

OPERATIONS – Greg Ross-Sampson

UK REGISTRATIONS

This paper provides an update from the UK Registration Department for the period July 2006.

Resource

The team were fully resourced in July 2006. However, Charlene Williams resigned on the 1st August 2006. Charlene was 5 months into on a year long contract to cover maternity leave.

Shelagh Gillick left the department on the 1st August to start her new role as Transaction Manager with the Finance team.

Telephone Calls

During the period from 1st – 31st July 2006, the team received a total of 7,683 telephone calls and achieved a 91% answer rate. This figure is more than three times the number of calls received in July 2005 and the team managed to maintain the answer rate. The team are currently focusing on improving the “time to answer” which is currently at 74 seconds – our target is 20 seconds.

Registration Application

A total of 1,328 new applications were received during this period and 1,566 individuals were registered. Applications took on average 9 working days to process from start to finish. This figure takes into account applications arriving before the official pass list from universities was received. Many applicants were being registered

within 5 days of receipt of their forms. The team continues to exceed their target, which is set at 10 working days.

Applications for readmission were taking an average of 3 working days.

The team were pleased to receive several emails/calls/letters regarding the efficient service being provided.

Emails

The team are receiving approximately 40/50 emails per day and are managing to respond to these within a couple of hours in most cases. The team had received some very positive feedback about the efficiency of this service.

Registration Renewal

Twelve of the thirteen professions have now renewed their registration for the second time. The results can be seen in the table below.

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
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Profession	Renewal forms sent	Final renewals forms sent	Percentage of final renewals sent	Number of registrations lapsed	Percentage of registrants lapsed
Paramedics	11,659	3,876	33.2%	1,596	13.7%
Orthopists	1,266	382	30.2%	156	12.3%
Prosthetists/Orthotists	1,217	390	32.0%	91	7.5%
SLT	10,452	4,641	44.4%	972	9.3%
Clinical Scientists	3,807	1,268	33.3%	282	7.4%
Occupational Ther.	26,953	9,888	36.7%	2,851	10.6%
Biomed Sci.	21,450	6,402	29.0%	1,790	8.3%
Radiotherapists	23,392	9,515	40.6%	1,698	7.2%
Physiotherapists	39,844	15,928	39.9%	3,643	9.1%
Arts Therapists	2,302	818	35.5%	278	12.0%
Dietitians	6,257	1,717	27.4%	508	8.1%
Chiropractors	12,825	3,694	28.8%	959	7.5%

The final profession to renew registration will be the Operating Department Practitioners (ODP). Renewal forms will be mailed at the beginning of September 2006.

The renewals team have now left Stannary Street. The three remaining temps are now situated in the UK department and are assisting with the processing of application forms.

Returners to practice

The guidance notes, updating forms and RTP brochure were uploaded to the HPC website on the 31st July 2006 and an email was sent to all HPC employees to advise them of the new requirements. LISA would not be ready to cope with applications until later on in the year so the team were operating a manual process in the interim period.

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INTERNATIONAL REGISTRATIONS

This paper provides an update from the International & Grandparenting Registration Department for the period July 2006.

Telephone Calls

The team received 1,804 calls from applicants during this period, with an average 94% answer rate. Calls were answered on average in 16 seconds.

International Registration Application

A total of 361 new applications were received during this period and 221 were registered.

Grandparenting Registration Application

No Operating Department Practitioner applications were received in this period. Our purge of applications which began in May is having excellent results allowing for floor space to be cleared. This will continue over the coming months to ensure that all outstanding applications in the system are either completed or removed.

Emails

The team are receiving approximately 30 - 40 emails per day and all are responded to within 5 working days.

Improvements/Developments

The new scanning solution has been implemented and is running successfully, this new facility is allowing for all new Registrants forms to be moved off site within 5 days. These are then returned to us on CD/DVD and will be uploaded onto LISA on the next release.

New recruits

Gary Stanbury, Dawn Casimir & Krysia Opalinska have been recruited to cover the teams vacancies and all are settling in well and meeting set work targets. Once fully trained I expect the team work output to increase still further.

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PROJECT MANAGEMENT

Claire has been working closely with the appropriate projects' teams to ensure that project documentation and plans have been composed and are being maintained

The following projects have had their project approach, documentation and project plans confirmed:-

- Equality & Diversity
- Updating Admission forms & Guidance Notes
- Returners to Practise
- Education database
- Intermediate Lapsing

She has additionally designed a comprehensive projects' reporting system to ensure that all stakeholders are kept fully up-to-date with project progress and that cross-departmental projects communication is improved. This is now in its pilot stage and is being used internally.

