

INTERNATIONAL & GRANDPARENTING – Sarah Dawson

Executive Summary

This paper provides an update from the International Registration Department during October - December 2004

New Appointments

A new appointment has been made to the Team during October. Ben Brown joined HPC during October. Ben has made an excellent start and quickly got up to speed with the all processes. This finally brings the Team back to full capacity with 11 FTE Registration Officers.

Telephone Calls

The volume of telephone calls has continued to fall again for the past 3 months for International. The answer rate has incremented accordingly. Call volumes in International are directly impacted by the volume of workflow. Volumes increase directly inline with any delays in the processes.

New Applications

The Team continues to receive a higher volume of International applications. The last few months have seen slight fluctuations in the number of new forms being received. Whilst there is still a high volume of applications that are returned, due to incomplete documentation, the Team expects to see small improvements as a result of improving the guidance notes.

Applications processing times

Processing times have significantly improved for registrations as a whole. The reporting this month appears to have accurately amended the meantime from application to registration for International and Grandparenting. The quality of the management information has significantly improved as Managers have reached a better understanding of the new reporting format and been able to work to improve the accuracy with assistance from IT.

Interesting to note, from the report showing days to Register from Application are the increased time frames for International applications during the Summer months. This can be traced to the process being impacted by Registration Assessors taking annual leave and a slight increase in the volume of applications.

By contrast the Grandparenting applications timeframes continued to decrease steadily month-on-month. This can be explained by the high volume of Chiropody applications, which only impacts one group of Registration Assessors.

Assessor training

6 ODP Registration Assessors were trained during October in anticipation of the Register opening October 18th 2004. Their details have been added to our database of existing Partners.

Process improvements

The process continues to be reviewed and tested regularly. The team have continued to receive feedback from the Registration appeals process and over the past 3 months have made incremental improvements in the process from amending the guidance notes to providing assessors with regular updates, support and advice. We have now started to engage those Assessors who sit as Panel members in providing peer feedback

Team training

Refresher training on the legal aspects of the Health Professions Order took place in October. The process of providing refresher training will continue on a 6-monthly basis.

In addition, the Registration Teams have been looking at Service Standards for the Registration area.

CPSM Applications

The old CPSM applications, which have been managed by 2 Registration Officers as a special project since October 2003 have finally started to wind up. The final stages of the special old application project means that those applications for which we have no response are being archived and withdrawn from the filing system and database. It is expected that from January both Registration Officers will return to working on the new process full-time.

Date
2004-12-23

Ver. a
Dept/Cmte
ING

Doc Type
PPR

Title
Registration Committee Oct-Dec 04

Status
Final DD: 23/12/2011

Int. Aud.
Public RD: None