

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.