Finally, Claire has been working on a prioritisation and project life cycle paper. This paper will outline the criteria applied to the project portfolio to determine the timetable for the financial year.

QUALITY MANAGEMENT ISO 9001:2000

Internal quality audits have been conducted for Secretariat and IT

The next BSI audit is scheduled for 16th October 2006. The areas of the business that will be assessed will be:

- Quality Management;
- Policy;
- Communications; and
- Finance.

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EDUCATION – APPROVALS & MONITORING

Approvals visits 2005/06

The following eighteen visits took place between 18 May 2006 and 31 July 2006.

Name of Education Provider	Title of Programme	Date of Visit
St George's School, University of London	Foundation Degree Health & Medical Sciences (Paramedic Science)	18/19 May 2006 & 28 July 2006
University of Hull	M Biomedical Sciences	23/24 May 2006
Goldsmith College, University of London	MA Arts Therapy	31 May/1 June 2006
Guildhall School of Music & Drama (City University)	MA Music Therapy	1/2 June 2006
Roehampton University	MA Music Therapy	6/7 June 2006
Colchester Institute (University of Essex)	BSc (Hons) Occupational Therapy	7/8 June 2006
University of Greenwich	Foundation Degree in Paramedic Science	13/14 June 2006
University of York	Independent Extended and Supplementary Prescribing	13 June 2006

Suffolk College (University of East Anglia)	BSc (Hons) Diagnostic Radiography	14/15 June 2006
Suffolk College (University of East Anglia)	BSc (Hons) Oncology & Radiotherapy Technology	14/15 June 2006
University of Brighton	BSc (Hons) Applied Biomedical Science	22/23 June 2006
University of Nottingham	BSc (Hons) Physiotherapy	27/28 June 2006
Nottingham Trent University	BSc (Hons) Applied Biomedical Science	27/28 June 2006
Liverpool John Moores University	Supplementary Prescribing	28 June 2006
De Montfort University	Prescribing for Health Care Professionals	12 July 2006
The Institute of Arts in Therapy & Education (London Metropolitan University)	MA Integrated Arts Psychotherapy	12/13 July 2006
University of Sheffield	B.Med Sci(Hons) Orthoptics	18/19 July 2006
London South Bank University	Pg Cert Non-medical Prescribing	19 July 2006

During the 2005/06 academic year, 64 programmes were visited, over 57 visits. Of these 64 programmes, 35 have been approved with a further 29 still meeting their conditions. It is hoped that the majority of these outstanding approvals will be considered at the September & October 2006 Approvals Panel meetings, ahead of the 2006/07 academic year. The department intend to write to the education providers in the cases, where it is looking likely that their programmes will not be approved before the start of the 2006/07 academic year, to highlight the implications of accepting a new cohort of students onto their programme.

Approvals visits 2006/07

There are already 49 Approval visits planned for the next academic year, covering 66 programmes. There are approximately 15 additional visits that need to be scheduled. These are for visits to programmes that have not been approved against the QAA Subject Benchmarks, programmes that are from a new profession on the Register (namely ODPs) or programmes that require a visit following annual monitoring and/or a major change). March 2007 is already at capacity for visits.

In addition to the required visits detailed above, the Department is currently dealing with additional requests for visits from education

providers following the generic email reminders sent to them in July 2006. It is likely that this will result in a further 10 visits for the February – June 2007 period. These visits are likely to be to new programmes (especially in the areas of in biomedical sciences and paramedic science), supplementary prescribing programmes and programmes that require a visit due to major change. The department is working on the current estimate of 70 visits in the next academic year.

There are plans to send follow up emails to all education providers in September 2006 and December 2006 to remind them of the reduced (in September) and final (December) opportunities to request a visit during the 2005/06 academic year.

Appendix 1

Annual Monitoring

The schedule for visits between 1 September 2006 & 31 January 2007 has now closed as the six months notice period has passed. All 21 visits scheduled in this period have had their Executive members assigned. There has been a slight delay in appointing Visitors to these visits, due to the Partners reappointment process but it is hoped that all Visitors for this period will be confirmed by the middle of September.

Approvals visits 2006/07 continued.

The first round of HPC annual monitoring has created a very heavy workload for the Department over the last four months. With 310 programmes subject to annual monitoring, the Department has processed 144 declaration forms and 165 audit submissions. Six annual monitoring assessment days were held to consider 128 of the audit forms, with each attended by approximately 15 Visitors from a mixture of professions. The days were successful and promoted inter-profession working, which allowed comparisons to be drawn and consistency to be ensured across the different professions. The

The reduced number of Visitors available to draw on in July & August led to two visits being postponed from September to November/December.

