

Executive Summary

This paper provides an update from the UK Registration Department for the period from 1st June – 31st August 2005.

Telephone Calls

The volume of telephone calls to the department increased during this period as anticipated. Overall, the team received over 8,000 calls and achieved on average a 87% answer rate. Calls were answered in 52 seconds.

Registration Application

The volume of applications began to increase in June as expected as new graduates started to submit their applications for registration. The “peak” months typically are June, July and August. It is anticipated that the volume will start to decrease during September 2005.

Registration Renewal

The first professions to be invited to renew their registration for the second time were Paramedics and Orthoptists, who have until the 31st August 2005 to pay their registration fee for the next two year cycle and sign their professional declaration. Individuals who fail to renew their registration by the specified date will receive a letter advising them of the lapse in their registration. Guidance will also be given as to the “readmission” process. In addition, a letter will be sent to their employer.

Clinical Scientists, Speech and Language Therapists, Prosthetists/Orthotists and Occupational Therapists followed and have until the end of September to renew registration. The next profession to receive renewal forms will be Biomedical Scientists during September 2005.

UK Registration – review day

The team held a review day in June 2005. The main focus of the day was “Customer Service”. The day was used to review the processes the team are responsible for, to discuss these and debate possible improvements necessary to improve the service we provide to our stakeholders. The day included a quiz, which was fun as well as informative.

New style HPC certificate and authentication card

The first of the new certificates were dispatched to registrants during August. Registrants now receive an authentication card as well as a certificate. The card contains details which registrants must share only with HPC. This information will be used in the future to improve security.

Helpdesk Manager

Mark Peucshel joined the team on the 30th August 2005. Mark has been recruited on a three month contract to assist the Registration Manager in a consulting role to manage employees within the department and to implement rapid strategic change based on industry best-practice where necessary. Mark has vast international experience within a customer service focussed helpdesk/contact centre environment. He brings with him energy and great knowledge.