

Executive Summary

This paper provides an update from the UK Registration Department for the period from 1st – 28th February 2006.

Telephone Calls

The team received 9,653 calls from registrants, applicants and other stakeholders during this period. The team maintained the improvements made over the past few months to our answer rate, and achieved 85% during February. There was a dramatic improvement to the speed of answer rate, to 35 seconds during this period, which is just slightly outside our team target.

Registration Application

Over 400 individuals were registered during this period and took on average 3 working days to process from start to finish. We are therefore exceeding our target, which is set at 10 working days.

Emails

The team are receiving approximately 60 emails per day and are managing to respond to the majority of these on the day of receipt. The team have received several emails/letters complimenting them on the service provided and the quality and speed in which matters are addressed.

Registration Renewal

At the start of February, all registered Physiotherapists were invited to renew their registration for the next two year cycle. Registrants have until the 30th April 2006 to renew their registration for the 2006/08 period.

By the end of February, the renewals team had received 16,300 returned forms. This is very pleasing and confirms that the work undertaken to improve our communications with registrants is working.

The next profession to be invited to renew their registration will be Arts Therapists. Renewal forms will be mailed during the first few weeks of March 2006. Registrants will have until the 31st May 2006 to renew their registration for the 2006/08 period.

Lapsed Registration

A total of 1,698 (7.2%) Radiographers were lapsed from the register on the 1st March 2006. This is the lowest number yet and is a real success story which again confirms that we are definitely moving in the right direction.

Lapsed registrants and their last known employers will receive notification of their lapse in registration during March 2006.

New Recruits

The team are looking forward to welcoming Hope Morrison and Charlene Williams in March 2006. Both are on temporary maternity cover contracts.

George Bolster moves to the Education – Approvals and Monitoring Department in March, and a permanent vacancy for his replacement will be advertised shortly.

What's new and improved

George Bolster and John Archibald have started work on the revision of HPC's registration/readmission form and guidance notes. We hope that these will be complete before the summer 2006.

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