

Chief Executive's Report for 1st May – 30th June 2005

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1. Completed Meetings 1st May to 30th June 2005

Non-Medical Professional Regulation Advisory Group	3 rd May
HR in the NHS conference	11 th May
Ministry of Health, Brunei Darussalam	13 th May
Society of Chiropradists & Podiatrists	13 th May
British Psychological Society	17 th May
Royal College of Anaesthetists	19 th May
Football Association	19 th May
Electoral Reform Services	19 th May
Security Industry Authority	23 rd May
Department of Health	24 th May
Non-Medical Professional Regulation Advisory Group	1 st June
Department of Health	7 th June
Healthcare Professionals Crossing Borders Project	7 th June
CHRE/GSCC/regulatory bodies	10 th June
Health regulatory bodies	13 th June
NMC/CWP	13 th June
College of Foot Health Practitioners	16 th June
British Psychological Society	17 th June
Legal Awareness seminar	21 st June
Anthroposophical Health Professions Council	22 nd June
Healthcare Professionals Crossing Borders Project	23 rd June
Chartered Physiotherapists in Private Practice	30 th June

2 Scheduled Meetings

British Association of Art Therapists/Arts Council England	1 st July
Non-Medical Professional Regulation Advisory Group	4 th July
Independent Healthcare Forum	8 th July
NHS Counter Fraud Professionals conference	13 th July
Review of Non-Medical Regulation conference	14 th July

National radio advertising on Classic Fm was launched at the beginning of June and will run for 4 weeks. There are three 30 second adverts appearing several times a day across the UK-wide station and feedback and response has been superb so far. This campaign was supported by a poster campaign on London Underground where 1000 tube car panels will feature the 'No Joke' campaign. This will again run until July 9th.

HPC also advertised in The Independent health feature in June and will do so again in July. Future campaigns are planned for buses across much of the UK and car stickers - a suggestion from a very registrant who liked the campaign- for later in the year.

HPC attended the Trading Standards Institute Conference in Brighton during June and got the message about the new prosecution powers available to Trading Standards Officers after July 9th when the Trading standards Act will give them powers of prosecution over people using professional titles when not registered with HPC.

Work has begun on a couple of extranet's for the website, one for Partners and one for Council members. It is anticipated that this work will be completed by the tail-end of this year.

Press coverage was good this month with The Mail, The Guardian, The Mirror and The Daily Star all carrying features on the July 8th deadline and our link with the Football Association. Various regional papers also picked up on the story along with The Weekly News. BBC Radio Cornwall and Which? magazine will also do features on HPC closer to deadline day.

1. Approvals Visits*1.1 Approvals Visits Undertaken*

The following Approvals Visits have been undertaken since the last meeting of the Council on 12th May 2005.

Name of Education Provider	Title of Programme(s)	Date of Visit
University of Central Lancashire	BSc (Hons) Physiotherapy	12-May-05
Glasgow Caledonian University	BSc (Hons) Biomedical Science	13-May-05
London Metropolitan University	Supplementary Prescribing	18-May-05
University of the West of England	GDip Occupational Therapy	19-May-05
University of Central England	Diploma of Higher Education in ODP	23-May-05
City University	BSc (Hons) Radiography	24-May-05
Queen Margaret University College	MA Music Therapy	26-May-05
Brunel University	BSc (Hons) Occupational Therapy	01-Jun-05
Brunel University	BSc (Hons) Physiotherapy	01-Jun-05
The Robert Gordon University	MSc Physiotherapy	06-Jun-05
Bournemouth University	BSc (Hons) Physiotherapy	08-Jun-05
Bournemouth University	BSc (Hons) Occupational Therapy	08-Jun-05
University of Essex	BSc(Hons) Speech and Language Therapy	13-Jun-05
University of Brighton	MSc in Occupational Therapy	14-Jun-05
University of Brighton	BSc(Hons) Occupational Therapy	14-Jun-05

University of Bradford	BSc (Hons) Occupational Therapy	22-Jun-05
University of Southampton	BSc(Hons) Physiotherapy	22-Jun-05
University of Southampton	BSc(Hons) Occupational Therapy	22-Jun-05
Bournemouth University	Dip Higher Education ODP	27-Jun-05

1.2 Forward Calendar of Approvals

Nine more Approvals events have been organised between now and October and it is anticipated that this number will grow.

