



Council
14 May 2015
Six month Registration Report

Classification Public

Purpose For noting

Issue This paper provides an update of registration activity covering the six month period from 1 October 2014 - 31 March 2015.

Recommendations To note the content of the report.

Financial and resourcing implications None

Equality and diversity implications None

Communications implications None

Annexes None

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Background

1. This seventh regular registration report to Council provides detailed information about the statistics and activities which have been undertaken within the Registration team and covers the six months from 1 October 2014 to 31 March 2015.

Registration activities

Performance against service targets

2. The service level agreement for registering a new applicant, from receipt of a completed application, is five working days for UK applicants and 120 days for overseas applicants.
3. Performance against the targets in the reporting period was:
 - a. UK graduates/restorations: median time one day
 - b. EU applicant(s): median time 41 days (three applications)
 - c. Non-EU applicant(s): There were no non-EU applications

Student and Registrant information

4. Between November 2014 and January 2015, a survey of those registrants who joined the Register for the first time was conducted. The purpose was to obtain feedback about our performance in terms of efficiency, effectiveness and also customer service. We also asked questions about the resources available online.
5. The survey received 49 responses and the headlines include:
 - a. Students utilised a variety of resources available on the ● zone, including online research journals such as the *International Journal of Osteopathic Medicine* (IJOM).
 - b. The significant majority of survey respondents found the registration documentation (application form and information booklet) to be clear, easy to use and informative.
 - c. GOsC staff provided excellent customer service to applicants and were able to resolve any queries raised.
 - d. New registrants found the registration pack, sent after achieving registration, valuable.
 - e. New registrants would like business support information.
6. As part of the analysis of the results, a number of key actions were identified. These are summarised in the table below.

Theme	Action taken/to be made
It was identified that some enhancements could be made to the final year student presentations.	<i>Action implemented:</i> The Head of Policy and Communications and Head of Registration and Resources made revisions to the documentation prior to commencing the 2015 student presentations.
It was identified that some enhancements could be made to registration application forms/documentation.	<i>Action implemented:</i> Revisions have been made to the 2015 application forms/documentation.
It was identified that new registrants would like business development support.	<i>Action implemented:</i> This was fed back to the Institute of Osteopathy and the Osteopathic Educational Institutions.
We identified that the survey did not always allow registrants' to provide further information in order to help us understand their reason for answering a question in a particular way.	<i>Action to be implemented:</i> The survey questions will be amended before we survey new registrants in 2015.

7. The results of the survey were reported to the Education and Registration Standards Committee in March 2015. If Members wish to receive the full survey results please email registration@osteopathy.org.uk

Registration data

8. In the reporting period the re-platforming of the GOsC websites was completed, which will help to significantly improve the functionality and usability of our online services.
9. The first cohort to use the enhanced online services, which include the renewal of registration tool and CPD tool, are those registrants who renew their registration in May and who represent around 2,200 registrants.
10. Feedback from registrants has, so far, been very positive with minor teething problems resolved quickly. In addition, the Registration team have benefited from the enhanced systems which have led to back office efficiency as the online renewal tool synchronises with the management database via a download mechanism each morning. Previously renewal forms completed online by

registrants were then manually updated in the management database by the Registration team.

