

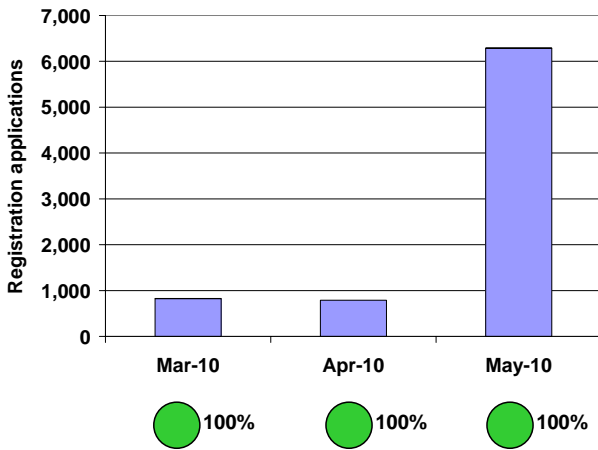
3 – Chief Executive’s Report – Annex B

Registration – Performance against Service Targets

1. The graphs below show our performance against our registration service targets over the past three months. The bar charts show the volume of activity and the proportion of total activity handled within and outside the timeframe specified in the service target. The traffic lights show our monthly outturns, and indicate whether or not we achieved the target. The focus of the commentary is on the period since the last report, which relates to April and May 2010.

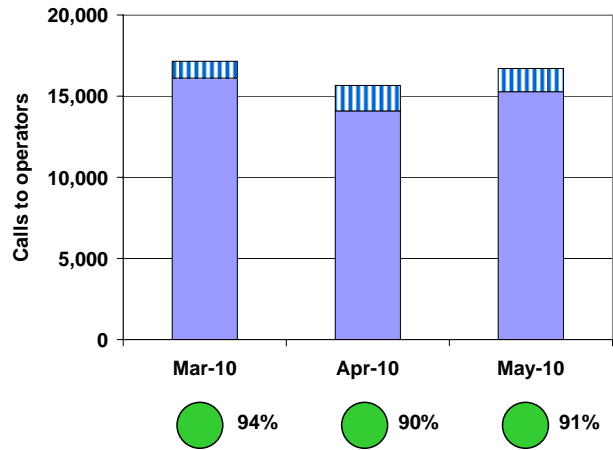


Target 1: To respond to 95% of applications within five working days



Commentary: Service target achieved. We are beginning to receive a substantial number of provisional and full applications from UK graduates. This is expected as we encourage UK applicants to register as early as possible. Early applications help to reduce the impact of the summer application peak.

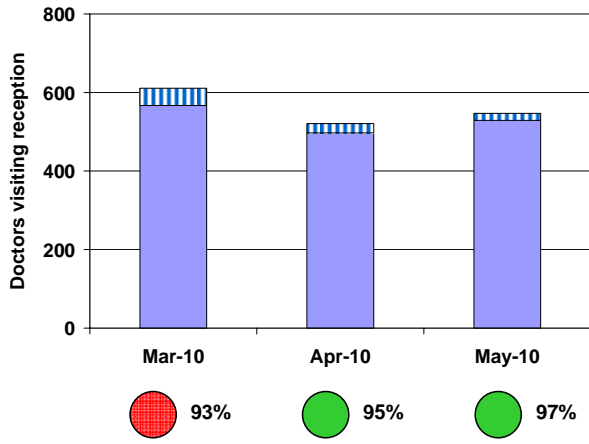
Target 2: To answer 90% of calls within 15 seconds



Commentary: Service target achieved.¹

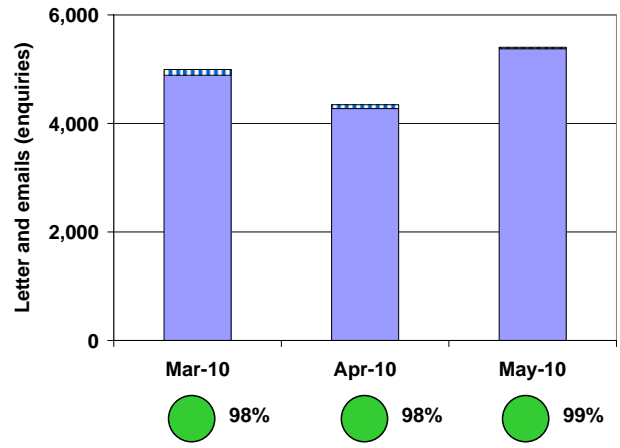
¹ For Service Target 2, the SLA calculation excludes lost calls. This is consistent with the industry standard.

