

Operations Report to Finance & Resources Committee, 31st July 2008

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Registrations – Richard Houghton

Summary

This paper provides an update from the Registration Department for the period 1 May 2008 to 30 June 2008.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 May 2008 to 30 June 2008 the team received a total of 19,548 telephone calls, 89% of these calls were answered.

ii) International Telephone Calls - During the period from 1 May 2008 to 30 June 2008 the team received a total of 2,297 telephone calls, 88% of which were answered.

b) Application Processing

i) UK Applications - A total of 1140 new applications were received during this period which is 124 more than the same period last year and 1021 individuals were registered which is 348 more than the same period last year. Applications took on average five working days to process which is well within our service standard of processing applications within ten working days of receipt.

Applications for readmission took an average of five working days to process which is well within our service standard of processing applications within ten working days of receipt.

ii) International Applications - A total of 379 new international applications were received in this period and 353 individuals

were registered. Applications were on average being processed within six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

c) Emails

i) UK Emails - The team received approximately 80 emails per day and responded to these on average within one day of receipt which is well within our service standard of five working days.

ii) International Emails - The team received approximately 30/40 emails per day and managed to respond to these within two days of receipt which compares favourably with our service standard of five working days response time.

d) Registration Renewal

At the start of April 2008 6,718 dietitians were invited to renew their registration. On 1 July 2008 8.7% of dietitians lapsed from the Register. This compares less favourably with 2006 when 8.1% of dietitians were lapsed from the Register.

At the start of May 2008 12,956 chiropodists / podiatrists were invited to renew their registration and as at 14 July 2008 10,185 had renewed their registration. Registrants have until 31 July 2008 to renew their registration.

e) Continuing Professional Development (CPD) Audit

At the start of May 2008 650 chiropodists / podiatrists were randomly selected for CPD audit. As at the 14 July 2008, 204

CPD profiles had been assessed, with the new assessment day approach proving to be a success.

2) Resource





a) Employees

The department is operating within the budgeted headcount and has successfully advertised and recruited for two Registration Advisor positions. Michael Demissie commenced employment during June 2008 and Anna Lindman started her new role in July 2008.

HPC Major Projects July FY 2008/9 Narrative

No.	Project name	Commentary
MP24	Stannary street	<ul style="list-style-type: none">▪ Project complete subject to building control certification and final invoice
MP14	Online LISA authentication	<ul style="list-style-type: none">▪ Project closed out, roll out to all professions expected to be complete by end October 2008

HPC Major Projects 2008/9 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross-Sampson	R Houghton	Y	Y	Y		30/04/09	
MP3	2b	On-boarding of the Practitioner Psychologists	On-boarding of the Practitioner Psychologists	G Ross-Sampson	R Houghton	Y	Y	N	£15 (C) £156 (O)	14/12/08 10/02/09 10/07/09	
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	Y	Y	N	£15 (C) £19 (O)	01/04/09	
MP30	2c	Registration fee change 09	Realignment of registration fee charges	M Seale	S Leicester	Y	Y	NA	£2 (C) £14.5 (O)	15/06/09	
MP24	2d	Stannary street	Refurbishment of Stannary Street building	M Seale	S Hall	N	N	N		31/01/08 10/03/08	Complete subject to Building Control certification

Key:

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline



Status of project has improved since last reporting cycle



Status of project is static since last reporting cycle







Status of project has declined since last reporting cycle

* All amounts in £000's

(C) = Capex

(O) = Opex

HPC Major Projects 2008/9 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP27	3	Replacement of Finance system Phase 2	Roll out of online purchase order approval system	S Leicester	M Cheema	Y	Y	Y	£5 (C)	18/07/08	
MP14	4	Online LISA authentication	Giving registrants the ability to update their personal details online	G Ross-Sampson	R Houghton	N	Y	Y	-	07/12/07 15/04/08 25/04/08	Complete
MP32	2b	Equality and Diversity Phase 2	Implementation of changes to allow HPC to provide demographic statistics of registrants to the DH	M Seale	R Houghton	Y	Y	N	£30 (C) £9.5 (O)	28/02/09	
MP33	3	FTP Net regulate statuses rationalisation	Operational and technology changes to optimise use of registrations system within FTP	M Seale	K Johnson	Y	Y	N	£64 (C)	30/04/09	
MP34	4	Online Applications and Renewals Phase 1	Providing registrants the ability to renew online	M Seale	G Ross-Sampson	Y	Y	N	£300 (C) £22 (O)	20/03/09	

Key:

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline



Status of project has improved since last reporting cycle



Status of project is static since last reporting cycle



Status of project has declined since last reporting cycle

* All amounts in £000's

(C) = Capex

(O) = Opex

Business Improvement – Roy Dunn

Human Resources

No changes.

Quality Management System (QMS) review meetings

Below is a list of recent quality management system reviews:

- Information & Data security / Evaluation of potential new systems review
- Continuing Professional Development (Registrations) initial running of the processes in place.
- The Projects area will be reviewed over the summer.
- Procurement will be reviewed over the summer.
- Secretariat will be reviewed over the summer.
- FTP will be reviewed over the early autumn.

QMS process updates

The Education section of the QMS is undergoing a slight refresh as some old processes have been shut down and replaced by new processes.

Information & Data security work across HPC – is ongoing
The Poynter Review on the HMRC data loss has been analysed for lessons we may glean from the review process across government departments. The content is being discussed internally.

Procurement processes are being updated, along with Purchase Order based processes.

The HPC response to CHRE's report on NMC is being evaluated as part of the Risk based audit approach.

Thomas Berrie has completed training on Internal Audit to ISO:9001-2000.

Next BSI Audit

The next BSI audit is scheduled for 23rd October 2008. This external audit will review the following areas of the management system, Approvals & Monitoring; Purchasing & Supplier Evaluation; Secretariat; Project Management; Management system organisation & review.

Business Continuity

Further visits to NDR/ICM have taken place to modify systems restoration processes. The Facilities and Information Services Managers have now also visited the site.

The Communications management plan is being enhanced to allow for multiple scenarios for which it may be used.

Blackberry devices are being rolled out to some employees allowing greater flexibility during Business Continuity issues.

Information & Data Management

The Archiving tendering process has commenced with suppliers having until 4th August to respond to our request for final prices and terms.

Education – Approvals and monitoring

Approval process

The department has just one visit remaining in the current academic year. This academic year has seen a total of 38 visits, considering 78 programmes. Of these 78 programmes, 48 programmes (62%) are still in the process of meeting their conditions. The months of July – September 08 will be spent, working with our partners, to ensure that the majority of these programme approvals are complete as most programmes will enrol students in September/October 2008.

The department has already scheduled 14 visits (covering 24 programmes) in the next academic year. The department contacted education providers to remind them of the timescales of our approval process. Few requests for visits were received as a result.

Annual monitoring process

The department is moving towards the final stages of the annual monitoring work in this academic year. This academic year has seen a total of 119 audit submissions received. Out of these 119 submission, 104 (87%) have been concluded. Last year, the rate was 60% in July 2007, so a significant improvement. The months of July & August 08 will be spent, working with our partners, to ensure that the remaining 13% of audit submissions are concluded before the start of the next academic year.

This academic year has seen a total of 139 declaration forms received. The department is due to receive one final form on 31 July 2008, which will go to the August meeting of the Education and Training Panel for consideration.

Major change process

This academic year, we have received major change submissions for 134 programmes. 52% of these have been since March 2008 under the revised process. In the revised process, there is a notification stage and so not all submissions continue through to the full major change process. Some are filtered out and directed to the approval or annual monitoring process, if more appropriate. The figures below detail the decisions since 1 March 2008.

<u>Process</u>	<u>Number</u>
Annual monitoring	10 (33%)
Approval	1 (3%)
Major change	19 (64%)
Total	30

These figures are encouraging as the process was revised to ensure that submissions were dealt with more effectively. 36% of submissions have avoided using the full major change process since March 2008; which under the former process would have had to be considered resulting in an extra cost and an extra burden on the education provider.

Out of these 134 programmes, 77 (57%) have been concluded. The months of July – September 08 will be spent, working with our partners, to ensure that the remaining 43% of major change submissions are concluded before the start of the next academic year. Of the 77 programmes to be considered, 18 are in the major change process and 39 are in the notification stage.

Partners

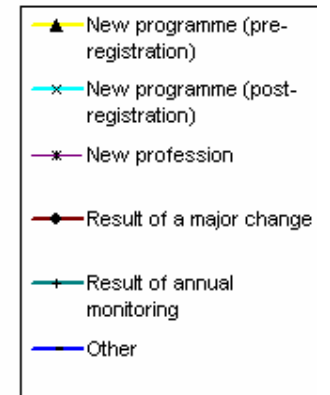
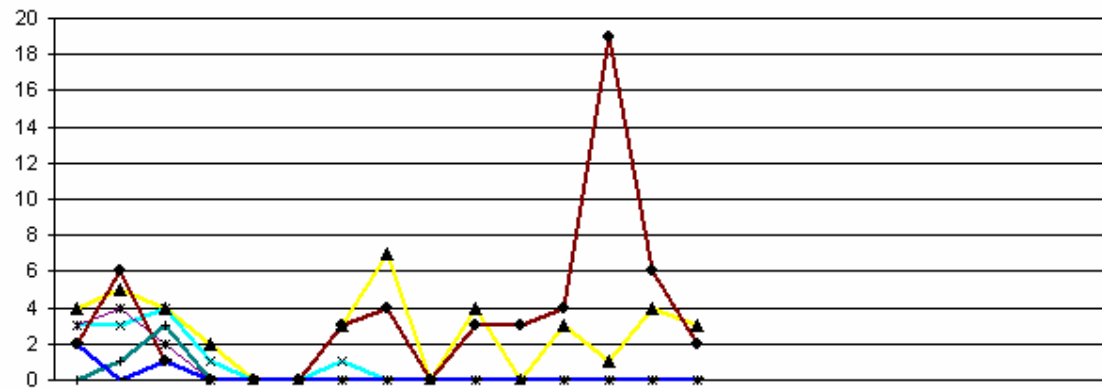
The department has successfully recruited to vacant occupational therapist (clinicians), paramedic, prosthetist,

radiographer and dietitian visitors roles in June/July 2008.
Training for these new visitors is planned for mid August 2008.

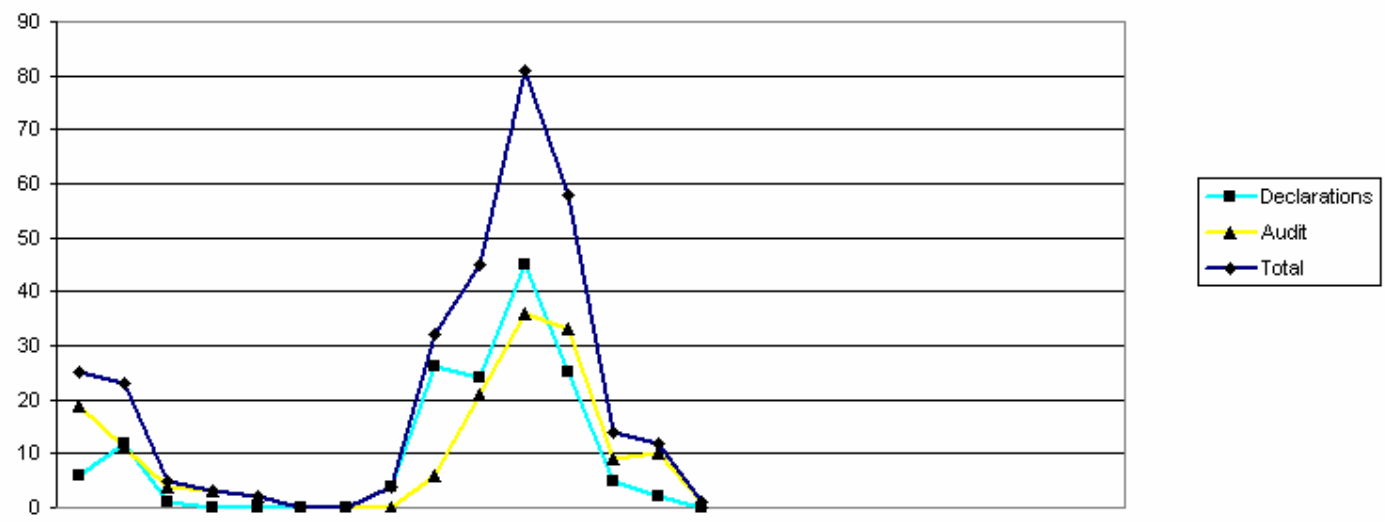
Employees

There are no employee changes to report.