Entrants to the Register

Total number of entrants to the Register	84
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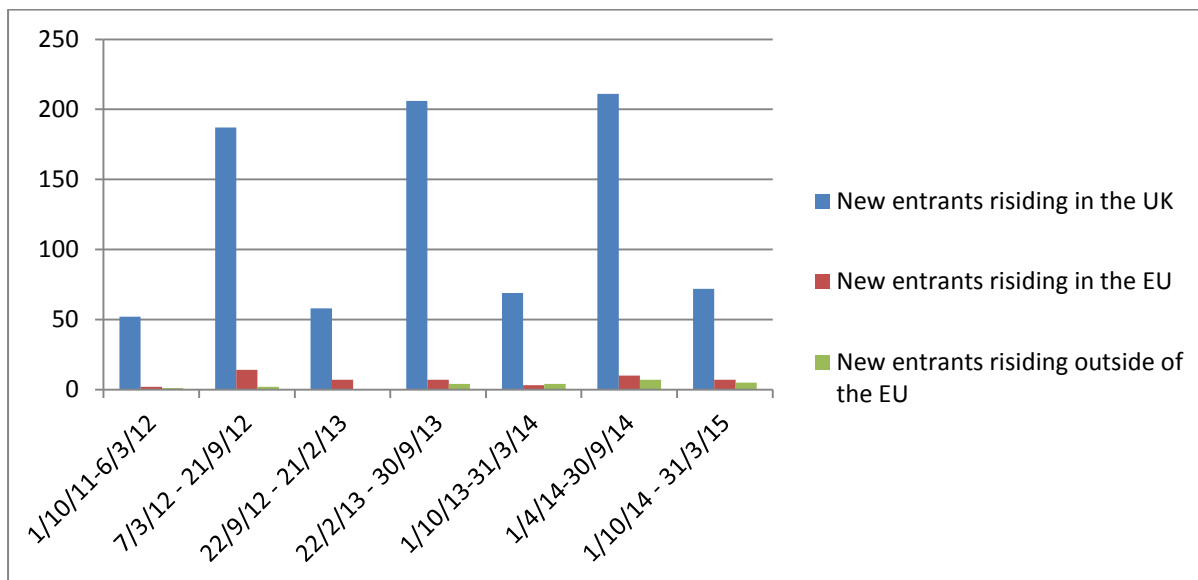
of which

First time applications	63
Restorations to the Register	21

of which

Number of registrants residing in the UK	72
Number of registrants residing in the EU	7
Number of registrants residing outside of the EU	5

11. The graph below represents the number of new entrants to the Register since the Executive started reporting registration statistics to Council in October 2011.



12. The trend of registration applications spiking between April and September is unlikely to change in the future, and because of this the registration team have well defined processes in place to accommodate this known bulge in activity.

Current applications in process

UK applications to the Register	16
Non-UK applications to the Register	4

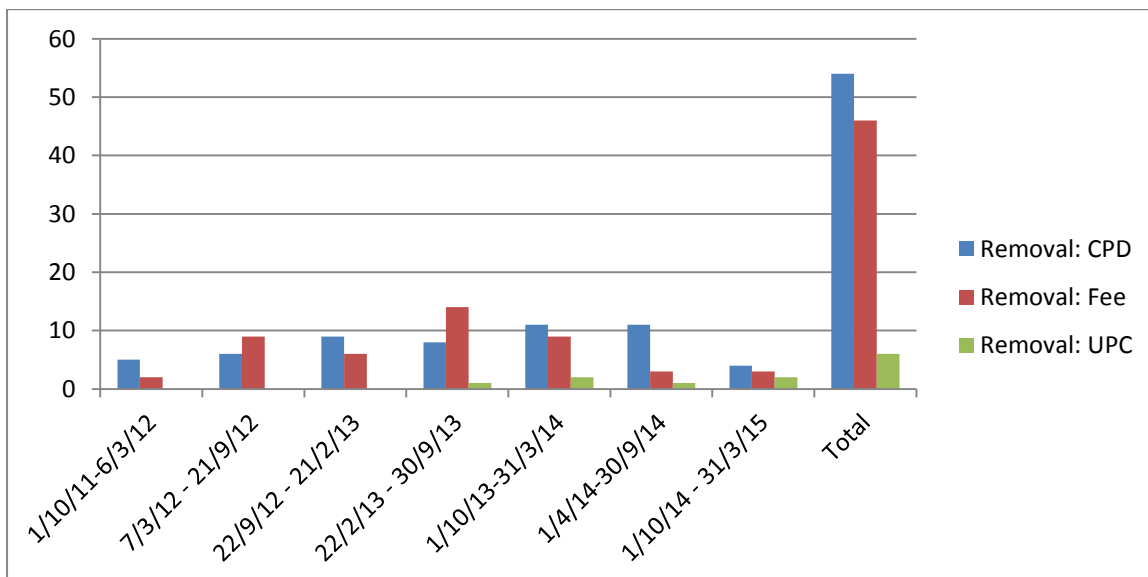
Removals from the Register

Total number of removals (excluding resignations, retirements and death)	9
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of which, those removed for

Non-compliance with CPD	4
Non-payment of fee	3
Unacceptable professional conduct	2

13. Since the reporting of statistics to Council began, 106 registrants have been removed from the Register. Over the three and a half year period, there have been a greater number of registrants removed for non-compliance with the CPD scheme than removed for non-payment of fees.



14. The data below sub-analyses the removal from the Register data into different categories including age and gender.

Age

15. Of those registrants removed from the Register, 83% (88 registrants) are below the age of 50, of which 67% (59 registrants) are below the age of 40. The age range per reason for removal is set out in the table below.

Age range	Number of registrants	Removed for fee non-payment	Removed for CPD non-compliance	Removed under FtP proceedings
20-29	22	13	9	0
30-39	37	15	22	0
40-49	29	15	11	3
50-59	14	4	8	2
60-69	3	1	1	1
70-79	1	0	1	0
Total	106	48	52	6

Gender

16. The total number of registrants removed from the Register since reporting of statistics to Council began in October 2011, indicates an exact 50:50 split between male and female registrants removed from the Register.
17. Female registrants are more likely to be removed for non-payment of the registration fee, whereas male registrants are more likely to be removed for non-compliance with the CPD scheme, or through fitness to practise proceedings, although the numbers involved are too small to make a conclusive statement.

Gender	Number of registrants	Removed for fee non-payment	Removed for CPD non-compliance	Removed under FtP proceedings
Male	53 (50%)	19	28	6
Female	53 (50%)	29	24	0
Total	106	48	52	6

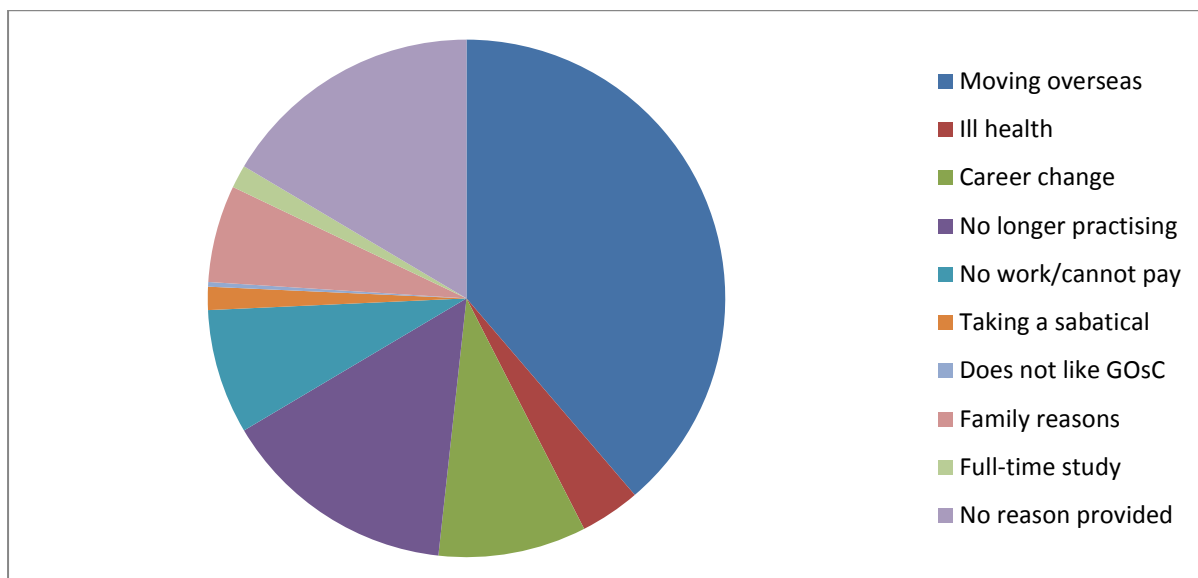
Reasons for resignations

Total number of resignations	44
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of which, the reasons cited were

Moving overseas	12
Ill health	0
Career change	4
No longer practising	14
No work/cannot afford fee/meet renewal requirements	3
Taking a sabbatical	1
Family reasons	3
Full-time study	1
No reason provided	6

18. The graph below represents the reasons provided by registrants for their resignation from the Register since statistics were reported to Council.