Target 3: To see 95% of doctors visiting reception within 10 minutes of their arrival



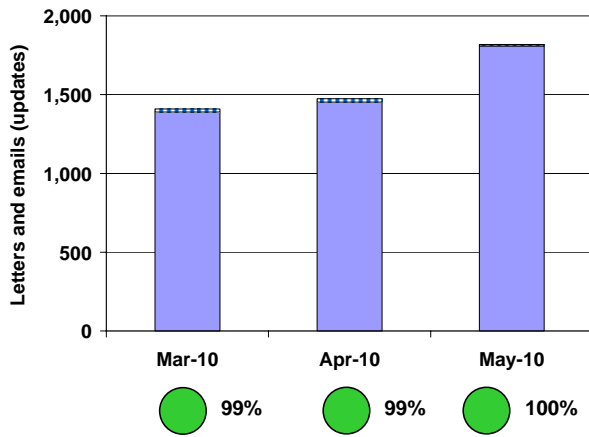
Commentary: Service target achieved.

Target 4: To answer 95% of emails and letters (enquiries) within five working days



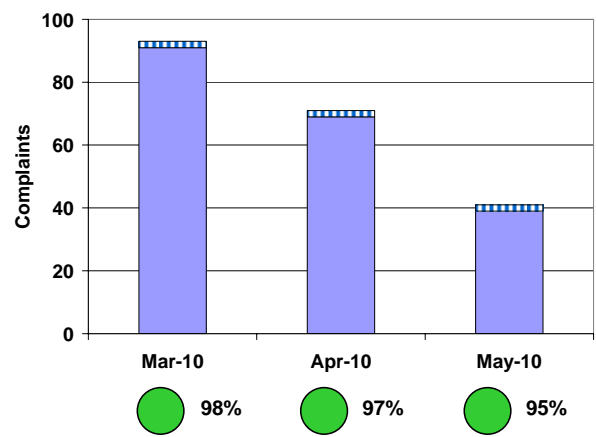
Commentary: Service target achieved.²

Target 5: To answer 95% of emails and letters (updates) within five working days



Commentary: Service target achieved.³

Target 6: To respond to 95% of complaints within 10 working days



Commentary: Service target achieved.

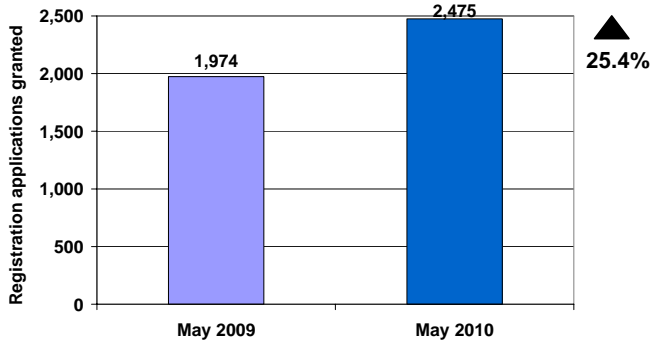
² Service Target 4 is based on providing a substantive response.

³ Service Target 5 is based on providing a substantive response.

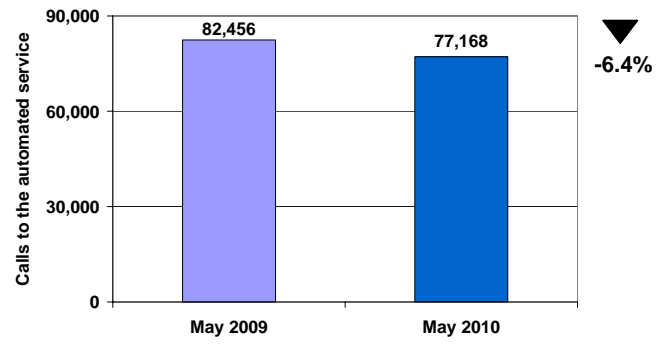
Registration activity

2. The graphs below show our accumulated registration activity levels to the end of May 2010, compared with the accumulated levels to the end of May 2009, and indicate the percentage change.

Registration applications granted (excl. specialist registrations): accumulated to May 2009 and May 2010

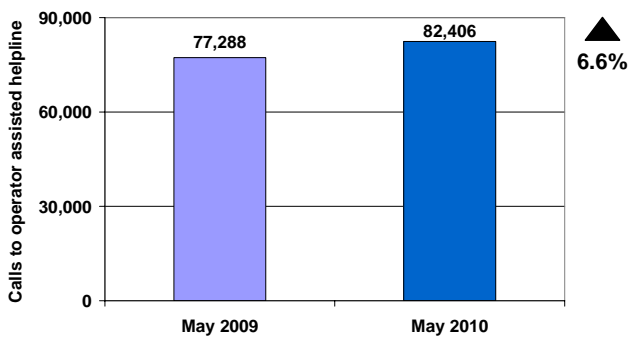


Calls to the automated service confirming a doctor's registration status: accumulated to May 2009 and May 2010