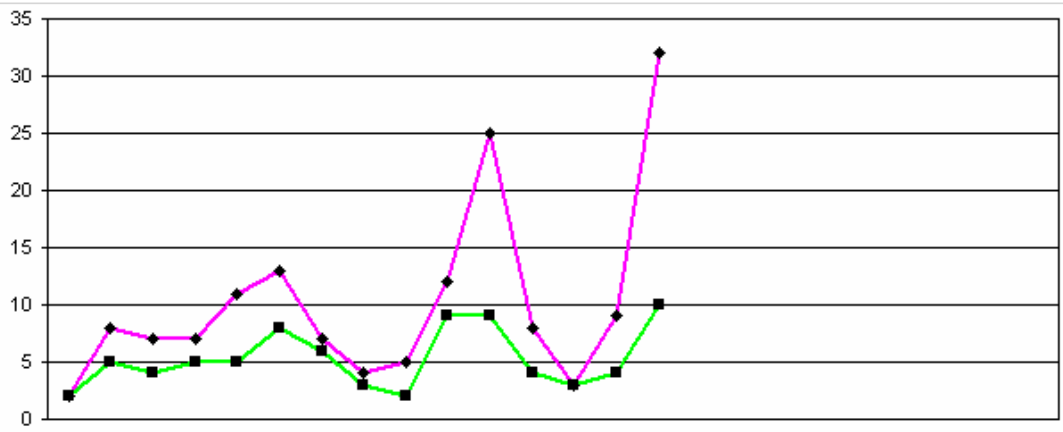
	2007			2008									2009			2005/6	2006/7	2007/8	2008/9									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Overview of approval visits																												
Number of visits	14	15	14	3	0	0	3	4	0	2	2	6	5	8	4										0	101	63	17
Number of programmes visited	14	19	15	3	0	0	7	11	0	7	3	7	20	10	5										27	117	86	35



	2007			2008									2009			2005/6	2006/7	2007/8	2008/9									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Reason for programme visited																												
New programme (pre-registration)	4	5	4	2	0	0	3	7	0	4	0	3	1	4	3										0	18	32	8
New programme (post-registration)	3	3	4	1	0	0	1	0	0	0	0	0	0	0	0										5	29	12	0
New profession	3	4	2	0	0	0	0	0	0	0	0	0	0	0	0										5	16	9	0
Result of a major change	2	6	1	0	0	0	3	4	0	3	3	4	19	6	2										5	32	26	27
Result of annual monitoring	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0										5	1	4	0
Other	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0										5	21	3	0
Total	14	19	15	3	0	0	7	11	0	7	3	7	20	10	5										25	117	86	35

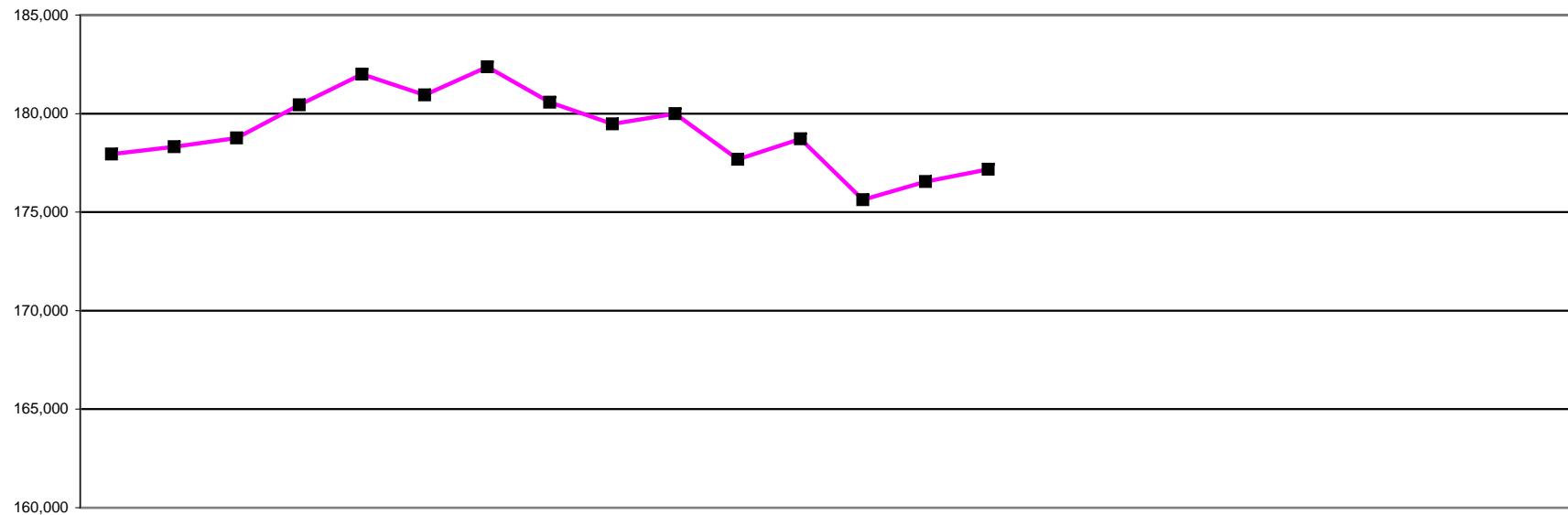


	2007			2008									2009			2005/6	2006/7	2007/8	2008/9									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Annual monitoring submissions																												
Declarations	6	12	1	0	0	0	0	4	26	24	45	25	5	2	0										113	94	143	7
Audit	19	11	4	3	2	0	0	0	6	21	36	33	9	10	1										51	184	135	20
Total	25	23	5	3	2	0	0	4	32	45	81	58	14	12	1										164	278	278	27



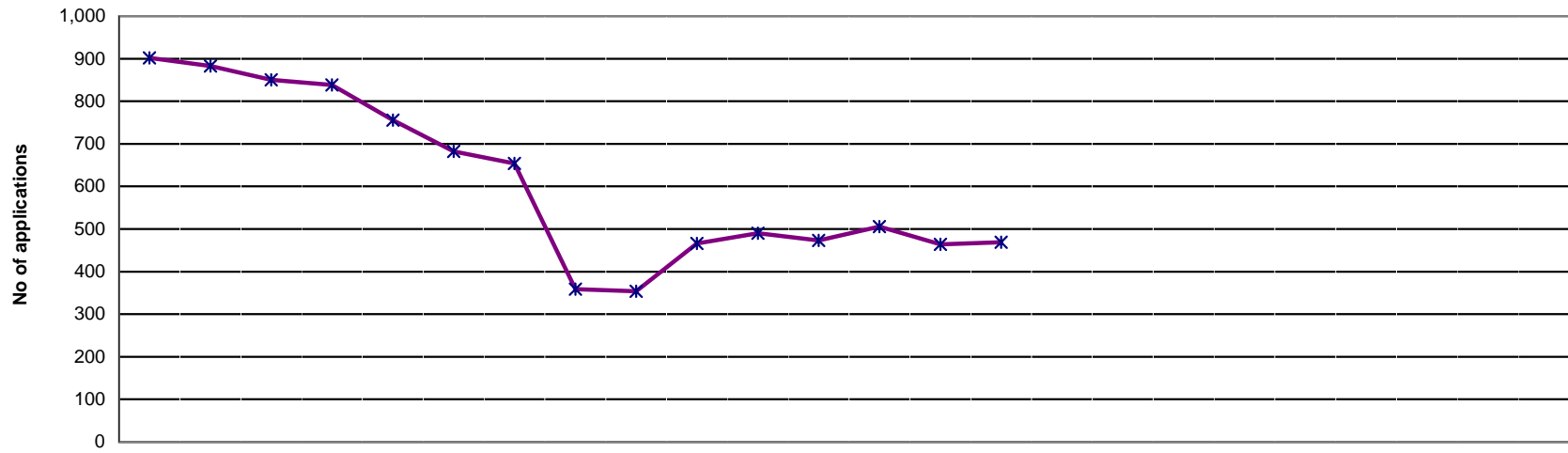
■ Number of submissions
◆ Number of programmes considered

