

## UK Registration Department – Claire Harkin

### Executive Summary

This paper provides an update from the UK Registration Department for the period from October – December 2004.

### Telephone Calls

The volume of telephone calls continues to decrease month on month. The team was fully prepared for an increase in calls from 18<sup>th</sup> October through to the end of November given that Operating Department Practitioners (ODP) were renewing their registration for the first time during this period.

Overall, the team achieved a 91% answer rate for the period from October – December 2004 and managed to answer calls within 37 seconds.

### UK Registration/Readmission Applications

The number of applications (UK route and readmission) started to decrease in September and that trend has continued throughout October – December 2004. The busiest month for the team this year was August with 1,721 applications received and around the same number of registrations taking place. The number of days taken to process and register has also decreased and now takes three working days on average from start to finish.

Changes were made to the registration/readmission guidance notes in October 2004 in preparation for the opening of the ODP register. Following feedback from applicants, several sections of the guidances notes were revised and some were completely re-written with the intention of making them clearer and easier to understand. Since then, the number of incomplete applications being returned to individuals has reduced dramatically.

### Operating Department Practitioners (ODP's) Registration Renewal

All thirteen professions have now been through the registration renewal process. The executive received some very constructive feedback from registrants and we were determined to consider this when planning for ODP registration renewal. We were much better prepared this time around and had a clearer idea as to what to expect. This is reflected in the low number of registrants contacting the organisation to complain about the process itself.

The team worked very hard in advance to ensure that there was adequate cover for all related tasks on the departmental rota and this was reviewed by the team leader almost on a daily basis throughout the period.

All planned deadlines were met, and the workload was kept to an absolute minimum on a daily basis.

Just over 3,500 final notices were sent during November 2004 to registrants who had yet to complete their renewal applications. Registrants had until the 30<sup>th</sup> November to submit their applications. Just over 900 registrants failed to renew their registration in time and were lapsed from the register on the 10<sup>th</sup> December 2004.

### ISO review

The Registration areas underwent the first round of ISO re-audit, following the original inspection in July 2004. Both teams successfully completed the re-audit and BSI did not identify any non-conformities in either process.

### Registration Renewal

A project team was established in November to review the various processes involved in registration renewal. Having listened to feedback from registrants, it was clear that improvements were necessary and needed to be considered before the next round in 2005. We have listened to feedback, learned many lessons and are committed to enhancing the process to ensure that it is better managed and easier for registrants to understand what is required of them.

There will be no professions renewing their registration until June 2005.

In addition to this, the Registration Managers have also been reviewing the workloads of each team over the resources currently available, with the intention of evening out the peaks and troughs within the UK Registration area. A separate paper is included on the agenda, which explains this in more detail.

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