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remaining 37 audit forms were considered by Visitors by correspondence.

144 declaration forms and 165 audit submissions have been received. To date, all declaration forms and 103 audit forms have been signed off by the Approvals Panel, with just 3 of the 103 programmes requiring an approvals visit as a result of annual monitoring. A further 51 audit submissions are due to be considered at the Approvals Panels in September 2006, with a further 4 programmes recommendations for an approvals visit. The Department hope that the remaining 11 submissions will be ready for the Approvals Panels in October 2006.

The Department plan has reviewed the annual monitoring process, in the light of their experience of operating the process and feedback from the assessment days. The following enhancements and clarifications are being made before the second round of annual monitoring in 2006/07;

- Revised annual monitoring supplementary information & forms, to provide greater clarity to education providers
- Revised mapping document as part of the audit submission, to aid the Visitors assessment of the submissions and to focus the process on the Standards of Education & Training
- Revised Visitors report, to capture their recommendations correctly and consistently
- Revised process to encourage two visitors to sign off each audit submission
- Examples of good practise to be posted on the website, to allow education providers to see the requirements of an audit submission
- Revised database to capture more appropriate information

- Production of a 'background information' pack to allow Visitors to gain a better understanding of the background and context of the programme they are assessing
- Proposal that programmes undertaking an approvals visit are not subject to annual monitoring for the year of the visit and the year after

The annual monitoring process will operate on a different basis in 2006/07, in that education providers will be expected to submit within 28 days of the completion of their internal monitoring process, rather than to a standard deadline. This is likely to disperse the peak workload experience this year, reducing the time pressures on staff and visitors.

Minor and Major Changes

Since the launch of the new process in March 2006, the Department has received 38 submissions. 28 of the 38 submissions have been reviewed by the Executive and

Visitors and 10 are still under consideration. Of the 28 completed, 23 were deemed to be a minor change and 5 deemed to be a major change. Of the 5 major changes, 3 were deemed to still meet the Standards of Education & Training and 2 were required to undergo an approvals visit in the next academic year. The Department intend to review the minor/major change process after its first year of operation to in the light of their experience of operating the process and feedback from the education providers and visitors.

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Communication with Stakeholders

HEI Presentations

The Department has arranged a series of presentations to education providers across the UK. In July 2006, an 'expression of interest' form was distributed to all education providers to determine the level of interest in attending a presentation and the preferred topics of discussion. There was a very positive response and the following six presentations have been arranged;

Ulster	4 October 2006	Ulster University, Jordanstown Campus
London	10 October 2006	Imperial War Museum
Glasgow	13 October 2006	Glasgow Caledonian University
Manchester	13 November 2006	Manchester conference centre
London	14 November 2006	Imperial War Museum
Cardiff	21 November 2006	Cardiff University

Each event will include a welcome and closing address (given by a member of Council), a presentation on the approvals, annual monitoring and minor/major change processes (given by an education officer) and a questions & answers session.

Publications

It is hoped that final copies of the approvals process supplementary information will be published in October 2006. All education providers will receive hard copies and soft copies will be available to download from the website.
Two additional publications (visit protocol & advertising protocol) have also been produced to provide further advice and clarity to education providers.

It is hoped that revised copies of the annual monitoring process supplementary information & forms will be re- published in October 2006.

Visitors

As part of the Partners reappointments process, the overall number of Visitors has been reduced by 104. 64 Visitors chose not to put themselves forward for reappointment and 40 Visitors were not appointed. The number of visitors is now 192, still approximately 40 over the estimated numbers requested.