	2007			2008												2009			2005/6	2006/7	2007/8	2008/9						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Major change submissions																												
Number of submissions	2	5	4	5	5	8	6	3	2	9	9	4	3	4	10										16	51	62	17
Number of programmes considered	2	8	7	7	11	13	7	4	5	12	25	8	3	9	32										25	97	109	44



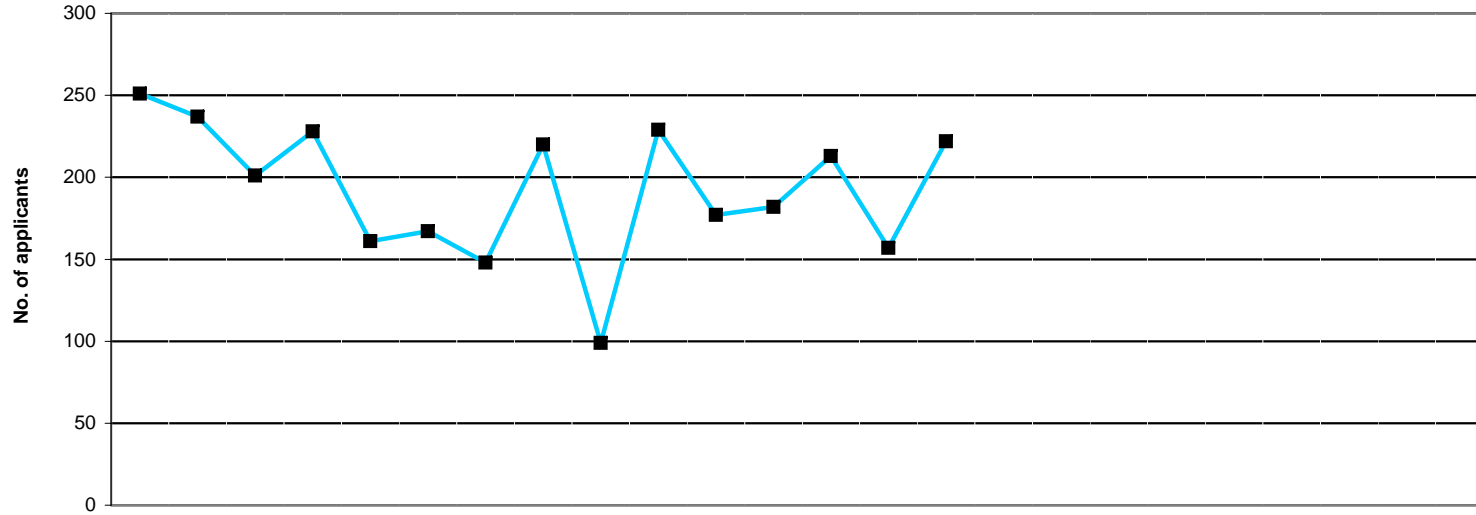
	2007			2008									2009									2005/6	2006/7	2007/8	2008/9					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
AS	2,369	2,387	2,401	2,416	2,426	2,442	2,464	2,400	2,487	2,510	2,492	2,509	2,523	2,239	2,316											2,309	2,332	2,509	2,316	
BS	22,588	22,646	22,698	22,777	22,847	22,696	22,680	22,665	20,992	21,426	21,461	21,560	21,648	21,703	21,736												21,322	22,510	21,560	21,736
CH	12,683	12,692	12,703	12,822	12,946	12,999	13,041	13,065	13,068	13,056	13,056	13,055	12,948	12,879	12,850												12,799	12,657	13,055	12,850
CS	4,283	4,297	4,304	4,291	4,288	3,958	4,061	4,109	4,121	4,144	4,148	4,183	4,231	4,249	4,263												3,999	4,241	4,183	4,263
DT	6,297	6,318	6,363	6,458	6,541	6,592	6,636	6,658	6,661	6,690	6,695	6,663	6,634	6,636	6,139												6,260	6,267	6,663	6,139
OT	28,866	28,903	28,970	29,169	29,437	29,394	29,581	27,267	27,583	27,905	27,936	28,107	28,219	28,291	28,410												26,855	28,756	28,107	28,410
ODP	8,841	8,874	8,892	8,931	8,967	9,175	9,274	9,331	9,353	9,410	9,424	9,458	9,462	9,487	9,492												8,538	8,801	9,458	9,492
OR	1,287	1,287	1,265	1,272	1,198	1,225	1,237	1,242	1,237	1,236	1,236	1,239	1,239	1,242	1,249												1,234	1,291	1,239	1,249
PA	13,242	13,234	13,256	13,296	13,360	12,923	13,203	13,339	13,389	13,534	13,563	13,703	13,878	14,010	14,106												12,343	13,183	13,703	14,106
PH	40,766	40,897	40,991	41,621	42,238	42,533	42,755	42,945	43,017	42,661	42,660	42,490	38,758	39,644	40,122												40,005	40,587	42,490	40,122
PO	858	857	857	852	851	755	798	818	825	832	833	832	838	839	839												816	855	832	839
RA	24,362	24,406	24,522	24,986	25,275	25,411	25,534	25,548	25,523	25,298	22,865	23,541	23,816	23,884	24,182												22,164	24,278	23,541	24,182
SL	11,497	11,513	11,538	11,550	11,631	10,842	11,101	11,191	11,225	11,298	11,311	11,375	11,426	11,445	11,468												10,725	11,472	11,375	11,468
Total	177,939	178,311	178,760	180,441	182,005	180,945	182,365	180,578	179,481	180,000	177,680	178,715	175,620	176,548	177,172												169,369	177,230	178,715	177,172