Registration refusals

Number of registration appeals carried forward from previous report	0
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Number of new registration appeals lodged	1
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of which

Decision to refuse upheld	0
Decision to refuse reversed	0
Appeal withdrawn	1
To be heard	0

Non-practising registrants

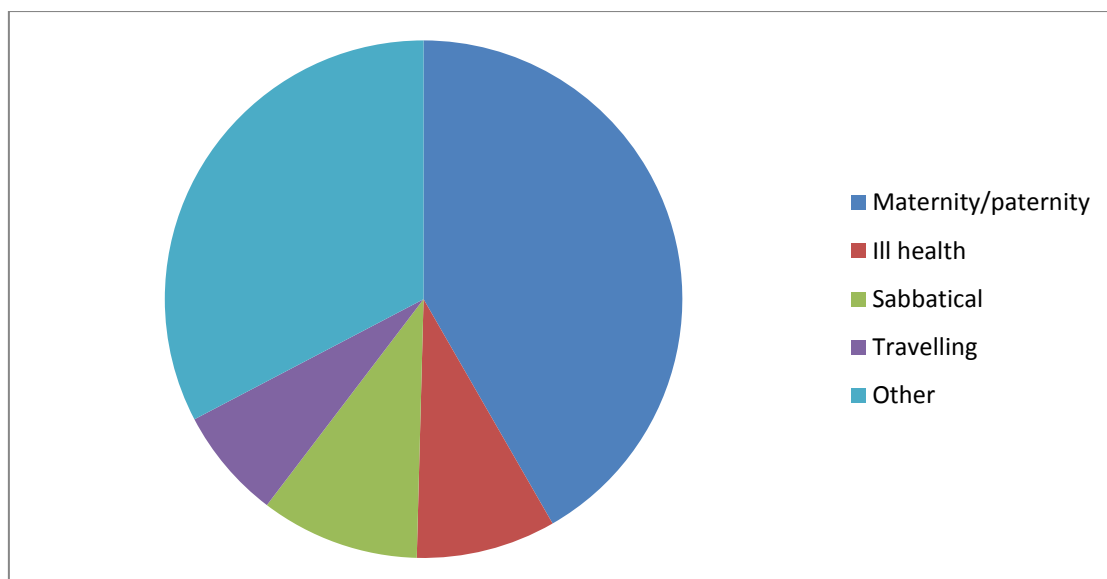
Total number of registrants who are listed as non-practising	160
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of which

Maternity/paternity	66
Ill health	15
Sabbatical	13
Travelling	20
Other*	46

*Other includes: studying; not being able to find work; relocation of home/work premises; circumstances around the loss of a spouse/parent/child; acting as a carer; research; and pursuing other careers.

19. Based on the statistics reported to Council since October 2011, at any one time GOsC has on average 154 registrants who are out of clinical contact with patients. The main reason for registrants to be listed as 'non-practising' is because of maternity leave.



Registration activity undertaken within the Professional Standards team

Registrant CPD Audits

20. The Business Plans 2014-15 and 2015-16 include commitments for Continuing Professional Development (CPD) auditing activity of:

- 20% of CPD Annual Summary Forms [submitted] each month to support registrants to meet existing standards and to identify areas of good practice and development.
- 2% of CPD Record Folders [submitted] each year to support registrants to meet existing standards and to identify areas of good practice and areas of development.

CPD Annual Summary Form Audits: October 2014 – March 2015

21. As previously reported to Council, from autumn 2014 the Professional Standards team has been working on an auditing backlog which had been accrued due to staff changes. Significant progress has been made and 85% of the CPD Annual Summary Form audits for the October-December 2014 period have now been completed. The table below shows the breakdown of this activity.

Table: CPD Annual Summary Form auditing of submissions from the period October – December 2014

CPD Annual Summary Forms audited and acceptable	257
CPD Annual Summary Forms audited with guidance for future submissions provided	51

CPD Annual Summary Forms returned to osteopath and subsequently re-submitted and checked	60
Total number of CPD Annual Summary Forms audited	368

22. In addition to completing this backlog, for the period January 2015 – March 2015, 149 CPD Annual Summary Forms have been identified for audit.
23. It should be noted that annually during February to May there is a substantial increase in CPD submissions, due to the volume of registrants who renew their registrations. Therefore February to May is an extremely busy period for the Professional Standards team in dealing with CPD queries, processing CPD submissions and considering osteopaths' requests for CPD Discretions (that is, amendments to requirements due to mitigating circumstances). Following this period the volume of CPD Annual Summary Form auditing work decreases significantly, which, along with a full complement of staff, will enable the backlog of auditing to be completed.
24. In summary, we have completed 60% of our CPD Annual Summary Form audit target for October 2014 – March 2015 to date, which represents a 75% completion of our annual target (April 2014 – March 2015). The Professional Standards team is continuing to work effectively to meet this target.