1.3 Letters to Education Providers

The Department will soon send out an email to all Education Providers with a link to the HPC website. The website is currently being updated and will contain details of the new Approvals Process along with all the information an education provider will need when organising an approvals event. Most importantly it will advise that they given HPC 6 to 12 months notice for an approval Visit.

2 Visitors

The Department is in the process of recruiting Visitors for Arts Therapy, Paramedic, Biomedical Science and ODP Visits. A Visitor training day was held in April 2005 and three more are planned for July, August and October 2005. It has been agreed that Lay Visitors will be used to ensure the rigour of the HPC's new Approvals Process and Lay Visitor training is currently being organised.

3 Guidance

Guidance on the Standards of Education and Training for Education Providers is currently being developed in consultation with Professional Bodies and with Guidance from the HPC Professional Liaison Group.

1. Routine Matters

Since the last Council meeting the department has mainly been assisting Baker Tilly (Auditor) with the internal and external audits. The management accounts for April 2005 have also been produced.

Nilaksha Patel joined HPC on the 3rd May 2005, and has been familiarizing herself with the financial processes related to the UK Registration department. Banking has been transferred from UK Registration to Finance on the 17th June 2005. Finance will now have full responsibility for this procedure.

Payments are up to date as to May 2005 and the department is currently processing claims and invoices in June 2005.

2. Meetings, Training and Other Matters

In the near future the Financial Accountant will attend a Tax/Pay update seminar. All members of the Finance Department have signed up for IT courses organized by HPC. This will mainly cover Microsoft products.

Projects:

Supplier Database and authorization system for new suppliers.

Renewals Project

HPC is currently recruiting a Finance Director.

3. Office Services

The property purchase has been paid for in May 2005 as planned. Planning permission sought for establishing office on mezzanine floor. Preparation work is ongoing for mezzanine office and new windows for the Stannary Street offices.

1. Striking Off Order

Malvina Allan (Biomedical Scientist) 20th May 2005
 Mark O' Halloran (Paramedic) 13th June 2005
 Stephen Davis (Biomedical Scientist) 17th June 2005

2. Suspension Order

Mohammed Khokhar (Clinical Scientist) 6th May 2005

3. Conditions of Practice

Alexander Machenry (Physiotherapist) 16th May 2005
 Alison Owens (Operating Department Practitioner) 10th June 2005

4. Caution Order

Benjamin Lavender (Operating Department Practitioner) 6th May 2005
 Samuel McBride (Physiotherapist) 31st May 2005
 Simon Harrison (Physiotherapist) 16th June 2005

5. Adjourned

Critona O'Donnell (Clinical Scientist)
 Gaynor McAllister (Occupational Therapist)

6. Operating Department Practitioners

Two Operating Department Practitioners were not admitted to the Register

7. Review Hearings

Sarah Turgoose (Biomedical Scientist) Suspension Extended
 Julie Pring (Physiotherapist) Suspension changed to Conditions of Practice
 Gaby Lee Franks (Radiographer) Suspension revoked
 John Stuart (Physiotherapist) Suspension revoked

8. Investigating Committee

In May 2005, panels of the Investigating Committee considered 20 cases. There was a case to answer in 11 instances. At the end of May there were 65 cases within the remit of the Investigating Committee

9. Conduct and Competence Committee

At the end of May there were 59 cases within the remit of the Conduct and Competence Committee

10. Health Committee

At the end of May there were 7 cases within the remit of the Health Committee

11. Review Hearings

At the end of May there were 37 cases which will require a review hearing

12. Interim Orders

In April and May, 3 Interim Orders were granted

13. Registration Appeals

At the end of May there were 96 active registration appeals case.

