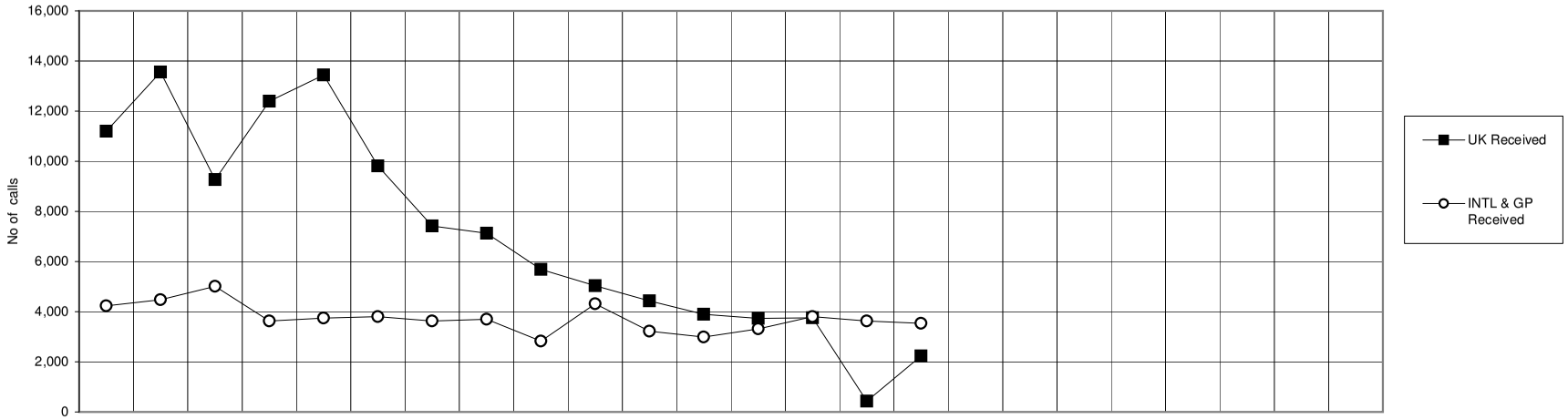
Health Professions Council **Registration Telephone Information** **UK & International Registration Department**



	2004									2005												2006			2003/4	2004/5	2005/6
	April	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
INT'L & GP																											
INTL & GP Received	4,236	4,479	5,011	3,629	3,750	3,804	3,627	3,699	2,824	4,311	3,216	2,988	3,311	3,808	3,628	3,536									46,159	45,574	14,283
Answered	3,318	3,242	3,315	2,690	2,909	3,036	2,883	3,042	2,314	2,945	2,397	2,411	2,610	2,843	2,837	3,085									34,912	34,502	11,375
Calls answered (%)	78	72	66	74	78	79	80	82	82	68	72	80	79	75	78	87									77	76	80
Adandoned	973	1,281	1,751	985	883	768	790	657	510	1,366	723	577	701	965	791	451									11,708	11,264	2,908
Avg answer time (sec)	19	25	26	51	52	45	45	46	33	23	28	35	39	36	28	26									50	36	32
Avg talk time (min)	2.38	2.33	2.28	2.31	2.18	2.22	2.22	2.28	2.32	2.38	2.33	2.31	2.29	2.21	2.37	2.31									2.71	2.30	2.30
UK																											
UK Received	11,197	13,558	9,264	12,397	13,437	9,817	7,418	7,126	5,691	5,037	4,435	3,897	3,727	3,752	427	2,237									132,984	103,274	10,143
Answered	8,604	7,768	6,849	8,268	8,622	7,850	6,710	6,777	5,028	4,910	4,338	3,774	3,614	3,649	381	2,037									99,598	79,498	9,681
Calls answered (%)	77	57	74	67	64	80	91	95	88	98	98	97	97	97	89	91									78	82	94
Adandoned	2,660	5,874	2,476	4,212	4,897	1,967	753	349	663	127	97	123	113	103	46	200									33,955	24,198	462
Avg answer time (sec)	120	120	60	120	180	60	42	35	32	10	10	14	18	18	46	47									91	67	32
Average talk time (min)	2.16	2.19	2.25	2.17	2.14	2.00	2.09	2.10	2.10	2.05	2.10	2.15	1.59	1.58	2.20	2.22									1.82	2.13	1.90