

3 – Chief Executive’s Report – Annex A

Registration Activity and Service Delivery Standards in 2008

1. Table 1 sets out registration activity for Q1 2008.

Table 1: Summary registration activity for Q1 2008

Description	Jan	Feb	Mar
Registration applications granted ¹	583	507	377
Telephone calls to the automated service (providing confirmation of a doctor's registration status)	15,407	14,669	13,821
Telephone calls to operator assisted helpline about registration and the PLAB test (excluding telephone calls to the automated service)	22,820	18,762	16,001
Doctors visiting reception about their registration or the PLAB test	889	1037	837
Letters and emails ²	7,385	6,122	7,312
Candidates taking part 1 of the PLAB test	559	0	0
Candidates taking part 2 of the PLAB test	91	234	0

¹ Excludes specialist registrations

² Excludes applications for registration

2. Table 2 sets out registration activity for Q2 2008.

Table 2: Summary registration activity for Q2 2008

Description	Apr	May	Jun
Registration applications granted ³	553	481	514
Telephone calls to the automated service (providing confirmation of a doctor's registration status)	14,648	13,550	13776
Telephone calls to operator assisted helpline about registration and the PLAB test (excluding telephone calls to the automated service)	16,743	17,447	25193
Doctors visiting reception about their registration or the PLAB test	971	885	1035
Letters and emails ⁴	7230	6,932	7712
Candidates taking part 1 of the PLAB test	403	0	0
Candidates taking part 2 of the PLAB test	186	93	186

3. Table 3 sets out registration activity for Q3 2008.

Table 3: Summary registration activity for Q3 2008

Description	Jul	Aug	Sept
Registration applications granted ³	12,885	957	423
Telephone calls to the automated service (providing confirmation of a doctor's registration status)	18035	19,190	17,911
Telephone calls to operator assisted helpline about registration and the PLAB test (excluding telephone calls to the automated service)	29880	24,629	18,017
Doctors visiting reception about their registration or the PLAB test	1076	738	822
Letters and emails ⁴	9121	8349	6774
Candidates taking part 1 of the PLAB test	863	0	0
Candidates taking part 2 of the PLAB test	121	0	136

³ Excludes specialist registrations

⁴ Excludes applications for registration

4. Table 4 sets out registration activity for Q4 2008.

Table 4: Summary registration activity Q4 2008

Description	Oct	Nov	Dec
Registration applications granted ⁵	438	351	362
Telephone calls to the automated service (providing confirmation of a doctor's registration status)	18,772	16,559	16,443
Telephone calls to operator assisted helpline about registration and the PLAB test (excluding telephone calls to the automated service)	20,418	14,146	15,737
Doctors visiting reception about their registration or the PLAB test	842	606	735
Letters and emails ⁶	6715	6097	6314
Candidates taking part 1 of the PLAB test	668	0	0
Candidates taking part 2 of the PLAB test	139	0	184

5. Table 5 sets out the accumulated results for 2008 and 2007.

Table 5: Accumulated registration activity, period to December 2007 and December 2008

Description	Accumulated to Dec 2007	Accumulated to Dec 2008
Registration applications granted ⁵	22,534	18,437
Calls to the automated service (providing confirmation of a doctor's registration status)	166,107	192,781
Calls to operator assisted helpline about registration and the PLAB test	271,595	239,793
Doctors visiting reception about their registration or the PLAB test	12,449	10,473
Fax, letter and email enquiries about registration and the PLAB test ⁶	73,309	73,652
Candidates taking part 1 of the PLAB test	2,506	2,493
Candidates taking part 2 of the PLAB test	1,440	1,370

⁵ Excludes specialist registrations

⁶ Excludes applications for registration

6. Table 6 records our performance against agreed service delivery standards during Q1 2008.

Table 6: Performance against service delivery standards Q1 2008

Activity	Service delivery standard	Target ⁷		Jan	Feb	Mar
Registration applications	Give a decision on applications, or say why we can't, within five days of receipt	95%	UK	100%	100%	100%
			S19	100%	100%	100%
			EEA	99%	100%	100%
			IMG ⁸	79%	97%	98%
			Restoration	95%	97%	93%
Telephone calls to operators	To be answered in less than 15 seconds	95%		42%	52%	82%
Doctors visiting reception	To be seen within 10 minutes	100%		85%	76%	79%
Letters and emails (enquiries)	To be answered within five working days	100%	Letters	68%	60%	74%
			Emails	93%	61%	94%
Letters and emails (updates)	To be answered within five working days	100%	Letters	93%	89%	93%
			Emails	90%	80%	92%
Complaints	To be answered within 10 working days	95%		95%	86%	97%

⁷ Target shown is the minimum percentage of cases that have to meet the service delivery standards.