14. Partners

Further panel training took place on 6th and 7th June 2005. Panel Chair training took place on 16th June 2005 and the Legal Assessor review day took place on 24th June 2005

15. Other Information

Attended Trading Standards Institute Conference Meetings:
 CRHE – Regular monthly forums
 Kingsley Napley Solicitors
 Bircham Dyson Bell

ACPO, GMC & the CPS
 Bichard –Implementation Group for Regulators
 Zoe Maguire joined the department on 20th June 2005 as the Hearings Officer
 The team is working with the IT department to create an FTP tracking system and is currently working on the following items: FTP Benchbook Prosecutions Procedures

1. Employee Resourcing

A newly created position was advertised for three Education Officers in May 2005. Interviews are to be held on the 20th June 2005.

A newly created position was advertised for a permanent Hearings Officer for the Fitness to Practise Department and the successful candidate commences on the 20th June 2005. A temporary (agency sourced) International Registration Officer was also appointed on 23rd May 2005, to a four month HPC contract.

Also in May 2005, interviews were held for an Interim Finance Director. A Human Resources Team Administrator was appointed in the HR Department and a new permanent UK Registration Officer was appointed on 23rd May 2005.

2. Flexible Working

In an effort to provide more effective resourcing in the UK and International Registration Departments, a flexible working project is currently being worked upon, with HR assisting the relevant Managers on this project. This will allow more efficient allocation of employee resourcing – with employees working longer hours during peak periods working periods such as Renewals, and taking time off to compensate in trough periods. Contracts and working schedules were written for all Registration Officers participating in Flexible Working.

3. Partners

Recent Appointments

14 **Fitness to Practise Panel Chairs** have now been appointed and approved by Council. Their contract will commence on 8th July 2005. In addition, a total of 8 **Arts Therapists** have passed the interview process for the role of Visitor. Council will be asked to approve their appointments in the next 2 weeks, once references have been obtained.

Registration Assessors and Panel Members

We have currently met our Partner requirements for these roles, with the exception of new professions/modalities.

Current Recruitment – Visitors

ODP interviews are set for the 15th and 16th of June with Neil Willis and Stephen Wordsworth. **Paramedic** interviews are set for the 21st September 2005. Related to this is the Partner Exit Process and Contract Renewal Procedure. In addition preparations are in progress to handle and 22nd June. **Biomedical scientists** will be held on the 5th and 6th of July with Neil Willis and Gordon Sutehall.

Other Partner Projects

Work is underway on the Partner Performance Review process, to be piloted in the advertising and response should the Register open to applied psychologists.

1. Employees

Adam Mawson is seconded to the Renewals Project team for a 3 month period from UK Registrations.

2. Projects

A **splash screen** has been developed (by Tyrone Goulbourne) to highlight information to all parts of the organisation when their PC boots up in the morning. The system will be used to inform users of the impending delivery of renewal notices to registrants, or direct debit runs. The information can be populated by anyone in EMT.

This compliments the **Springfield** intranet site that now holds all non ISO process information. Both these areas of functionality use LOTUS NOTES to control access to update the databases.

3R's (Renewals, Resourcing and Re-engineering)

Changes to employee levels within the registration department (Flexible working) are being designed to match the ebbs and flows of profession renewals.

IT employees will also cover 8am-6 pm weekdays within the office and 10am-4pm Saturdays, via broadband phone and remotely controlling users PCs or servers.

ICR update

The ICR (Intelligent Character Recognition) project is designed partially to automate the registration renewals process. Training of UK Registration employees has commenced, illustrating principles involved. The link to which the scanning software links has been delivered and is under live testing.

APU deals with the fitness to practise processes. Additional functionality was defined in mid March, and this will be slightly delay to the rollout until July. A three-week bedding in phase will follow to check functionality.

An Office Services helpdesk will be developed from a cut down ITHelpdesk as functionality during the APU bedding in phase, plus functionality to track ISO related issues. This is on hold as testing of the Renewal systems is carried out.

A Lotus notes database for tracking and publishing the HPC supplier list has been developed in house. This includes authorisation stages from the Finance Director and Chief Executive.