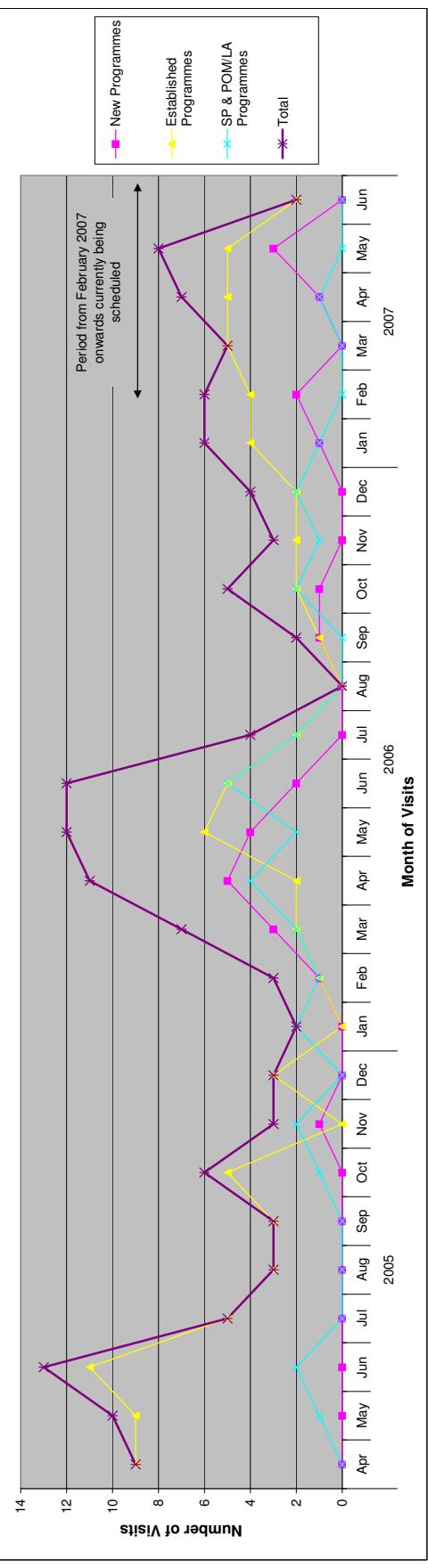
The Department are now planning training for some of these Visitors. It is anticipated that there will be introductory training for 10 new visitors (these are identified from professions where there is currently in sufficient numbers of trained visitors) and refresher training for those trained in 2004 and with no experience of the annual monitoring and minor/major change processes.

Employees

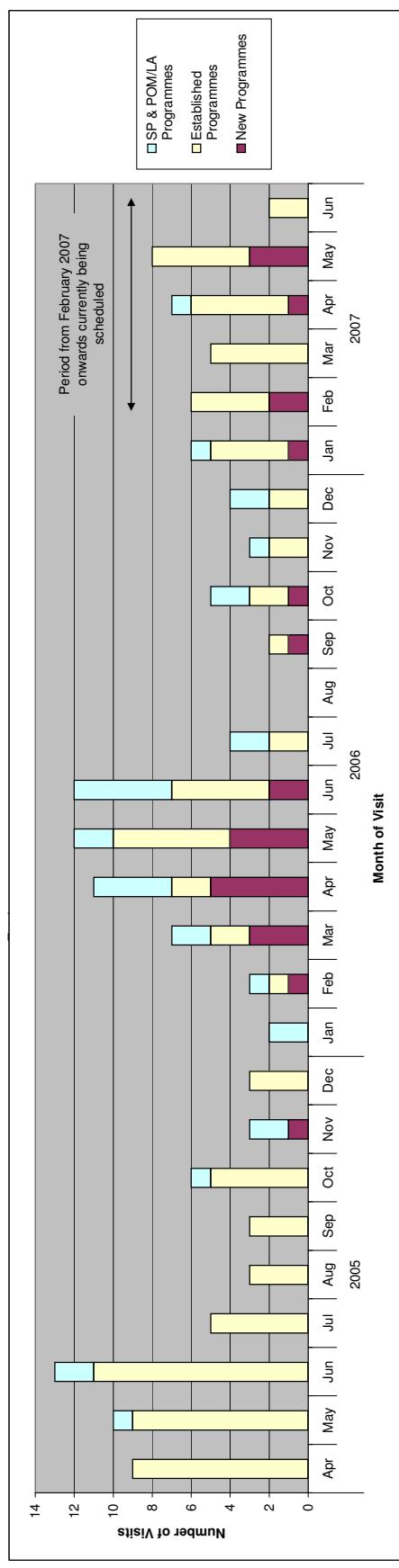
Katherine Lock, a new Team Administrator (to replace Osama Ammar who has been promoted to Education Officer) is due to start in early September 2006 and Daljit Mahoon, a new Education Officer is due to start in mid September. Both Karen Scott and Nicole Borg (Education Officers) are leaving HPC on 25 August 2006 and 30 August 2006 respectively. An advert for a replacement Education Officers is due to be advertised in early September 2006

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Overview of Visits - April 2005 - June 2007