⁸ This service level agreement covers all IMG work and is not split to show limited registration and limited to full registration. It includes provisional to full registration and release from approved practice settings since 19 October 2007.

7. Table 7 records our performance against agreed service delivery standards during Q2 2008.

Table 7: Performance against service delivery standards Q2 2008

Activity	Service delivery standard	Target ⁹		Apr	May	Jun
Registration applications	Give a decision on applications, or say why we can't, within five days of receipt	95%	UK	100%	100%	100%
			S19	100%	100%	100%
			EEA	100%	100%	100%
			IMG ¹⁰	100%	99%	97%
			Restoration	99%	98%	97%
Telephone calls to operators	To be answered in less than 15 seconds	95%		88%	83%	57%
Doctors visiting reception	To be seen within 10 minutes	100%		94%	90%	93%
Letters and emails (enquiries)	To be answered within five working days	100%	Letters	86%	87%	37%
			Emails	88%	87%	56%
Letters and emails (updates)	To be answered within five working days	100%	Letters	98%	97%	88%
			Emails	91%	94%	81%
Complaints	To be answered within 10 working days	95%		97%	98%	98%

⁹ Target shown is the minimum percentage of cases that have to meet the service delivery standards.

¹⁰ This service level agreement covers all IMG work and is not split to show limited registration and limited to full registration. It includes provisional to full registration and release from approved practice settings since 19 October 2007.

8. Table 8 records our performance against agreed service delivery standards during Q3 2008.

Table 8: Performance against service delivery standards Q3 2008

Activity	Service delivery standard	Target ¹¹		Jul	Aug	Sept
Registration applications	Give a decision on applications, or say why we can't, within five days of receipt	95%	UK	100%	100%	100%
			S19	100%	100%	100%
			EEA	100%	100%	99%
			IMG ¹²	100%	100%	99%
			Restoration	96%	97%	96%
Telephone calls to operators	To be answered in less than 15 seconds	95%		88%	92%	98%
Doctors visiting reception	To be seen within 10 minutes	100%		94%	95%	96%
Letters and emails (enquiries)	To be answered within five working days	100%	Letters	46%	97%	95%
			Emails	79%	98%	98%
Letters and emails (updates)	To be answered within five working days	100%	Letters	91%	99%	100%
			Emails	93%	100%	99%
Complaints	To be answered within 10 working days	95%		84%	99%	100%

¹¹ Target shown is the minimum percentage of cases that have to meet the service delivery standards.

¹² This service level agreement covers all IMG work and is not split to show limited registration and limited to full registration. It includes provisional to full registration and release from approved practice settings since 19 October 2007.

9. Table 9 records our performance against agreed service delivery standards during Q4 2008.

Table 9: Performance against service delivery standards Q4 2008

Activity	Service delivery standard	Target ¹³		Oct	Nov	Dec
Registration applications	Give a decision on applications, or say why we can't, within five days of receipt	95%	UK	100%	100%	100%
			S19	100%	100%	100%
			EEA	100%	100%	100%
			IMG ¹⁴	98%	100%	91%
			Restoration	98%	93%	89%
Telephone calls to operators	To be answered in less than 15 seconds	95%		97%	97%	95%
Doctors visiting reception	To be seen within 10 minutes	100%		98%	94%	96%
Letters and emails (enquiries)	To be answered within five working days	100%	Letters	84%	94%	100%
			Emails	100%	99%	99%
Letters and emails (updates)	To be answered within five working days	100%	Letters	100%	100%	99%
			Emails	100%	99%	99%
Complaints	To be answered within 10 working days	95%		98%	98%	99%

¹³ Target shown is the minimum percentage of cases that have to meet the service delivery standards.

¹⁴ This service level agreement covers all IMG work and is not split to show limited registration and limited to full registration. It includes provisional to full registration and release from approved practice settings since 19 October 2007.