

### 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 August, September and October 2009.

**Table 1: Summary registration activity and service delivery standards for October 2009.**

Service Target	Activity	Detail	August 2009	September 2009	October 2009	Average
Target 1 <sup>1</sup>	Registration Applications	95% given a decision on applications, or say why we can't, within five days of receipt	96% 673 of 703	80% 595 of 741	99% 729 of 740	91% 1,997 of 2,184
Target 2	Telephone calls to operators	90% to be answered in less than 15 seconds	64% 16,457 of 25,999	94% 17,769 of 18,973	92% 18,545 of 20,240	81% 52,771 of 65,212
Target 3	Doctors visiting reception	95% to be seen within 10 minutes	98% 822 of 838	100% 890 of 890	99% 986 of 996	99% 2,698 of 2,724
Target 4 <sup>2</sup>	Letters and emails (enquiries)	100% to be answered within five working days	94% 4,430 of 4,699	99% 3,850 of 3,881	99% 4,402 of 4,438	97% 12,682 of 13,018
Target 5 <sup>3</sup>	Letters and emails (updates)	100% to be answered within five working days	98% 3,238 of 3,309	99% 2,070 of 2,082	99% 2,278 of 2,292	99% 7,586 of 7,683
Target 6	Complaints	95% to be answered within 10 working days	94% 44 of 47	97% 61 of 63	98% 79 of 81	97% 168 of 191

<sup>1</sup> The application figures have been updated to reflect all full and provisional applications received.

<sup>2</sup> This service target is based on providing a substantive response.

<sup>3</sup> This service target is based on providing a substantive response.

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

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

<b>Description</b>	<b>Accumulated to October 2008</b>	<b>Accumulated to October 2009</b>
Registration applications granted <sup>4</sup>	17,724	17,982
Calls to the automated service (providing confirmation of a doctor's registration status)	159,779	164,700
Calls to operator assisted helpline about registration and the PLAB test	209,910	194,669
Doctors visiting reception about their registration or the PLAB test	9,132	8,492
Fax, letter and email enquiries about registration and the PLAB test <sup>5</sup>	73,652	67,303
Candidates taking part 1 of the PLAB test	2,493	2,731
Candidates taking part 2 of the PLAB test	1,186	1,518

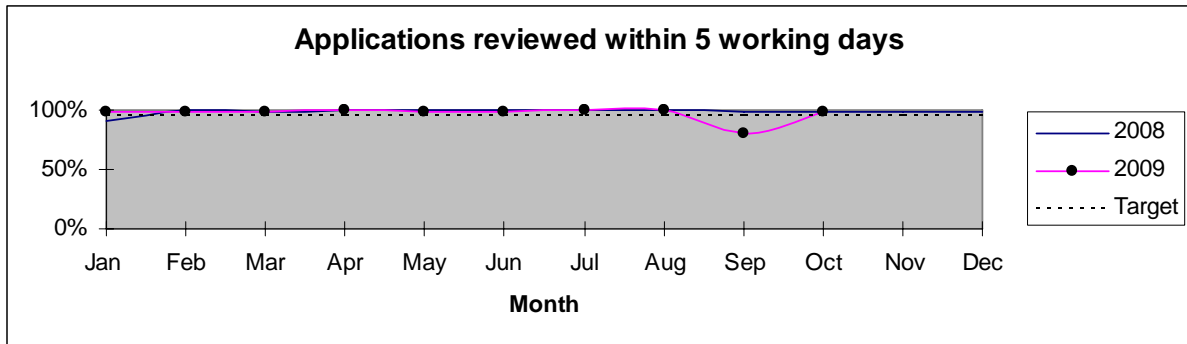
---

<sup>4</sup> Excludes specialist registrations.

<sup>5</sup> Excludes applications for registration.

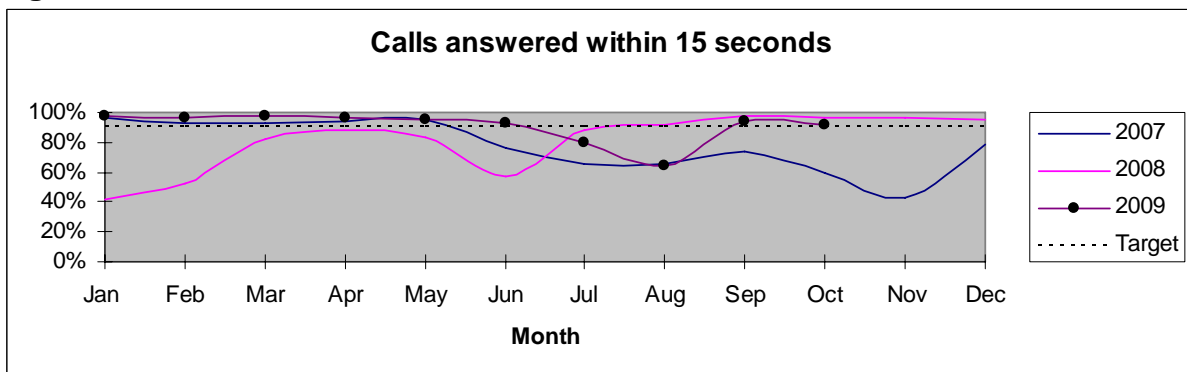
3. Figure 1 shows performance against responding to registration applicants within 5 working days.<sup>6</sup>

**Figure 1:**



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

**Figure 2:**



<sup>6</sup> Consolidated service delivery standards figures for 2007 registration applications are not available.