Work on a system for Education & Policy **SELMA** will commence following correction of any post roll out issues with the FTP system. Again shared functionality will cut development and support time long term.

Authentication of Users. Abraham. Project. The development model has now been forwarded to Digital Steps for design work.

More detailed operational practice is being worked through with DSL, as the initial Finance and ICR enhancements near completion.

The complete programme will be rolled out over several months. Some operational detail will remain confidential to the HPC executive.

3. Document Control - FOI

Freedom of Information requests continue to come in at a rate of about 5 per week. Most are requests for report against specific criteria which do not currently exist, and therefore do not strictly fall under the 2000 act.

These reports are being gradually developed in house.

4. Business Continuity

A paper test of the DR plan will occur when the new renewal systems have bedded down later this year, along with a live test during a planned quite period.

5. Applied Psychologists New Profession

A meeting with the Applied Psychologists membership department is being arranged with the UK Registration Manager – professional body seem reluctant to come up with dates for our visit.

The delivery of the new functionality at each stage of the upcoming renewal season requires delivery and testing of new releases of LISA approximately every month until December 2005. This will result in a considerable amount of time being used in testing prior to the live environment. This is a major commitment of IT time and may result in a slower turn around on non critical helpdesk tickets.

6. ISO 9001:200 Update

Ruth Bacon is working on changes to documented processes, to ensure the Management System is up to date.

7. Additional Contact with Stakeholders

Post-lapsing letters to registrants and employers will be despatched via mail merge from a pair of custom reports running over the LISA data. This will inform them of the lapsed status of the registration, and its implications, plus the mechanism to be re-admitted to the register.

8. IT Training throughout HPC

A range of courses based on business need and budget is planned for July and late 2005. This includes Microsoft Word, Excel, Project, PowerPoint, Crystal Reports and Lotus Notes (an inhouse course).

1. Current projects:

Research into fitness to practise cases of CPSM Investigating and Disciplinary Committee and related matters;

Assessment of archived records and documents, and policy for retention;

Monitoring of new EU Directive on professional qualifications; Returners to practice

After the Council's decision in May to agree to the new proposed policy, the document is going out for consultation with the document 'Managing fitness to practise'.

Professional liaison group on health, disability and registration

The group has met for the final time, and has agreed draft documentation to recommend to the Council.

Professional liaison group on Standards of Education and Training guidance for Education providers

A first draft has been produced, which will be circulated to Council members who are on the PLG for their comments, before going out to the professional bodies for input and ideas.

European Affairs

'Health Professionals Crossing Borders' project meetings: a project around patient safety, as part of the UK's Presidency of the EU.

2. Meetings:

Penningtons' Seminar on Professional Regulation 12th May

UK Interprofessional Group (IPG) Working Party on Higher Education 25th May

UK IPG Working Party on Regulation 31st May

CEPLIS (European Council of the Liberal Professions) Permanent Committee, Brussels, 6th June

CEPLIS Health Professions Working Party, Brussels 7th June

UK IPG main meeting 27th June

1. Telephone Calls

Telephone calls have increased over the past few months. The majority of callers are enquiring about their application, but there has recently been an increase in the volume of prospective applicants enquiring about grandparenting. Call answer rates have remained constant throughout the period. During May International received more telephone calls than UK this breaks an all time record for the Teams. The main focus and priority for International remains processing the applications, ensuring this reduces the volume of phone calls.

2. New Applications - processing times

The volume of grandparenting applications has been increasing month-on-month since March; the majority have been chiropody/podiatry applicants as can be seen in the report new applications. The Team have continued to work on processing applications and have recently completed a mailmerge to 1,600 applicants whose forms are in the system explaining that we have received their documentation. This exercise will be completed once the grandparenting window closes 8th July 2005.

3. Flexible Working

The Teams have been working hard on the proposal of flexible working (which is effectively an annualised hours solution) over the past two months with a working party including Management and Registration Officers discussing the options. All Registration Officers completed surveys and have been issued with schedules of work based on their survey responses. The proposal means that those who opt into the proposal will work longer hours at peak times for the business in return for either shorter working weeks or additional annual leave at trough times. This should ensure that during peak periods such as Renewals and UK admissions the business effectively creates more available working hours allowing the processes to be run more effectively aiming to minimise processing delays and unplanned costs.

