

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 during May, June and July 2009.

Table 1: Summary registration activity and service delivery standards for May, June and July 2009.

Service Target	Activity	Detail	May 2009	June 2009	July 2009	Average
Target 1 ¹	Registration Applications	95% given a decision on applications, or say why we can't, within five days of receipt	99% 4,407 of 4,411	99% 8,193 of 8,203	100% 3,358 of 3,361	100% 15,958 of 15,975
Target 2	Telephone calls to operators	90% to be answered in less than 15 seconds	95% 15,043 of 15,877	93% 21,739 of 23,578	80% 22,521 of 28,591	87% 59,303 of 68,046
Target 3 ¹	Doctors visiting reception	95% to be seen within 10 minutes	96% 725 of 754	96% 982 of 1,020	98% 1,011 of 1,029	97% 2,718 of 2,803
Target 4 ²	Letters and emails (enquiries)	100% to be answered within five working days	98% 4,230 of 4,331	99% 5,135 of 5,204	98% 4,657 of 4,732	98% 14,022 of 14,267
Target 5 ³	Letters and emails (updates)	100% to be answered within five working days	99% 2,450 of 2,462	99% 7,971 of 8,063	99% 2,580 of 2,607	99% 13,001 of 13,132
Target 6 ⁴	Complaints	95% to be answered within 10 working days	99% 80 of 81	95% 76 of 78	98% 84 of 86	98% 240 of 245

¹ Seven applications that went out of SLA in June were Restorations, one was a UK provisional application that went out of SLA by two days and two were IMG hard copy applications, one Old S19 and one PLAB application that was two days out of SLA. Three applications went out of SLA in July, all were IMG applications that were one day over SLA.

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

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

⁴ Two complaints missed SLA in June, one was the result of misplaced correspondence that was actioned over a month after it was received and one went two days out of SLA due to high workload and reduced team capacity. Two complaints missed SLA in July due to delays in gaining signatures for the correspondence.

2. Table 2 sets out Q1 and Q2 2009 summary registration activity and service delivery standards.

Table 2: Q1 and Q2 2009 summary registration activity and service delivery standards.

Service Target	Activity	Detail	Q1 2009	Q2 2009
Target 1 ¹	Registration Applications	95% given a decision on applications, or say why we can't, within five days of receipt	99% 1,861 of 1,879	99% 13,208 of 13,222
Target 2	Telephone calls to operators	90% to be answered in less than 15 seconds	97% 47,217 of 48,560	94% 49,119 of 52,306
Target 3 ⁵	Doctors visiting reception	95% to be seen within 10 minutes	93% 1,795 of 1,907	96% 2,351 of 2,443
Target 4 ⁶	Letters and emails (enquiries)	100% to be answered within five working days	99% 13,628 of 13,704	99% 12,876 of 13,062
Target 5 ⁷	Letters and emails (updates)	100% to be answered within five working days	99% 5,328 of 5,348	99% 12,078 of 12,190
Target 6 ⁸	Complaints	95% to be answered within 10 working days	98% 396 of 406	97% 237 of 244

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

⁶ This service target is based on providing a substantive response.

⁷ This service target is based on providing a substantive response.

⁸ This service target is based on providing a substantive response.

3. Table 3 sets out the accumulated results for June 2008 and June 2009.

Table 3: Accumulated registration activity, period to June 2008 and June 2009

Description	Accumulated to June 2008	Accumulated to June 2009
Registration applications granted ⁹	3,021	2,453
Calls to the automated service (providing confirmation of a doctor's registration status)	85,871	82,456
Calls to operator assisted helpline about registration and the PLAB test	119,966	100,866
Doctors visiting reception about their registration or the PLAB test	5,654	4,739
Fax, letter and email enquiries about registration and the PLAB test ¹⁰	42,693	39,261
Candidates taking part 1 of the PLAB test	962	1,619
Candidates taking part 2 of the PLAB test	790	734

