



5th Floor, Holborn Gate, 330 High Holborn, London WC1V 7QG

Tel: 020 7861 3080 Fax: 020 7861 3081

email: enquiries@opinionleader.co.uk

Joint UK Health and Social Care Regulators PPI Group:

Making registers more usable

Draft regulator report

Health Professions Council

August 2006

Introduction

The Joint UK Health and Social Care Regulators PPI Group commissioned Opinion Leader Research to carry out research on health and social care registers. The aims of the project were:

- To provide recommendations on how information from health and social care registers can be made more accessible and meaningful
- To find out what information the public would like from health and social care registers

A full and detailed main report has been provided. This report is supplementary to the main report.

Methodology

The approach was as follows:

Participants	Interviews
Patients and wider public	4 half-day workshops (3 hours) of 20 people each in Glasgow, Birmingham, Bridgend and Belfast
People for whom English is not their first language	1 extended group (2 hours) of 7 people in London
People with complex health and social care needs	1 extended group (2 hours) of 8 people in London
Intermediaries	1 group discussion of 6 people in Birmingham
Register users	10 tele-depth interviews

Briefing notes with details of regulators and registers were used throughout the discussion to ensure respondents held an informed discussion following capture of their spontaneous opinions (attached as appendices to the main report).

The workshop and extended group sessions also included practical tasks so that participants had the chance to use the registers in all formats - online, by telephone and paper copies (where available). The task for the Health Professions Council was:

Please use the register for the Health Professions Council to find the registration number for Ms S Lawson (a physiotherapist in London). When is she registered until? Compare online and telephone formats.

Telephone: 020 75820866 website: www.hpc-uk.org

The purpose of the research was not to provide individual feedback on the registers, therefore the research was not designed as a robust mystery shopping exercise. We have outlined specific comments referring to individual registers, but please note that the findings below are based on very small samples and, as such, are indicative only:

Findings for the Health Professions Council

- Participants wanted more information e.g. opening hours, map. They found this information on the GOsC (General Osteopathic Council) online register so they expected to find the information on the HPC online register
- They also wanted qualifications and past experience
- They criticised the online register for only giving location rather than practice address
- Participants found they got more information over the telephone. They wanted the same level of detail on the website
- Some people had problems on the telephone – a couple were kept on hold for so long that they eventually gave up
- There was some inconsistency between the findings on the telephone and online. The telephone register said that there were more practitioners with that name than the online register. This made the participant distrust the information
- One was asked for the date of birth of the practitioner to get further information – the participant suggested that people would not generally know this information about health or social care professionals

"She said there was ten physiotherapists with that name in London when we looked online there was only two." (Glasgow public)

*"The phone wouldn't give any information unless we had a Christian name or a date of birth."
(Complex health and social care)*