NOTE: Information captured last day of each calendar month

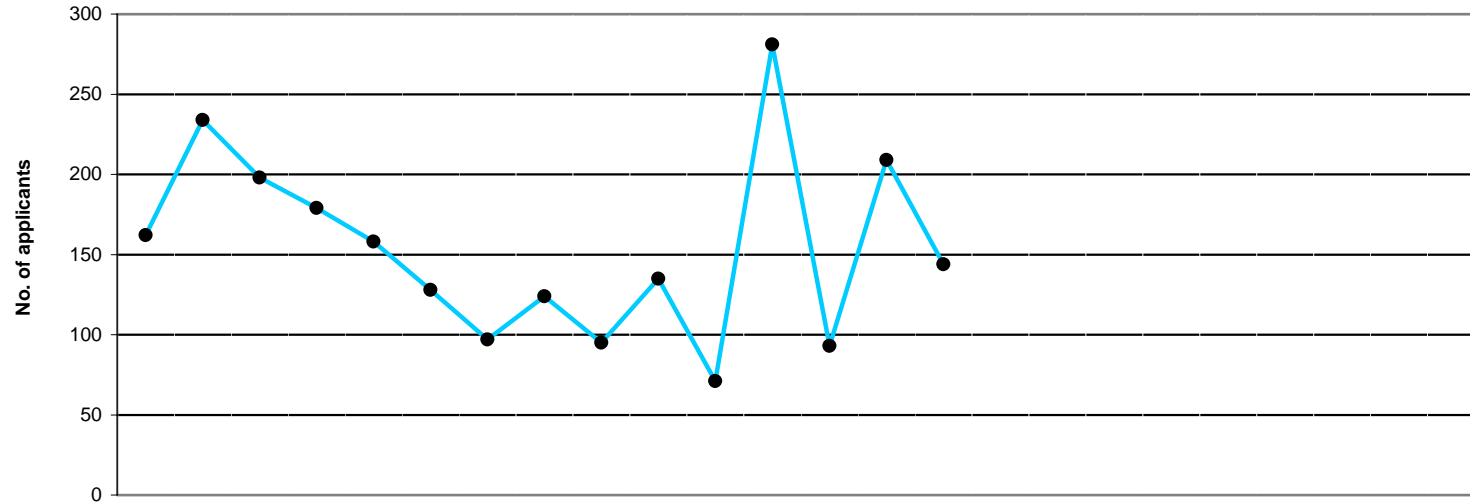


	2007			2008									2009						2005/6	2006/7	2007/8	2008/9								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
Minimum Info	0	11	2	0	2	0	4	0	5	0	26	26	29	36	35															
At assessment	660	684	617	622	588	543	540	220	201	282	276	268	356	306	306															
Pending Reg Fee	242	188	231	216	166	139	110	139	148	184	188	179	121	122	128															
Total	902	883	850	838	756	682	654	359	354	466	490	473	506	464	469															
													AVERAGE																	

NOTE: Information covers international applications status progress only
 Represents the current workload within the International Department as at the end of the month

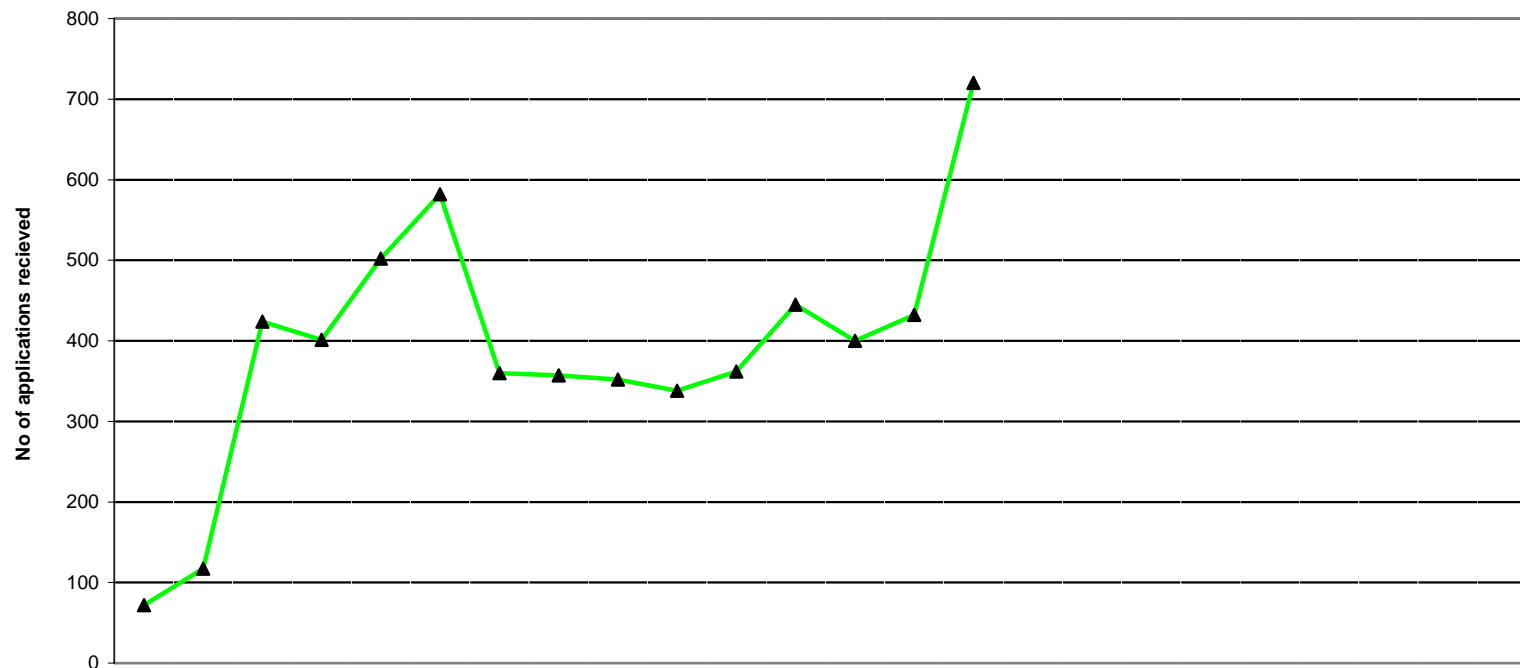


	2007			2008									2009						2005/6	2006/7	2007/8	2008/9						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	1	1	0	3	0	2	1	1	2	0	2	1	4	0	0										14	15	14	4
Bio. Scientists	35	38	31	32	30	23	19	27	11	29	20	28	22	19	34										756	496	323	75
CI Scientists	5	5	2	4	4	5	3	6	8	5	6	6	7	6	5										65	62	59	18
Chirops/ Pods	3	4	4	4	2	2	3	8	1	5	3	2	2	4	3										40	51	41	9
Dietitians	11	14	9	12	7	7	7	12	5	14	12	9	10	6	18										192	149	119	34
OTs	31	33	33	30	17	30	28	34	18	28	17	31	29	25	28										774	464	330	82
ODPs	3	0	1	0	1	0	0	0	1	0	0	0	0	2	0										29	25	6	2
Orthoptists	0	1	1	0	0	0	0	2	1	0	0	0	2	0	0										5	7	5	2
Paramedics	7	2	1	0	4	1	0	3	0	2	2	1	3	0	4										17	39	23	7
Physiotherapists	87	78	61	75	54	63	54	70	38	78	65	68	85	52	73										1,665	1,131	791	210
Prosth/Orthotists	0	0	0	1	1	3	0	0	0	1	0	0	1	1	0										10	9	6	2
Radiographers	51	49	40	57	34	21	29	45	5	46	38	29	34	32	49										810	903	444	115
SLTs	17	12	18	10	7	10	4	12	9	21	12	7	14	10	8										249	153	139	32
TOTAL	251	237	201	228	161	167	148	220	99	229	177	182	213	157	222										4,626	3,504	2,300	592



