

THE HEALTH PROFESSIONS COUNCIL

Chief Executive and Registrar: Mr Marc Seale

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Minutes of the twenty-sixth meeting of the Registration Committee of the Health Professions Council held on **Wednesday 22nd February 2006** at Park House, 184 Kennington Park Road, London SE11 4BU.

PRESENT: Mr O Altay
Ms P Blackburn
Ms H Patey
Mr D Proctor (Vice-Chairman)
Dr A Van der Gaag
Ms A Turner (Chairman)

IN ATTENDANCE:

Miss S Butcher, Secretary to the Committee
Professor N Brook, President of HPC
Mr M Potter, Acting Manager, International and Grandparenting Registration
Mr G Ross-Sampson, Director of Operations
Mr M Seale, Chief Executive and Registrar

Item 1.06/01 CHAIRMAN'S WELCOME AND INTRODUCTION

- 1.1 The Chairman welcomed Professor Brook to the meeting; who was attending in her capacity as President of the Health Professions Council.

Item 2.06/02 APOLOGIES FOR ABSENCE

- 2.1 Apologies were received from Mr. J Camp, Dr C.H. Green and Mr. M Woolcock.

Item 3.06/03 APPROVAL OF AGENDA

- 3.1 The Committee agreed that enclosure 6 regarding the analysis of reasons for registrants lapsing should be moved to items for discussion as it warranted further debate and approved the agenda on that basis.

Item 4.06/04 MINUTES OF THE REGISTRATION COMMITTEE HELD ON MONDAY 28 NOVEMBER 2005

- 4.1 It was agreed that the minutes of the twenty-fifth meeting of the Registration Committee should be confirmed as a true record and signed by the Chairman.

Item 5.06/05 MATTERS ARISING

- 5.1 There were no matters arising.

Item 6.06/06 CHAIRMAN'S REPORT

- 6.1 The Committee received a verbal report from the Chairman of the Committee.
- 6.2 The Chairman welcomed Miss S Butcher as the new Secretary to the Registration Committee.
- 6.3 The Chairman reported that if committee members missed two consecutive meetings in a row the Chairman of that respective committee was now required to write to the member concerned. Repeated non-attendance would be dealt with at committee members' performance appraisals as conducted by the President.
- 6.4 The Chairman reported a desire to ensure that registrants took responsibility for their own renewal. The Committee noted that the Communications department were in constant contact with the professional bodies and related magazines to ensure that registrants were made fully aware of the renewals process.
- 6.5 The Chairman reported that currently HPC would only accept pass lists that were printed on university headed paper and that this had proved problematic as universities produced pass lists in electronic format largely. The Committee noted that one of the current projects to be implemented in the next 6 months was to devise a system which would accept electronic versions of pass lists from universities.

Item 7.06/07 REPORT FROM THE UK REGISTRATION MANAGER

- 7.1 The Committee received a report from the Director of Operations in the absence of the UK Registration Manager for the period of 1st November 2005 – 31st January 2006.
- 7.2 The Committee noted that replacement statistics had been provided for the committee's information as the previous report contained shaded areas of figures which had become undecipherable due to the copying process.
- 7.3 The Committee noted the report as a useful aid in their understanding of the operational aspects of the U.K Registrations department.

Item 8.06/08 REPORT FROM THE ACTING INTERNATIONAL & GRANDPARENTING REGISTRATION MANAGER

- 8.1 The Committee received a report from the acting International and Grandparenting Registration Manager for the period of 1st November 2005 – 31st January 2006.
- 8.2 The Committee noted that the department had recently experienced an influx of grandparenting applications which had necessitated the recruitment of additional temporary staff to assist in clearing an excess workload. The applications were anticipated to decrease and return to normal levels shortly. The Committee discussed the process by which applications were dealt and noted that registration officers always undertook a very thorough inspection of the forms upon initial receipt to avoid them from being consistently sent back. If incomplete forms were received for a second time they were then referred to a senior registration officer who was charged with contacting the applicant directly so to ensure that the correct information was subsequently submitted. The Committee noted that the number of incomplete forms received was still in a minority and that various issues influenced the speed at which applications were processed. A proactive stance was deployed by registration officers wherever possible. The Committee noted that direct debit problems could be rectified very swiftly and was the easiest issue to resolve by contrast to retrieving missing information such as birth certificates which would take longer to receive or obtaining references from universities.

