

Executive Summary

This paper provides an update from the UK Registration Department during September - October 2004

New Appointments

Three new appointments have been made during recently.

Nadine Evans-Willis joined the team on the 21st September followed on the 4th October by Adam Mawson. Both have excellent customer service backgrounds and have already proved to be a real asset to the team. Claire Jackson was successful in her application for maternity cover for Michelle Calligy. Claire has been with the team for most of this year, and we are thrilled that she will be staying with us until next the end of July 2005.

Telephone Calls

The volume of calls has decreased recently. This was fully expected following the end of the peak period for UK applications and the end of the renewal processes for all professions. We anticipate an increase in calls following the opening of the ODP register.

Registration Renewal

A project team has been established recently to review the various processes involved in registration renewal. Some registrants have given us feedback following their first experience and we have learned lessons too. We are committed to enhancing the process to ensure that it is easier and better managed next time around.

Process improvements

We have "created" another role within the team to help enhance the standard of service we provide. A "registration runner" is now a part of the teams weekly rota. The "runner" is responsible for following up on requests that other team members take over the telephone. The Registration Officer takes the relevant details and passes these to the "runner" who is then responsible for investigating the enquiry and taking the necessary action. This enables the original registration officer to be immediately available to take another call. The role was originally planned only to be in place for a few weeks following the opening of the ODP register, however it appears to be working so well we have decided to make it a permanent part of the rota.

Operating Department Practitioners (ODP's)

The register opened on the 18th October 2004. The transfer of data from the Association of Operating Department Practitioners went extremely well and no particular problems were encountered. All ODP's on our register received their first certificate the day after the register opened. The team experienced a slight increase in the number of telephone calls received, but were fully prepared for this. During the first two days of the register being opened, the team managed to answer 94% of calls.

We have also sent renewal applications to ODP's on our register inviting them to renew their registration for the forthcoming registration cycle. A letter explaining the process in detail was included with this which we hope will assist our new registrants in making their application.

