient time for the slots to be reallocated to other approval visits.

A number of visits have already been planned for autumn 2006 and early 2007 and the Approvals & Annual Monitoring Team will be contacting all education providers in the summer to remind them of the timescales involved in the approvals process, which may be relevant to any programmes they are planning to start September 2007.

Name of Education Provider	Title of Programme	Date of Visit
Queen Margaret University College	MSc Dietetics	1/2 December
University of Wolverhampton	Supplementary Prescribing	13 December
Medway School of Science	Supplementary Prescribing	10 January
University of Greenwich	Supplementary Prescribing	31 January
University of Northumbria	Supplementary Prescribing	9 February
University of Plymouth	Supplementary Prescribing	15 February
University of Leeds	BSc (Hons) Diagnostic Radiography	28 February/1 March
University of Hertfordshire	MA Art Therapy	1/2 March
University of Derby	MA Music Therapy	14/15 March
Anglia Ruskin University	MA Music Therapy	15/16 March
De Montfort University	BSc (Hons) Speech and Language	21/22 March
University of Newcastle upon Tyne	BSc (Hons) Speech & Language Sciences, MSc Language Pathology	23 March
University of the West of England	Supplementary Prescribing	28 March
Manchester Metropolitan University	Supplementary Prescribing	

The Education Manager, Abigail Creighton and the Approval and Monitoring Department have a total of 46 approval visits planned

### **Refined approvals process and flowchart**

The revised approvals process was considered and approved, with agreed amendments, at Approvals Committee on 22 November 2005. The new flowchart gives more detail on the HPC's role and remit and provides more clarity, for visitors and education providers, on the various stages of the process. The flowchart and guidance is currently being drafted by the Approvals & Annual Monitoring Team and will return to the next Approvals Committee for final approval.

### **Visitor reports**

All visitors' reports were published on the web site on 3 February 2006, under the heading 'Approval visit reports'. A total of forty five reports were published covering all the programmes approved since the start of the new Approvals process.

All Visitors reports are water marked with 'All conditions met: programme approved' so that it is clear that none of the conditions referred to within the report are outstanding.

### **Annual monitoring process**

All education providers were emailed in December 2005 with an update on the new process and again in February 2006 with detailed information on the new annual monitoring process and the expectations upon them and the necessary deadlines. Hard copies of the new annual monitoring flowchart and supplementary information were distributed to all education providers in March and published on the HPC website. Five assessment days are planned for May & June 2006, each with approximately 16 visitors, to scrutinise and approve the submissions from education providers and arrangements for these days are currently underway. Recommendations from these assessment days will be considered at the Approvals Panel on 8 June 2006. Late submissions from education providers will be considered by correspondence and

recommendations considered at the Approvals Panel on 4 July 2006 & 3 August 2006.

### **Major and minor changes**

All education providers were emailed in December 2005 with an update on the new process and again in February 2006 with detailed information on the new major and minor changes process and the expectations upon them. Hard copies of the new major and minor changes supplementary information were distributed to all education providers in March and published on the HPC website.

### **Communication with Stakeholders**

The Approvals & Annual Monitoring Team have initial exploratory meetings arranged with members of the Biomedical Science and Paramedic professions to discuss future approval visits for programmes in their profession. Similar meetings will be arranged with members of the Clinical Scientist profession in the near future.

The Approvals & Annual Monitoring Team is planning to arrange a "road show" for education providers in autumn 2006. This "road show" will introduce education providers to the approvals, annual monitoring and minor & major processes and are scheduled in autumn, so that feedback from the current round of annual monitoring and approvals visits can be incorporated into the discussion. Also it is felt that the autumn term is most suitable for attendance from academic staff.