	2007			2008									2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Arts Therapists	2	0	2	0	0	0	1	0	1	2	0	0	0	0	2
Bio. Scientists	22	22	35	23	19	13	13	3	24	13	16	28	19	16	15
CI Scientists	2	4	2	2	3	0	0	4	1	3	1	8	1	0	3
Chirops/ Pods	7	3	2	3	8	2	2	2	1	5	1	3	1	4	2
Dietitians	6	3	7	15	7	8	7	6	4	10	5	16	2	1	2
OTs	29	32	23	31	23	15	7	48	16	28	9	41	23	28	17
ODPs	0	0	1	0	1	1	0	1	0	1	0	0	0	1	0
Orthoptists	0	0	1	0	0	3	0	0	0	0	0	0	0	0	1
Paramedics	3	0	2	2	0	1	1	0	3	0	0	2	0	0	2
Physiotherapists	26	110	62	56	42	42	35	27	28	47	25	67	8	134	61
Prosth/Orthotists	2	0	0	0	1	0	0	2	1	0	0	0	0	0	0
Radiographers	56	48	45	32	48	39	15	26	10	11	6	92	31	15	33
SLTs	7	12	16	15	6	4	16	5	6	15	8	24	8	10	6
TOTAL	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
3	6	8	2
417	439	231	50
26	35	30	4
25	37	39	7
93	138	94	5
615	509	302	68
6	7	5	1
3	3	4	1
6	16	14	2
1,193	985	567	203
6	4	6	0
496	820	428	79
218	173	134	24
3,107	3,172	1,862	446

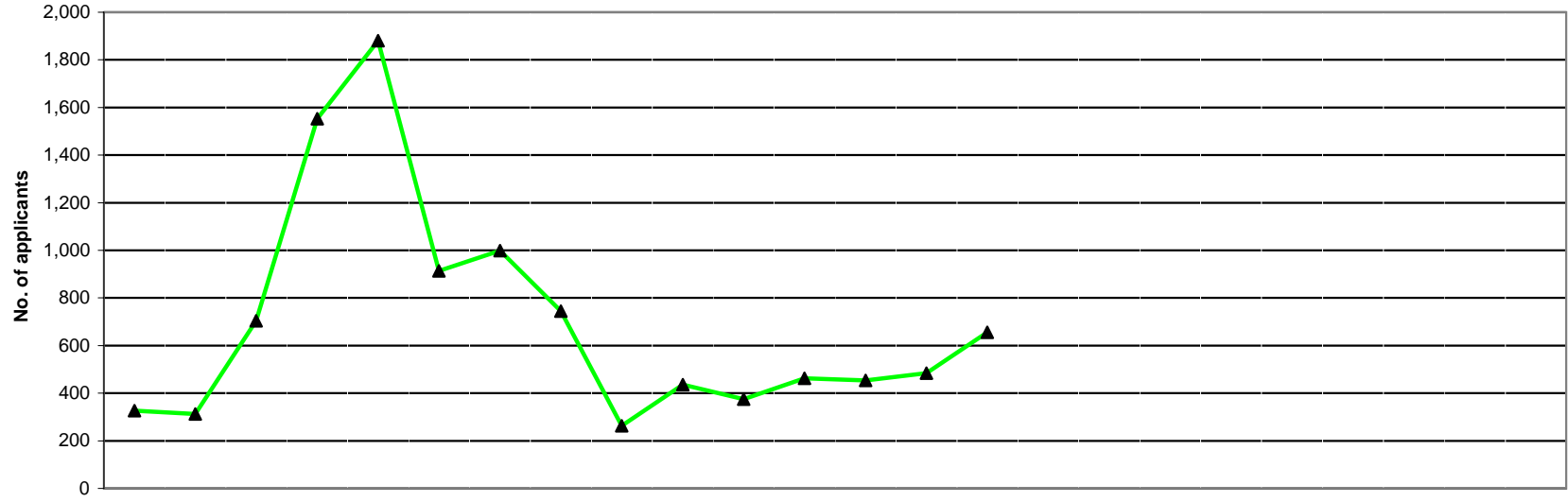


	2007			2008									2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Minimum Info	49	77	306	337	430	369	332	333	331	309	333	421	379	401	666
Awaiting Pass List	22	39	105	39	64	205	26	21	19	27	26	19	18	29	52
Pending Reg. Fee	1	1	13	25	8	8	2	3	2	2	3	5	3	2	2
TOTAL	72	117	424	401	502	582	360	357	352	338	362	445	400	432	720

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
477	279	302	482
33	84	51	33
2	28	6	2
512	391	359	517
AVERAGE			

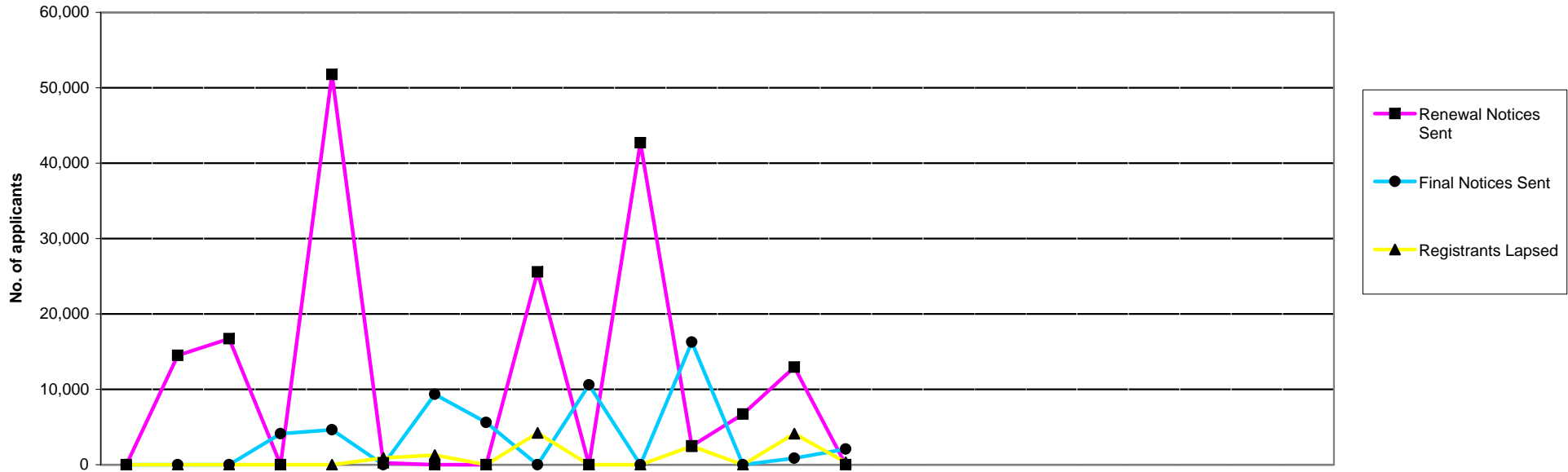
NOTE: Information covers UK applications only

Represents the current workload within the UK Registration Department as at the end of the month



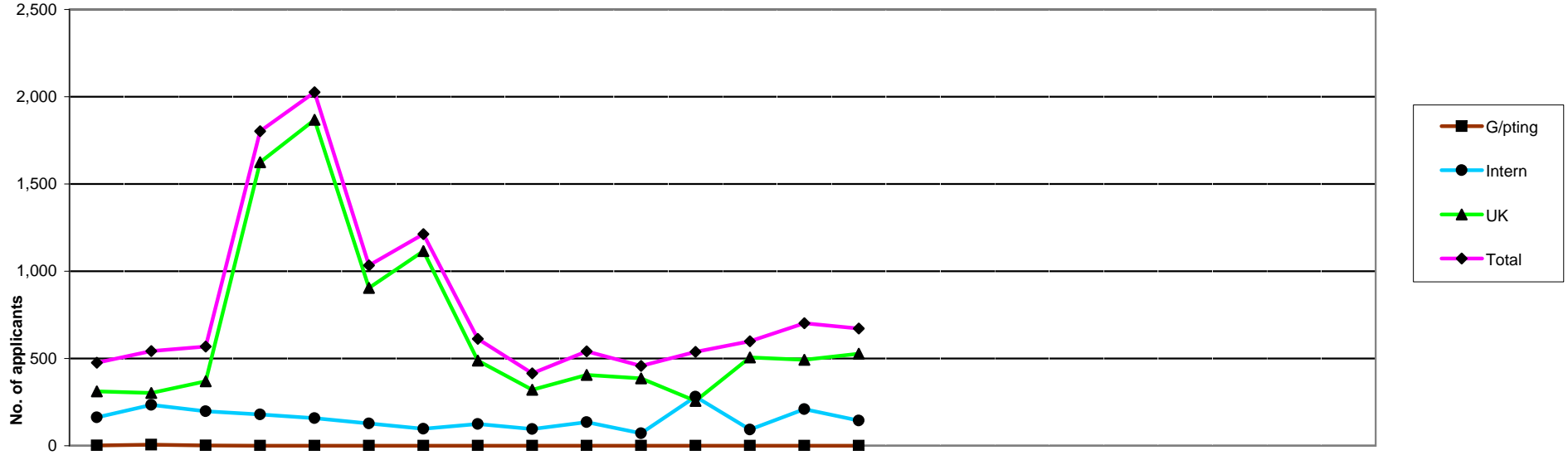
	2007			2008									2009											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Ths	20	18	18	11	23	15	14	13	7	13	16	2	24	14	8									
Bio. Scs	40	60	45	57	72	62	60	75	39	78	57	44	50	57	42									
CI Scs	26	2	12	10	18	7	14	20	13	10	14	21	37	27	20									
Ch/ Pods	4	10	46	119	118	38	36	25	4	6	5	4	5	1	36									
Dietitians	13	20	62	72	67	30	34	24	7	13	8	9	31	13	65									
ODPs	56	25	84	33	83	149	119	163	17	39	19	17	39	21	7									
OTs	25	17	10	212	379	175	224	38	36	59	62	84	72	65	3									
Orths	0	0	3	15	14	3	5	0	0	0	1	0	0	2	53									
Paras	48	75	66	52	99	68	85	103	58	112	52	113	88	193	109									
Physios	71	41	130	543	605	197	196	169	54	67	100	103	62	58	135									
Pr/Orths	0	0	0	0	1	0	18	8	2	4	0	2	0	3	5									
Rads	8	24	193	381	251	76	88	32	10	11	15	19	25	9	155									
SLTs	16	20	35	48	151	93	106	75	16	24	26	45	21	21	18									
TOTAL	327	312	704	1,553	1,881	913	999	745	263	436	375	463	454	484	656									

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
234	184	170	46
912	690	689	149
155	145	167	84
399	341	415	42
367	331	359	109
754	668	804	67
1,544	1,327	1,321	140
34	41	41	55
1,247	807	931	390
2,051	2,120	2,276	255
46	32	35	8
1,008	1,051	1,108	189
746	582	655	60
9,497	8,319	8,971	1,594

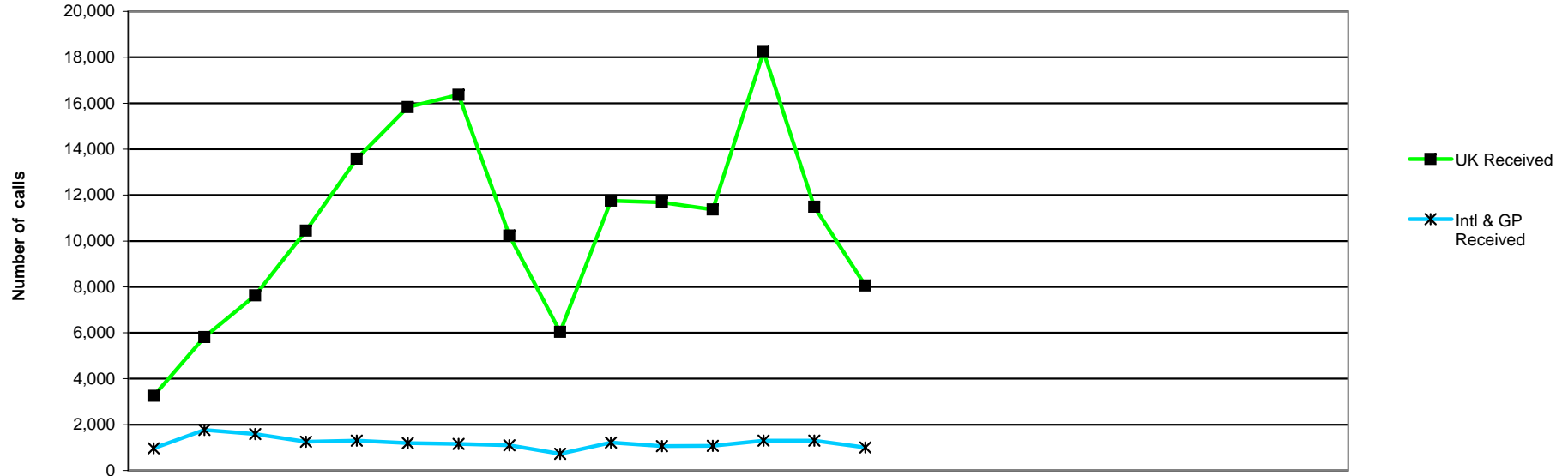


	2007			2008												2009									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Renewal Notices Sent	0	14,510	16,704	0	51,782	242	0	0	25,556	0	42,696	2,492	6,718	12,956	0										
Final Notices Sent	0	0	0	4,101	4,622	0	9,339	5,605	0	10,592	0	16,272	0	860	2,070										
TOTAL	0	14,510	16,704	4,101	56,404	242	9,339	5,605	25,556	10,592	42,696	18,764	6,718	13,816	2,070										
Registrants Lapsed	0	0	0	0	0	894	1,291	0	4,234	0	0	2,466	0	4,101	325										

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 YTD
142,363	27,711	153,982	19,674
36,261	25,909	50,531	2,930
178,624	53,620	204,513	22,604
9,448	5,388	8,885	4,426



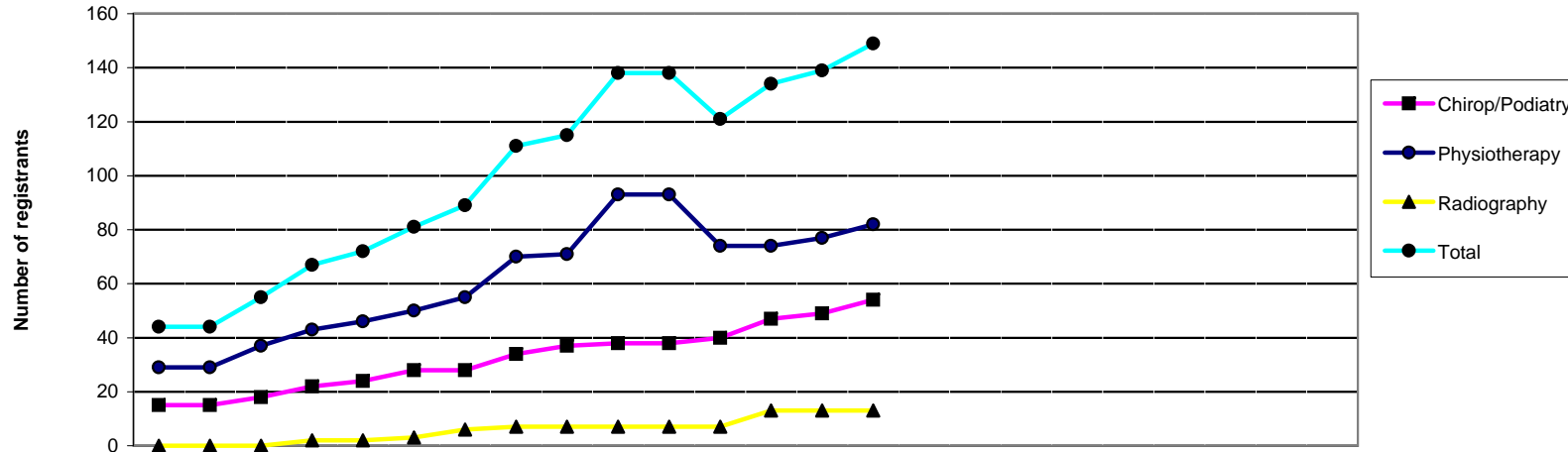
	2007			2008												2009			2005/6	2006/7	2007/8	2008/9							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
G/pting	2	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Intern	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144														
UK	312	303	370	1,624	1,868	905	1,116	488	320	406	386	257	506	493	528														
Total	476	543	569	1,803	2,026	1,033	1,213	612	415	541	457	538	599	702	672														



	2007			2008									2009									2005/6	2006/7	2007/8	2008/9																														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD																											
Intl & GP																																																							
Intl & GP Received	968	1,764	1,590	1,259	1,303	1,195	1,162	1,094	730	1,222	1,063	1,078	1,306	1,298	999										40,070	19,612	14,428	3,603																											
Answered	943	1,675	1,504	1,188	1,150	1,038	1,108	1,036	668	1,157	990	931	1,068	1,046	948										33,467	17,896	13,388	3,062																											
Calls answered (%)	97	95	95	94	89	87	95	95	92	95	93	86	82	81	95										84	92	93	86																											
Adandoned	25	89	86	71	153	157	54	58	62	65	73	147	238	252	51										6,627	1,716	1,040	541																											
Avg answer time (sec)	11	10	8	11	14	14	12	9	9	12	16	24	15	46	33										25	14	13	31																											
Avg talk time (min)	3.10	2.58	2.43	2.49	2.44	2.53	2.40	2.57	3.29	3.28	3.14	3.20	3.22	3.26	3.25										2.32	2.64	2.79	3.24																											
UK																																																							
UK Received	3,248	5,808	7,622	10,448	13,576	15,827	16,371	10,232	6,041	11,752	11,675	11,367	18,235	11,490	8,058										70,233	72,488	123,967	37,783																											
Answered	3,207	5,598	7,360	9,105	9,924	8,640	10,429	8,460	4,626	7,849	9,549	7,176	8,322	9,297	7,765										50,518	67,493	91,923	25,384																											
Calls answered (%)	99	96	97	87	73	55	64	83	77	67	82	63	46	81	96										70	93	79	74																											
Adandoned	41	210	262	1,343	3,652	7,187	5,942	1,772	1,415	3,893	2,126	4,191	9,913	2,193	293										10,719	6,335	32,034	12,399																											
Avg answer time (sec)	20	30	21	29	103	161	267	74	75	71	95	272	520	179	52										64	45	102	250																											
Avg talk time (min)	2.02	2.08	2.27	2.19	2.35	3.00	3.06	2.43	3.12	3.05	3.00	3.19	3.28	3.16	2.47										1.78	2.16	2.65	2.97																											

Health Professions Council

Number of registrants with supplementary prescribing rights 2007-9



	2007			2008									2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Chiropr/Podiatry	15	15	18	22	24	28	28	34	37	38	38	40	47	49	54
Physiotherapy	29	29	37	43	46	50	55	70	71	93	93	74	74	77	82
Radiography	0	0	0	2	2	3	6	7	7	7	7	7	13	13	13
Total	44	44	55	67	72	81	89	111	115	138	138	121	134	139	149

2006/7	2007/8	2008/9
FYE	FYE	YTD
15	40	54
28		82
0	7	13
43	47	149