In addition to flexible working the Registration Teams have also extended opening hours. This means that operations commence at 8am and close at 6pm Monday to Friday and Saturday 10am – 4pm.

4. Assessor training

6 professional groups of Registration Assessors have now completed a Review Days since January. The main topic at Review was feeding back into improving the quality of decision making following experience gained from our Registration Appeals process. The day incorporated discussion and an assessment exercise.

Attendance at some Review Days was low. This was mainly due to Assessors’ having prior commitments or workload. The majority of Assessors who attended provided useful feedback and expressed how valid the day was both as a learning and networking opportunity. A suggestion was made that attendance should be compulsory to encourage better turnout at future events. This feedback will be considered as part of the performance review process which is under development.

1. Telephone Calls

The volume of telephone calls to the department continued to decrease during this period as anticipated. Overall, the team received a total of 7,491 calls and achieved a 97% answer rate. Calls were answered, on average, in 18 seconds.

2. Registration Applications

The volume of applications received during this period remains manageable. The team expects the volume to start to increase from the middle of June 2005.

3. Registration Renewal Project

The project team continue to meet on a weekly basis. The registration renewal form has been redesigned so that it can be scanned and the information contained machine read. This information will then be automatically fed into the registration database. This improvement will speed up the process helping us to improve the service we provide to registrants.

The guidance we send to registrants with their renewal forms also been revised and now takes the form of an easy to read booklet.

The first professions to register their registration this year will be paramedics, orthoptists, clinical scientists, speech & language therapists and prosthetists & orthotists. Registrants will receive renewals forms at the beginning of July 2005.

4. Flexible Working

The registration teams are extending their opening hours from the 6th June 2005. Both teams will be available from 8am – 6pm, Monday – Friday.

The additional hours given will be re-paid to employees, and can be taken either as time off or shorter working days/weeks during our trough period.

Registration managers are working on a schedule to cross-train registration officers so that we can utilise their expertise across both teams.

5. Registration Seminars, 2005

A total of eight registration seminars were held around the country during April and May. Registration managers visited Glasgow, Belfast, Southampton, Cardiff, Salford and Birmingham. Two seminars were also held at the HPC. The purpose of the seminars was to provide an overview of the application and renewal processes. The events were extremely well attended and very positive feedback was received from many attendees.

1. Health Professions Council Elections

The elections have now concluded, sixteen new members were elected onto Council, their appointments to be effective as of 9th July 2005.

2. New Council Members’ Induction 29th and 30th June 2005

A two day induction is planned for the 29th and 30th June 2005 which will provide the opportunity for new members to spend time at Park House, visiting different departments, meeting employees and learning about the organisation. If members cannot attend these dates for any reason further induction days will be arranged.

3. Council Meetings

The last meeting of current Council will take place on 7th July 2005. The first meeting of the new Council will take place on 12th July 2005. The second meeting will be on the 18th July 2005. At these meetings it will be established on which committees members will sit and the election of the President and Vice-President will be confirmed.

4. Declaration of Members’ Interests Forms

The declaration of member’s interests forms have now been dispatched to all elected members of Council. We are currently in the process of collating these and will update this information as soon as possible.

5. Council Members’ Section of the Website

We have recently updated the website and the technology used on the site was not fully compatible with our new website platform, and for security reasons we’ve had to remove the site from the internet.

A completely new council member extranet is under development and will replace the old site.

New extranet will feature:

- A new interface that will reflect the public website design
- An interactive message forum
- Frequent updates (more HPC employees will have access to contribute)
- Increased security

6. Meeting with the Nursing and Midwifery Council (NMC)

The Secretariat recently met the NMC which is due to hold its own elections for Council members later this year. The NMC wished to obtain our advice on the election procedures HPC had adopted so that it can apply these to their own election strategy. The meeting proved to be very valuable and informative for both parties.

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