Approval Visits	2006												2007																	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
New Programmes	0	0	0	0	0	0	1	0	0	1	3	5	4	2	0	0	1	1	0	0	1	3	0	0	0	5	16			
Established Programmes	9	9	11	5	3	3	5	0	3	0	1	2	2	6	5	2	0	1	2	2	4	4	5	5	2	20	25	51	35	
SP & POM/LA Programmes	0	1	2	0	0	0	1	2	0	2	1	2	4	2	5	2	0	0	2	1	2	1	0	0	1	0	2	2	11	19
Total	9	10	13	5	3	3	6	3	3	2	3	7	11	12	4	0	2	5	3	4	6	6	5	7	8	2	22	27	67	70



Detail of approvals visits - 2006/07

Date	Education Provider	Programme
6/7 Sept 06	University of Worcester	BSc (Hons) Out of Hospital Care
26/27 Sept 06	Manchester Metropolitan University	MSc Physiotherapy (Pre-registration)
3/4 Oct 06	Canterbury Christ Church University	PG Dip Speech and Language Therapy
06-Oct-06	University of Ulster	BSc (Hons) Dietetics
12-Oct-06	Coventry University	Certificate in Non-medical Prescribing
17-Oct-06	The Robert Gordon University	BSc (Hons) Dietetics
01-Nov-06	University of Plymouth	MA Dramatherapy
8/9 Nov 06	University of Wales Institute Cardiff	BSc (Hons) Dietetics
20/21 Nov 06	University of Luton	Dip HE Operating Department Practice
23-Nov-06	University of Hull	Supplementary Prescribing
06-Dec-06	Staffordshire University	Supplementary Prescribing for Allied Health Professionals
06-Dec-06	University of Brighton	Supplementary Prescribing
12/13 Dec 06	University of Central Lancashire	Dip HE Operating Department Practice
13-Dec-06	University of Bradford	Supplementary Prescribing
19/20 Dec 07	University of East Anglia	Dip HE Operating Department Practice
18/19 Jan 07	University of Essex	BSc (Hons) Applied Biomedical Science
23/24 Jan 07	Anglia Ruskin University (two delivery sites)	Dip HE Operating Department Practice
25-Jan-07	University of Lancaster (St Martin's College)	Supplementary Prescribing
24/25 Jan 07	Canterbury Christ Church University	Dip HE Operating Department Practice
30/31 Jan 07	University of Exeter/University of Plymouth - College of St Mark and St John	BSc (Hons) Physiotherapy BSc (Hons) Occupational Therapy, BSc (Hons) Speech and Language Therapy
6/7 Feb 07	University of Derby	MA Dramatherapy MA Art Therapy
7/8 Feb 07	University of Leicester	Dip HE Operating Department Practice
14/15 Feb 07	University of Paisley	BSc (Hons) Applied Biomedical Science
20/21 Feb 07	Anglia Ruskin University	BSc (Hons) Radiography (Therapeutic)
22/23 Feb 07	University of Hertfordshire	BSc (Hons) Radiography (Diagnostic Imaging)
6/8 March 07	Oxford Brookes University (two delivery sites)	BSc (Hons) Applied Biomedical Science Dip HE Operating Department Practice
13/15 Mar 07	University of Ulster	BSc (Hons) Occupational Therapy BSc (Hons) Physiotherapy
		BSc (Hons) Radiography(Diagnostic) BSc (Hons) Radiography (Therapeutic) BSc (Hons) Speech and Language Therapy
14/15 Mar 07	University of Hull	Dip HE Operating Department Practice
20/23 Mar 07	Cardiff University	Dip HE Operating Department Practice BSc (Hons) Diagnostic Radiography and Imaging BSc (Hons) Radiotherapy and Oncology

		BSc (Hons) Physiotherapy
		Pg Dip Occupational Therapy
		BSc (Hons) Occupational Therapy (PT)
		BSc (Hons) Occupational Therapy (FT)
		Dip HE Operating Department Practice
		BSc (Hons) Paramedic Science
		Supplementary Prescribing
		Dip HE Operating Department Practice
		Dip HE Operating Department Practice
		BSc (Hons) Occupational Therapy
		BSc (Hons) Physiotherapy
		BSc (Hons) Physiotherapy
		BSc (Hons) Occupational Therapy
		BSc (Hons) Speech and Language Therapy
		Dip HE Operating Department Practice
		Dip HE Operating Department Practice
		BSc (Hons) Applied Biomedical Science
		BSc (Hons) Applied Biomedical Science
		Foundation Degree Paramedic Science
		Dip HE Operating Department Practice
		Dip HE Operating Department Practice
		Dip HE Operating Department Practice
		Dip HE Operating Department Practice
		Dip HE Operating Department Practice
		BSc Paramedic Practice
		Dip HE Operating Department Practice
		Suffolk College - University of East Anglia