Item 9.06/09 STRATEGIC INTENT

- 9.1 The Committee received a paper for discussion from the Chief Executive.
- 9.2 The Committee noted that the strategic intent had been revised significantly following its review by the various statutory and non-statutory committees. The Committee noted that the strategic objectives had now been separated from operational issues. An appendix about the organisation had been included whilst the name of the document was changed to 'HPC – the next 3 years'. Any policy and standards issues would be addressed at Council's next meeting in March 2006. The Committee noted that the Foster and Donaldson papers once produced would be sent to all Council members including alternates for their information.

Item 10.06/10 ANALYSIS OF REASONS FOR REGISTRANTS LAPSING

- 10.1 The Committee received a report for discussion from the Director of Operations.
- 10.2 The Committee noted that the information regarding the reasons for registrants lapsing had been derived from complaints received via the customer services logging system and feedback gathered from an audit of registration officers' experiences of queries dealt with. Data from external agencies such as Thompson's Directory and the Inland Revenue were also

utilised as a comparison against current HPC standards achieved. The Committee noted that only 4.9% of the registrants that had so far gone through the registration renewal process were lapsed and came back onto the register. Whilst the ISO 9001:2000 system was geared to improving delivery of service 4.9% was noted to represent a significant achievement in itself.

- 10.3 The Committee discussed the benefits of providing reply-paid envelopes when sending out final notice and/or renewal notices. The Committee noted that large scale surveys often indicated that such provisions did not assist in a faster response rate. The Committee noted however that by providing reply-paid envelopes the peak for receipt of renewal information would be dissipated into a more manageable work load.
- 10.4 The Committee noted that the IT team were currently looking into developing a system whereby registrants would be able to update their address details online. The legal and technical requirements for establishing such a system were currently being analysed.
- 10.5 The Committee agreed that 4.9% of registrants lapsing at the time of renewal was minimal and represented a very positive step forward. The Committee agreed that this information should be communicated to all relevant stakeholders and discussed the most effective ways in which this could be achieved. The Committee noted that the Chief Executive and the President of the HPC had regular meetings with representatives of the various professional bodies at which updates were given. The Committee noted that as the renewal process was only half way through the data retrieved and analysis undertaken was not representative of the full picture. The Committee agreed that it would therefore be more useful to communicate this information at the end of the second renewal cycle when all of the data had been collated. The Committee noted that whilst the figures may not change significantly by the end of the renewal period it would be more advantageous to promote the findings then as it would generate more interest and have an overall more significant impact. This would also be combined with the larger communications sign and pay campaign.

Action: G R-S

- 10.6 The Committee agreed that in the interim period the communications team should provide a verbal report to the Communications Committee on the communications strategy for the promotion of this information. Additionally, members of the committee could promote this information to their own professional bodies and internal networks.

Action: VN

- 10.7 The Committee discussed what support systems were in place for registration officers who dealt with angry and or aggressive telephone calls. The Committee noted that a registration officer was entitled to end a call if on the receiving end of abusive behaviour or could contact the Chief Executive with

their concerns. The Chief Executive in turn would write to the registrant informing them that their behaviour was entirely inappropriate. If necessary, calls could also be re-routed to the Chief Executive. The Committee noted that training had recently been provided for the fitness to practise team so that they were able to deal with suicidal calls from registrants and or physical abuse. A recognition scheme was also in place for employees treating registrants well.

Item 11.06/11 ANY OTHER BUSINESS

11.1 There was no other business.

Item 12.06/12 DATE AND TIME OF NEXT MEETING

12.1 The next meeting would be held on Wednesday 5 April 2006 at 11.00 a.m.

Subsequent meetings:

Monday 4th September 2006

Monday 27th November 2006