

Public Matters Arising

The actions as agreed at the previous public meetings of the Council are set out below. The Council is requested to note the responses to the actions.

Action no	Date of meeting	Agenda item	Action	Lead	Date due	Response
1	15 February 2024	Finance Report	The Chair of Council suggested that a comparative review of risks across the different healthcare professional regulators may be helpful to provide context for both the level of risk and risk appetite.	Executive	26/09/2024	The Head of Assurance and Compliance has been in conversation with the GMC regarding our approaches to risk and risk appetite. We have also reached out to the other regulators, and expect to be able to provide a further update at the Council meeting in September.
9	23 May 2024	Chief Executive's Performance Report	The Executive Director of Education, Registration and Regulatory Standards would review and respond to the query regarding the percentage of international applications for registration approved and how any learning was collated and shared.	Executive Director of Education, Registration and Regulatory Standards	18/07/2024	<p>The number of registration appeals is relatively low compared to the number of applications to join the HCPC's Register (and assessments of CPD and managing declarations made about health and character). The number of upheld appeals are even lower. To put this in context in the first quarter of 2024-25 we received 5,779 applications to join our Register (3,521 UK applications and 2,258 international applications). In the same period 47 appeals concluded (0.8% compared to the volume of applications in that period). In 10 of those 47 cases the appeal was allowed by the registration appeal panel. 46 of the 47 appeals related to international applications (which is 2% compared to the volume of international applications in that period). International applications are more complex than UK applications to assess so it is expected that appeals would be predominately about these applications compared to UK applications.</p> <p>In all of those appeals that were allowed new information was presented by the appellant at the hearing (i.e. new information was provided by the appellant that was not available when the initial registration decision was made). If additional information is received that affects the overall decision, which could then improve our registration processes this information is shared with the relevant Registration Manager so this can be fed back to the team (and if appropriate to our partners who act as Registration Assessors for international applications and CPD assessors).</p> <p>The Registration team is coming towards the end of introducing a new team structure. This structure includes new training and development and quality assurance roles. These new roles will be responsible for working across the department on the quality and consistency of our work and as part of this ensuring that learning from appeals (and other learning opportunities e.g. audits and frontline quality assurance checks etc.) are fed into training for our staff and how we continue to develop and improve our registration services.</p>
10	23 May 2024	Review of Tribunal Services	The Head of Adjudication Performance and the Head of IT and Digital Transformation would investigate whether it was possible to improve the search functionality available for hearings on the HCPTS website.	Head of Adjudication Performance/ Head of IT and Digital Transformation	18/07/2024	We have investigated the feasibility of putting in place an AI-assisted search tool on the current HCPTS website. Whilst technically feasible, it would require additional funding for the development work involved. The intention is to build this functionality into the scope of any future website redevelopment project as part of the long-term (three to five years) technology road map.