4. Table 4 sets out the accumulated results for July 2008 and July 2009.

Table 4: Accumulated registration activity, period to July 2008 and July 2009

Description	Accumulated to July 2008	Accumulated to July 2009
Registration applications granted ¹¹	15,906	16,407
Calls to the automated service (providing confirmation of a doctor's registration status)	103,906	103,801
Calls to operator assisted helpline about registration and the PLAB test	146,846	129,457
Doctors visiting reception about their registration or the PLAB test	6,730	5,768
Fax, letter and email enquiries about registration and the PLAB test ¹²	51,814	46,600
Candidates taking part 1 of the PLAB test	1,825	1,619
Candidates taking part 2 of the PLAB test	911	918

⁹ Excludes specialist registrations.

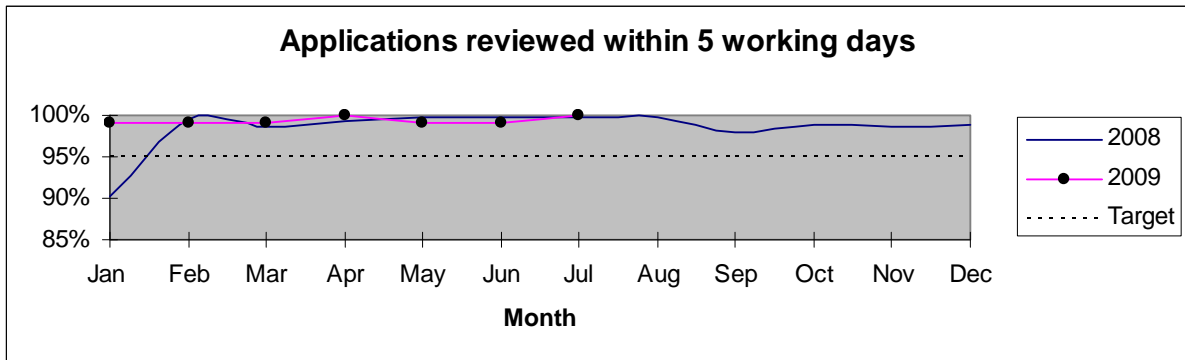
¹⁰ Excludes applications for registration.

¹¹ Excludes specialist registrations.

¹² Excludes applications for registration.

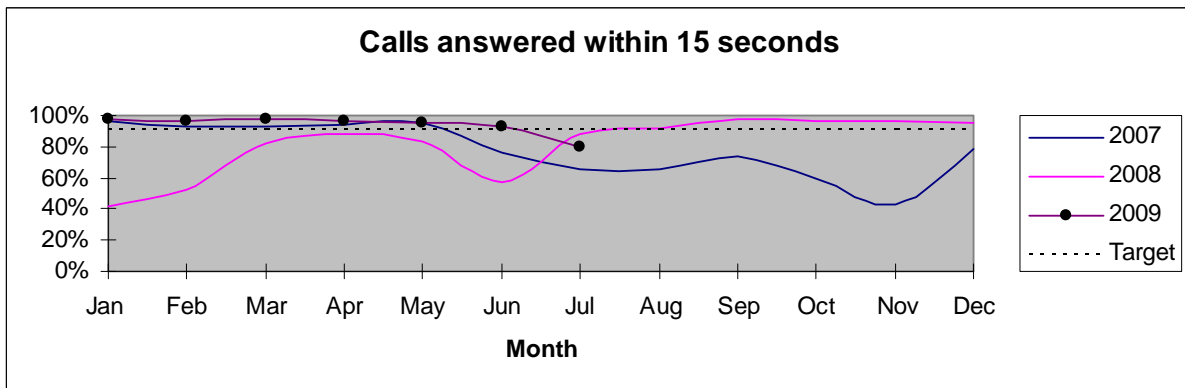
5. Figure 1 shows performance against responding to registration applicants within 5 working days.¹³

Figure 1:



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

Figure 2:



¹³ Consolidated service delivery standards figures for 2007 registration applications are not available.