

UK REGISTRATIONS – Shelagh Gillick

Incoming Telephone Calls

The team is still receiving a high level of calls. These have reduced slightly for the month of June. This in turn has increased the overall answer rate of 76.4, which has increased slightly from the report given in May 2004. Most of the calls at present relate to new graduates. Since the last profession has gone into the renewal process the calls are increasing again daily. Additional information has been posted on the website to help reduce the level of calls.

Registration Renewals

Ten professions have now completed the renewal process. Dietitians have been sent their final notices, so therefore any Dietitian who does not complete the renewal process by 16th July 2004, will be removed from the register. Chiropodist/Podiatrist is the last profession to go through the renewal process. There's will be slightly different as they are being asked for an additional requirement, which consists of them providing evidence of L.A (local anaesthesia) and/or POM (prescription only Medicine).

Works Co-Coordinator

This role has just escalated in the UK Registration team. All officers get a chance to get involved and oversee the running of the department. This has developed key skills in some officers and others have gained more confidence in themselves. This has proved invaluable to me as the Team Leader and the Managers role which I am covering at the same time.

Return to Practice.

Due to the “special CPSM application” there have not been many persons who have applied for readmission that are required to complete the RTP programme. Once this requirement is no longer available I would expect to see the numbers increase.

Support Team

The support team whose contract was due to finish at the end of June have had their contracts extended to the end of August. This is a valuable resource to cover the last of the professions to complete the renewal process and also assist with the new graduate applications.

Goals & Objectives.

All the UK Registrations officers have two goals and objectives that they would like to implement.