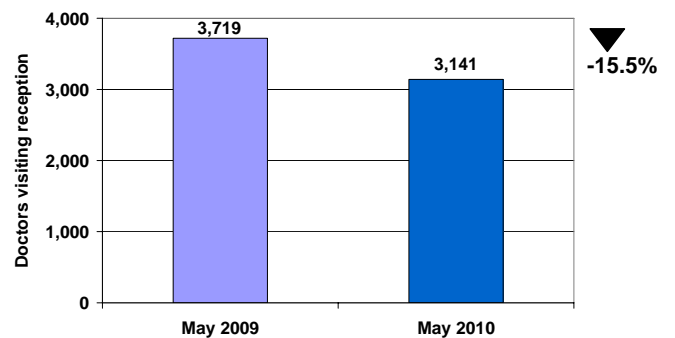


Commentary: We have seen an increase of more than 25% in the number of applications for registration granted in the year to date compared with the same period in 2009. We are continuing to engage with external stakeholders to understand the drivers of this increase to inform our forecasts going forward.

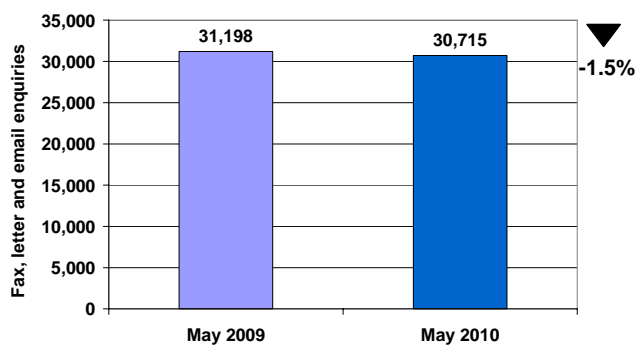
Calls to operator assisted helpline about registration and the PLAB test: accumulated to May 2009 and May 2010



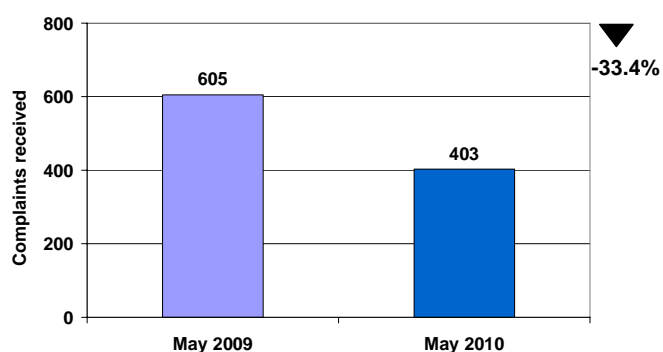
Doctors visiting reception about their registration or the PLAB test: accumulated to May 2009 and May 2010



Fax, letter and email enquiries about registration and the PLAB test (excl. applications for registration): accumulated to May 2009 and May 2010

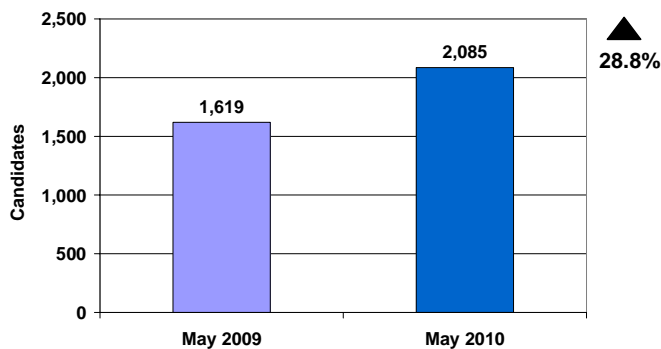


Complaints received by Registration: accumulated to May 2009 and May 2010

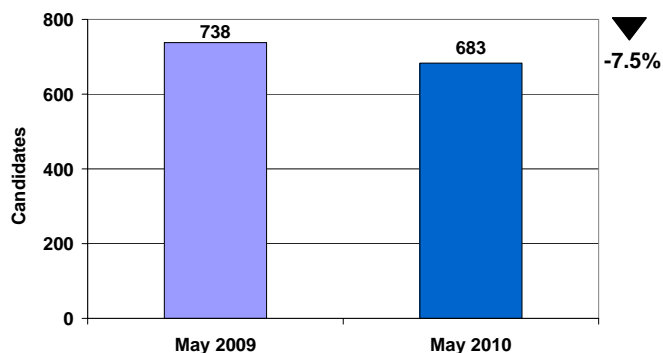


Commentary: The number of year-to-date complaints received in 2009 was higher than usual as a consequence of ending the age exemption. We are consequently seeing much lower levels of complaints for the same period in 2010.

Candidates taking Part 1 of the PLAB test: accumulated to May 2009 and May 2010



Candidates taking Part 2 of the PLAB test: accumulated to May 2009 and May 2010



Commentary: The number of candidates who have taken Part 1 of the PLAB test in the year to date is almost 30% higher than at the same point in 2009. We are aware that current recruitment activities in IMG countries may be influencing doctors' behaviour, but there are also many other factors that could be contributing to this increase. We have started to capture employment information from applicants sitting the Part 1 test.