
3 – Chief Executive’s Report – Annex A

Registration Activity and Service Delivery Standards 2009

1. Table 1 sets out registration activity in 2009, compared with the same period in 2008 (in parenthesis).

Table 1

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Registration applications granted ¹	444 (583)	359 (513)	416 (377)	338 (553)	417 (481)	479 (514)	13,954 (12,885)	634 (957)	478 (423)	463 (438)	531 (351)	502 (362)	19,015 (18,437)
Telephone calls to the automated service (providing confirmation of a doctor's registration status)	16,245 (15,407)	15,729 (14,669)	17,460 (13,821)	16,287 (14,648)	16,735 (13,550)	No Data ² (13,776)	21,345 (18,035)	20,724 (19,190)	20,013 (17,911)	20,162 (18,772)	19,800 (16,559)	14,686 (16,443)	199,186 (192,781)
Telephone calls to operator assisted helpline about registration and the PLAB test (excluding telephone calls to the automated service)	16,457 (22,820)	15,444 (18,762)	16,659 (16,001)	12,851 (16,743)	15,877 (17,447)	23,578 (25,193)	28,591 (29,880)	25,999 (24,629)	18,973 (18,017)	20,240 (20,418)	19,122 (14,146)	14,996 (15,737)	228,787 (239,793)
Doctors visiting reception about their registration or the PLAB test	683 (889)	792 (1,037)	821 (837)	669 (971)	754 (885)	1,020 (1,035)	1,029 (1,076)	838 (738)	890 (822)	996 (842)	938 (606)	798 (735)	10,228 (10,473)
Letters and emails ³	6,376 (7,385)	6,567 (6,122)	6,270 (7,312)	5,192 (7,230)	6,793 (6,932)	8,063 (7,712)	7,339 (9,121)	8,010 (8,349)	5,963 (6,774)	6,730 (6,715)	5,808 (6,097)	6,200 (6,314)	79,311 (86,063)
Candidates taking part 1 of the PLAB test	- (559)	941 (-)	- (-)	- (403)	678 (-)	- (-)	- (863)	1,112 (-)	- (-)	- (668)	672 (-)	- (-)	3,403 (2,493)
Candidates taking part 2 of the PLAB test	- (91)	178 (234)	91 (-)	90 (186)	90 (93)	285 (186)	184 (121)	140 (-)	135 (136)	325 (139)	194 (-)	137 (184)	1,849 (1,370)

¹ Excludes specialist registrations

² No data available due to system monitoring problem in June

³ Excludes applications for registration

2. Table 2 sets out performance against service delivery targets in 2009, compared with the same period in 2008 (in parenthesis).

Table 2:

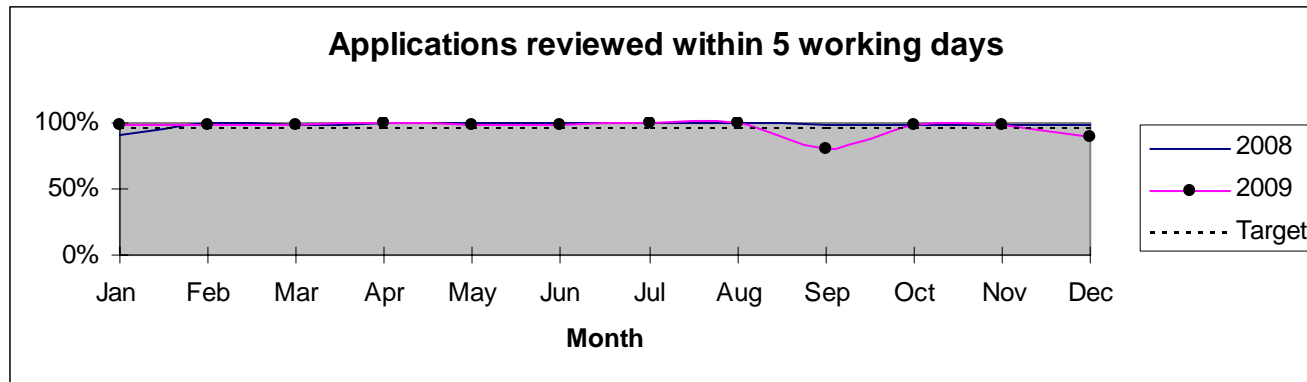
Service Target	Activity	Detail	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Average
1	Registration applications	95% given a decision, or say why we can't, within five days of receipt	99% (90%)	99% (100%)	99% (99%)	100% (100%)	99% (100%)	99% (100%)	100% (100%)	96% (100%)	80% (99%)	99% (99%)	98% (99%)	89% (100%)	99% (99%)
2	Telephone calls to operators	90% to be answered in less than 15 seconds	97% (42%)	96% (52%)	98% (82%)	97% (88%)	96% (83%)	93% (57%)	80% (88%)	66% (92%)	94% (98%)	93% (97%)	92% (97%)	96% (95%)	90% (80%)
3	Doctors visiting reception	95% to be seen within 10 minutes	99% (85%)	97% (76%)	89% (79%)	96% (94%)	96% (90%)	96% (93%)	98% (94%)	98% (95%)	100% (96%)	99% (98%)	96% (97%)	94% (97%)	97% (91%)
4	Letters and emails (enquiries) ⁴	100% to be answered within five working days	99% (94%)	99% (61%)	99% (91%)	99% (88%)	98% (87%)	99% (55%)	98% (77%)	94% (98%)	99% (98%)	99% (98%)	99% (99%)	99% (99%)	99% (87%)
5	Letters and emails (updates) ⁵	100% to be answered within five working days	99% (95%)	100% (84%)	99% (92%)	99% (94%)	99% (95%)	99% (84%)	99% (92%)	98% (100%)	99% (98%)	99% (100%)	99% (99%)	100% (99%)	99% (94%)
6	Complaints	95% to be answered within 10 working days	99% (95%)	98% (86%)	97% (97%)	97% (97%)	99% (98%)	95% (98%)	98% (84%)	94% (99%)	97% (100%)	98% (98%)	97% (98%)	98% (99%)	97% (97%)

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

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

3. Figure 1 shows performance against responding to registration applicants within 5 working days in 2009.⁶

Figure 1:



⁶ Consolidated service delivery standards figures for 2007 registration applications are not available.

4. Figure 2 shows performance against answering calls within 15 seconds in 2009.

Figure 2:

