

3 – Chief Executive’s Report – Annex A

Registration Activity and Service Delivery Standards

1. Table 1 below sets out registration activity and service delivery standards for February 2009.

Table 1: Summary registration activity and service delivery standards, February 2009.

Service Target	Activity	Detail	December 2008	January 2009	February 2009	Last 3 months
Target 1	Registration Applications	95% given a decision on applications, or say why we can't, within five days of receipt	99% 595 of 597	99% 639 of 640	99% 552 of 566 ^{T1}	99% 1786 of 1803
Target 2	Telephone calls to operators	90% to be answered in less than 15 seconds	95% 14950 of 15737	98% 16127 of 16457	96% 14,759 Of 15,444	96% 45,836 of 47,638
Target 3 ²	Doctors visiting reception	95% to be seen within 10 minutes	97% 713 of 735	99% 676 of 683	97% 669 of 690	98% 2058 of 2108
Target 4 ³	Letters and emails (enquiries)	100% to be answered within five working days	99% 4677 of 4725	99% 4395 of 4410	99% 4670 of 4718	99% 13,721 of 13,849
Target 5 ⁴	Letters and emails (updates)	100% to be answered within five working days	99% 1744 of 1763	99% 1798 of 1805	100% 1841 of 1849	99% 19,074 of 19,240
Target 6 ⁵	Complaints	95% to be answered within 10 working days	99% 233 of 236	99% 98 of 99	98% 124 of 127	98% 455 of 462

¹ All applications were cleared within eight days.

² This service target is based on providing a substantive response.

³ This service target is based on providing a substantive response.

⁴ This service target is based on providing a substantive response.

⁵ This service target is based on providing a substantive response.

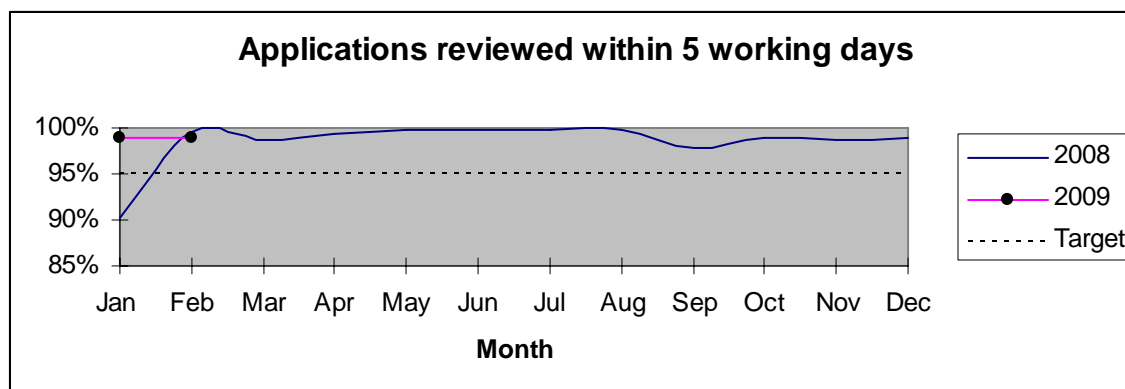
2. Table 2 sets out the accumulated results for February 2008 and 2009.

Table 2: Accumulated registration activity, period to February 2008 and February 2009

Description	Accumulated to Feb 2008	Accumulated to Feb 2009
Registration applications granted ⁶	1,390	1,014
Calls to the automated service (providing confirmation of a doctor's registration status)	30,076	31,974
Calls to operator assisted helpline about registration and the PLAB test	41,582	31,901
Doctors visiting reception about their registration or the PLAB test	1,926	1,475
Fax, letter and email enquiries about registration and the PLAB test ⁷	13,507	12,943
Candidates taking part 1 of the PLAB test	559	941
Candidates taking part 2 of the PLAB test	325	178

3. Figure 1 shows performance against responding to registration applicants within 5 working days.⁸

Figure 1:



⁶ Excludes specialist registrations.

⁷ Excludes applications for registration.

⁸ Consolidated service delivery standards figures for 2007 registration applications are not available.

4. Figure 2 shows performance against answering calls within 15 seconds.

Figure 2:

