

Health Professions Council

<b>Renewals Resourcing and Re-engineering - 3R Project</b>		5 days until 1 July
Date: Thursday , 23 June 2005	Time: 10:00am	Location: Mezzanine
Attendees: Claire Harkin, , Bryan Wilson, Roy Dunn, Ruth Bacon, Adam Mawson, Greg Ross-Sampson, George Bolster, Jan Tuxford, Tyrone Goulbourne, Absent /Apologies : Kelly Johnson, Sarah Dawson, Grace Burrel, Larissa Foster, Richard Ballard, Rachel Tripp, Nadine Evans-Willis, Tony Glazier, Bonnie Hart, Rachel Keenan, Mark Potter, Distribution: Springfield – Search word “actions”		

**Actions Required**

Ref No:	Description	By Whom	Date Action Originally Assigned	Original Target Date	Revised Target Dates	Actual Date
<b>PROJECT SUCCESS CRITERIA</b>						
1	<p><b>PHONE CALLS</b> - Low number of abandoned calls, reviewed by the project team monthly - <b>Claire to provide</b></p> <p><b>ON-TIME RENEWALS</b> - Running renewal, final notice, DD and lapsing processes as per the agreed renewal schedule. <b>Claire to provide</b></p> <p><b>SICK LEVELS</b> - Low sick levels and explanatory information, reviewed monthly by the project team. <b>Larissa to provide</b></p> <p><b>% OF REJECTED DD PAYMENTS</b> Low % of rejected DD payments, reviewed monthly by the project team. <b>Richard to provide</b></p> <p><b>CUSTOMER SERVICE</b>: Low complaints, reviewed monthly by the project team. <b>Bonnie to provide.</b></p> <p><b>MAIL VOLUME AGAINST PROCESSED RENEWALS</b> – Mail volume at point of entry. Daily weight or opened post to measure incoming renewals against number of renewals processed. <b>Richard to provide.</b></p>	Claire Claire Larissa Richard Bonnie Richard	3/02/05	On-going		
2	<p>Project members to provide the project team with statistics on a monthly basis.</p> <p>24/02/05 21/04/05 23/06/05</p> <p>24/03/05 26/05/05 21/07/05</p>	All	3/02/05	Monthly		
<b>RENEWALS PROJECT TESTING SCHEDULE</b>						
257	Adam to table the latest copy of the testing schedule on a weekly basis.	Adam	05/05/05	12/05/05	On-going	

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286 closed	Need to have the following documents signed off and approved by Friday 17/06/05:- Guidance notes - Claire Renewal form - Ruth Final renewal form – Ruth	Claire/Ruth	16/06/05	23/06/05	23/06/05
287 closed	Claire and Ruth to email all the documentation to GRS	Claire/Ruth	16/06/05	23/06/05	23/06/05
289 closed	GRS to book a meeting for 9am Monday morning to get everyone to “sign off” on all the documents/forms/etc.	GRS	16/06/05	23/06/05	23/06/05
290	GRS to speak to Rachel and Comms to eye-ball/check the final sign-off	GRS	16/06/05	23/06/05	30/06/05
291 closed	Claire raised concerns around Paramedics that have paid on LISA up to 2007, whether they receive a renewal notice. Claire to get together with Tyrone to investigate.	Claire	16/06/05	23/06/05	23/06/05
<b>PHONE SYSTEM</b>					
293 closed	Adam and Claire to complete phone testing by Friday	Adam/Claire	16/06/05	17/06/05	23/06/05
294	Tyrone to document how to operate the phone system.	Tyrone	16/06/05	23/06/05	30/06/05
<b>CHANGING CERTIFICATE/Registration cards</b>					
272	Roy to organize a meeting with Chris, Rachel, Bryan, Claire, Ruth etc and others to confirm/firm up/ agree the detail of the roll-out of the authentication model (certificates, cards, authentication questions etc)	Roy	26/05/05	02/06/05	16/06/05 23/06/05 30/06/05
111	Will need to communicate the change of certificate to the registrants & applicants. Roy to come up with suggestions and provide to Comms Roy to speak to Catherine on how to communicate the changes of registration card and amended certificate to the registrants <del>WATING ON ROY'S COUNCIL PAPER</del> Roy to speak to Chris on how to communicate the changes of registration card and amended certificate to the registrants Going to Council on 12/05/05 Another draft has been done. Just waiting for a date when the authentication model will be released. Roy to speak to Chris on how to communicate the changes of registration card and amended certificate to the registrants and amended certificate to the registrants	Roy & Chris Roy	04/03/05	10/03/05	15/03/05 31/03/05 21/04/05 05/05/05 12/05/05 19/05/05 26/05/05 16/06/05 23/06/05 30/06/05
<b>ARCHIVING PROCESS</b>					
295	Claire to hire a temp to run the archiving process. Need to confirm how much budget is left as Demco have not invoiced for months.	Claire	16/06/05	23/06/05	30/06/05
<b>CHANGING RENEWAL FORMS</b>					

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212	Marc Seale agreed in a CEO/lawyer discussion on 11/04/05 that we will no longer keep the renewal form on the website	NOTE	14/04/05				
296	Bryan to build the on-line renewal form request system	Bryan	16/06/05	23/06/05	30/06/05		
215 low priority closed	Confirm and test whether we can load Peirbrook's electronic copy of the renewal form and final notice form into our version of Quark. ie Do we need unique extra fonts, graphics etc. Tony and Bryan to confirm/check if there are any issues with font sizes etc with the Apple file from the printers and using the Apple file on our Wintel systems.	Bryan/Tony Bryan/Tony/Tyrene Tony	14/04/05	21/04/05	05/05/05 12/05/05 19/05/05 23/06/05 16/06/05 23/06/05		30/06/05
<b>GUIDANCE NOTES</b>							
160	Issue with amended guidance notes is they span 3 A4 pages, but we only have 2 A4 page spaces.	NOTE	24/03/05				
217 High priority	Need to update application form guidance notes as it has information relating to renewal. Sarah to provide update via Mark as she will be away. Claire to look at the guidance notes and work out how much work is required. Claire to make the application form changes to the guidance notes	Sarah/Mark	14/04/05	21/04/05	28/04/05 12/05/05 19/05/05 02/06/05 16/06/05 23/06/05 30/06/05		
277 closed	Claire to determine a process when someone turns up at reception to pay their renewal fee and hand in their form.	Claire	09/06/05	16/06/05	23/06/05		23/06/05
278 closed	Project team need to decide whether we need a "ghost" deadline or not. We do	All	09/06/05	16/06/05	23/06/05		23/06/05
297	Bryan to speak to DSL to hard code the last payment date to be 1 <sup>st</sup> day of professional year – 4 days.. Done. Bryan to check on the CSV file	Bryan	16/06/05	23/06/05	30/06/05		
<b>ON-LINE REGISTER</b>							
298	Once rolled out to KRUSTY, Tony to change the link on the website so it does not open a new window	Tony	16/06/05	TBC			
<b>FLEXIBLE WORKING</b>							
203 closed	20/04/05 – Flexible working gap analysis complete 27/04/05 – Rule sets and requirements complete eg. How much leave, max no of people off, Leave weighting, sick weighting etc ie All the questions answered Muid-May – Individual contract meetings with registration officers 31/05/05 – All contracts will be finalised	NOTE	07/04/05				21/04/05
<b>BACS-IP</b>							
245	Roy going to DSL on 26/04/05 after testing to sort out issues surrounding priorities and the DDs saying CPSM not HPC. Not possible in the short term. Roy in a teleconference on 28/04/05 to discuss? Part of the bigger functional specification. Roy to update next week. Can be done easily as part of AUDDIS	Roy Rich	21/04/05	26/04/05	05/05/05 12/05/05 19/05/05 02/06/05 09/06/05		
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	Rich to investigate how we can do this change a registrant's DD statement from CPSM to HPC immediately/quickly. Rich to provide update.					16/06/05 23/06/05 30/06/05	
218	BACS-IP to be delivered in release 1.2m on 15/06/05. Roy to provide update if this date changes DELAY: Revised date 23/06/05	Roy	14/04/05	15/06/05	19/05/05 On-going		
<b>AUDDIS</b>							
58	Richard to set up meeting with NatWest bank about installing and using AUDDIS. Not sure if meeting is required	Richard	17/02/05	28/02/05			
219	AUDDIS to be delivered in release 1.2n on 04/08/05. Roy to provide update if this date changes	Roy	14/04/05	04/08/05			
<b>MID-CYCLE LAPSING</b>							
280	Richard to provide Rachel with the details of the numbers of registrants effected broken down by profession.	Richard	09/06/05	16/06/05			16/06/05
65	Richard to develop the mid-cycle lapsing process with Claire and Ruth. Claire has done a 1 <sup>st</sup> draft. - COMPLETE Claire to complete and provide at next project meeting. Draft mid-cycle lapsing process has been provided to Richard for comment. Richard to provide comment on Claire's mid-cycle lapsing process	Richard/ Claire /Ruth Richard	17/02/05	31/05/05	07/04/05 14/04/05 End April 05 12/05/05 02/06/05 16/06/05 30/06/05	TBC	
66	Richard to speak with Roy to investigate a long-term IT solution to prevent registrants from staying on the register when their payment has been rejected. This is part of the DSL list. Dependent on 65.	Richard/ Roy	17/02/05	30/04/05			
299	Bryan to provide a mail address file of all registrants that need to be mid-cycle lapsed.	Bryan	16/06/05	23/06/05			23/06/05
67	Richard to speak with Claire & Roy to investigate a long-term IT solution to automate the production of a DD rejection letter. This could be part of the whole print house solution Dependent on 65.	Richard/ Roy/ Claire Roy	17/02/05	30/04/05	TBC 2007		
<b>REFUNDS</b>							
70	We get a large number of registrants who request voluntary removal AFTER we have taken a DD payment from them, and then we have to refund them by cheque. Need a way of telling them to de-register voluntarily on a date or cancel the DD payment,	NOTE	17/02/05				

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71	Need to educate registration officers on the 4 week period for registrants to expect to receive a refund.	NOTE	17/02/05			
261 closed	Claire to train registration officers on how to approach the voluntary de-register issue Will be part of the the refresher training to be held in the 2 <sup>nd</sup> or 3 <sup>rd</sup> week of June Claire to confirm the dates for registration officer refresher training. Training dates : 21 June 2005	Claire	05/05/05	12/05/05	19/05/05 26/05/05 21/06/05	23/06/05
73 low priority	Richard to investigate the way to pay refunds directly into registrant's account. Dependent on proposed DSL solution.	Richard	17/02/05	30/04/05	30/08/05	
<b>BANKING</b>						
75	Finance intend to take over the banking side of LISA, but not the entering of cheques and credit cards.	NOTE	17/02/05			
221	Priority 2 and 3 financial enhancements are supposed to be delivered in release 1.2p on 19/09/05. Roy to provide update if this date changes	Roy	14/04/05	19/09/05		
<b>REVIEW REGISTRANT BALANCES</b>						
82	There are some anomalies with the status of registrant balances. These need to be reviewed and actioned. Charge place on accounts, letters sent out etc.	NOTE	17/02/05			
83	Richard, Shelagh and Claire to review these balances. Richard has done this for the small professions (Or and Pos) Claire is working on the PA's Shelagh working on OTs Richard has completed CS,s SLTs Richard to start PAs, BSS.	Richard, Shelagh, Claire	17/02/05	31/03/05	On-going	
<b>TEST 6 MONTH GRADUATE WINDOW</b>						
250	New graduates have been getting the new 6 month discount from October 2004. Registration officers are still not 100% clear on this, neither is Communications.	NOTE				
252	Richard to speak to Communications about promoting the 6 months graduate window discount.	Richard	28/04/05	TBC	19/05/05 02/06/05 31/06/05	
262	Richard to explain to Nicole and Education and Policy team, the 6 month graduate discount.	Richard	05/05/05	12/05/05	02/06/05 31/06/05	
<b>BATCH SCHEDULER</b>						

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253	Richard and Claire to populate the batch scheduler with all the batch run dates	Richard/Claire	28/04/05	31/05/05	16/06/05 23/06/05 30/06/05	
<b>UK REGISTRATION OFFICER FEEDBACK</b>						
254	We said the filing system was to be in place by end of April 2005. It's not.	NOTE	28/04/05			
281 high priority	Claire to get date from Deborah on when she can have the cabinets changed over for the new filing system. Claire still waiting on date from Deborah. Can't invite Filing Heaven until date arranged	Claire	26/05/05	02/06/05	09/06/05 16/06/05 23/06/05	
255	Claire to update project team on the delivery date and details of the filing system Meeting with Filing Heaven.	Claire	28/04/05	05/05/05	12/05/05 02/06/05 16/06/05 23/06/05 30/06/05	
<b>WRITING TO LAPSED REGISTRANTS &amp; EMPLOYERS</b>						
179	Roy mentioned that this is in the DSL priority list. Roy suggested we take this function away from DSL and see if Bryan can do it. Bryan to provide update on whether we can do custom bulk mail outs to registrants in LISA internally, and propose some possible delivery dates.	Roy Bryan	24/03/05	01/06/05	01/07/05	
283 closed	Roy to confirm when we send the letter to 1. employers and 2. the registrants Roy to speak to Marc and Chris to confirm that we send letters to both.	Roy	26/05/05	02/06/05	16/06/05 23/06/05	
<b>EDUCATION &amp; TRAINING – ELECTRONIC PASS LIST</b>						
300	Roy to update project team on the rollout of the electronic pass lists	Roy	16/06/05	23/06/05		
<b>ON-LINE APPLICATIONS</b>						
284	Roy to update the project team on the progress of on-line applications	Roy	26/05/05	02/06/05	16/06/05 23/06/05	
<b>SCANNING</b>						
285	Nadine and Claire Jackson to write up the steps/documentation to carry out the scanning procedure.	Nadine/Claire J Adam	26/05/05	02/06/05	16/06/05 23/06/05	
<b>THINGS TO CHECK ON THE RENEWAL FORM</b>						
305	8 target marks Bar code on the form Data -> Check that all the stuff in the CSV file is on the form.	NOTE	23/06/05			
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NEXT NO 306	Next meeting Thursday 30 June 2005 at 10:00 am Location: Mezzanine Mezzanine booked by GRS								
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