

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 April and May 2009.

Table 1: Summary registration activity and service delivery standards, Q1 2009.

Service Target	Activity	Detail	March 2009	April 2009	May 2009	Q1 Average
Target 1 ¹	Registration Applications	95% given a decision on applications, or say why we can't, within five days of receipt	99% 670 of 676 ¹	100% 608 of 608	99% 4,407 of 4,411	100% 5684 of 5,693
Target 2	Telephone calls to operators	90% to be answered in less than 15 seconds	98% 16,331 of 16,659	96% 12,337 of 12,851	95% 15,043 of 15,877	96% 43,711 of 45,387
Target 3 ²	Doctors visiting reception	95% to be seen within 10 minutes	89% 593 of 669	96% 644 of 669	96% 725 of 754	94% 1962 of 2092
Target 4 ³	Letters and emails (enquiries)	100% to be answered within five working days	99% 4,563 of 4,576	99% 3511 of 3527	98% 4,230 of 4,331	99% 12,279 of 12,426
Target 5 ⁴	Letters and emails (updates)	100% to be answered within five working days	99% 1,689 of 1,694	99% 1657 of 1665	99% 2,450 of 2,462	99% 5,785 of 5,817
Target 6 ⁵	Complaints	95% to be answered within 10 working days	97% 174 of 180	97% 81 of 85	99% 80 of 81	97% 335 of 346

¹ Four applications for registration missed the target in May, two were restoration applications and two were provisional applications.

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 Four Complaints missed SLA in April due to waiting on a finance policy decision, investigation relating to PLAB expiry and ID check and two were waiting on approval from signatory. One complaint missed SLA in May due to a delay in receiving information.

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

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

Description	Accumulated to April 2008	Accumulated to April 2009
Registration applications granted ⁶	2,026	1,557
Calls to the automated service (providing confirmation of a doctor's registration status)	58,545	65,721
Calls to operator assisted helpline about registration and the PLAB test	74,326	61,411
Doctors visiting reception about their registration or the PLAB test	3,734	2,965
Fax, letter and email enquiries about registration and the PLAB test ⁷	28,049	24,405
Candidates taking part 1 of the PLAB test	962	941
Candidates taking part 2 of the PLAB test	511	359

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

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

Description	Accumulated to May 2008	Accumulated to May 2009
Registration applications granted ⁸	2,507	1,974
Calls to the automated service (providing confirmation of a doctor's registration status)	72,095	82,456
Calls to operator assisted helpline about registration and the PLAB test	91,773	77,288
Doctors visiting reception about their registration or the PLAB test	4,619	3,719
Fax, letter and email enquiries about registration and the PLAB test ⁹	34,981	31,198
Candidates taking part 1 of the PLAB test	962	1,619
Candidates taking part 2 of the PLAB test	604	449

⁶ Excludes specialist registrations.

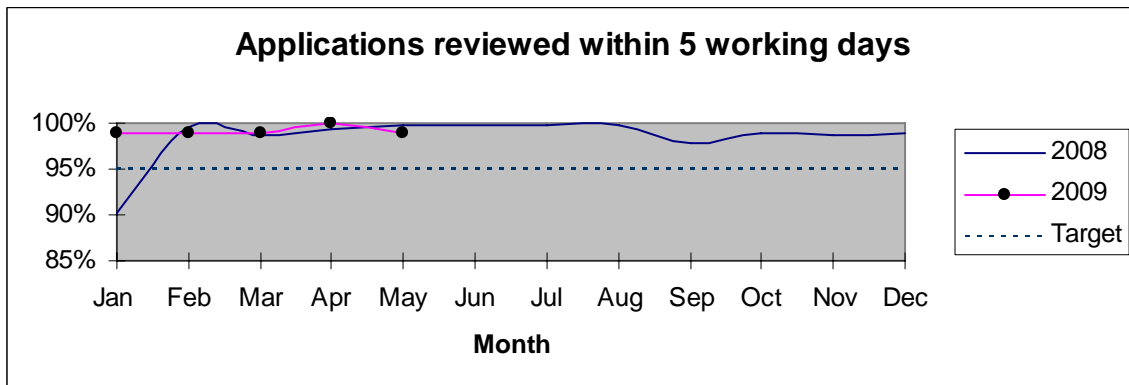
⁷ Excludes applications for registration.

⁸ Excludes specialist registrations.

⁹ Excludes applications for registration.

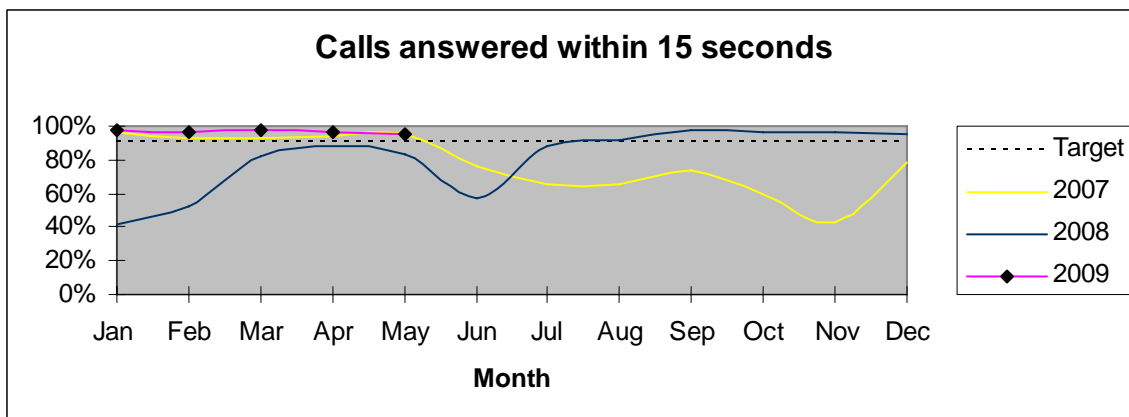
4. Figure 1 shows performance against responding to registration applicants within 5 working days.¹⁰

Figure 1:



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

Figure 2:



¹⁰ Consolidated service delivery standards figures for 2007 registration applications are not available.