CPD Record Folder Audits: October 2014 – March 2015

25. We undertake CPD Record Folder audits in 3-4 batches throughout the year. During the reporting period of October 2014 to March 2015 the final batch for 2014 was processed; this was undertaken between December 2014 – January 2015.
26. As shown in the table below, auditing of this final batch has been completed and therefore the annual 2% CPD Record Folder audit target has been met.

Table: CPD Record Folder Audit December 2014 – January 2015

CPD Record Folders requested	31
CPD Record Folders audited and acceptable	26
CPD Record Folders audited and request for further information	3
CPD Record Folder audit request deferred to 2015-16	1
Registrants on CPD Record Folder audit resigned from the Register	1
Total number of CPD Record Folders audited	30

Moving forward – CPD data collection

27. The Professional Standards team has begun to scope the state of continuing professional development (see Osteopathic Practice Committee 12 March 2015 Item 11) by augmenting our current auditing process. This is in order to produce a fuller picture of the existing patterns of CPD, which will provide further insights on CPD activity as we consult on and develop our future CPD scheme. The data will also provide a baseline to compare the future CPD scheme with, so that we may evaluate the impact of CPD scheme changes on osteopathic practice.
28. Methodologically, this will involve a three stage process:
- a. Using our current CPD audit sampling processes, in order that such data collection can become an on-going and integral part of the overall CPD audit process in the future. A randomly selected 20% CPD Annual Summary Forms and 2% CPD Record Folders over the period 2014-15 will be used to test whether there is a range of CPD across all the domains of the *Osteopathic Practice Standards*; that CPD is undertaken in communication and consent; reflection from external sources are documented; discussions of development and practice with colleagues to support practice are documented; that areas of development or concerns are being identified and whether CPD planning forms are being used in CPD Record Folders.
 - b. Survey questionnaire covering the following broad areas for investigation: selecting CPD activities in relation to the themes of the *Osteopathic Practice Standards*; use of data or information from external sources to inform osteopathic practice; managing concerns with others and having access to people to discuss practice.
 - c. An analysis of CPD course provision advertised through the GOsC website and the Osteopath Magazine, so as to establish whether CPD courses are available in all areas of *the Osteopathic Practice Standards* e.g. knowledge skills and performance, communication and partnership, safety and quality, and professionalism.
29. This work has received the agreement of the Osteopathic Practice Committee to support registrants to meet standards and to identify areas of good practice and development for now and the future. The audit, survey and analysis work is due to commence in the spring/summer 2015, with a full complement of staff.

Return to practice activity

30. We offer a return to practice process to all applicants who have been away from UK practice for two years or more to support their transition back to practice. This process involves a self-assessment activity, which may then be followed by a meeting with two trained Return to Practice Reviewers.

Total number of non-practising registrants who have returned to practice at any point in this reporting period	6
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Table: Return to Practice Review activity October 2014 – March 2015

Total number of applicants who went through the Return to Practice self-assessment process	6
Of which, the number who also undertook a Return to Practice review	5

International Registration Assessment activity

31. Internationally qualified applicant or applicants without a UK 'recognised qualification' are required to undertake a three stage process to enable their qualification to be 'recognised' and to enable them to be registered with the GOsC (subject to other requirements such as good health, good character, payment of a fee and having appropriate insurance in place). Applicants with EU rights may not need to complete all three stages in appropriate circumstances.
32. A total of 17 registration assessments were completed between October 2014 – March 2015, as illustrated in the table below. During the reporting period, four applicants were found to be eligible to register with the GOsC.

Table: Registration Assessments undertaken October 2014 – March 2015

Number of Non-UK Review of Qualifications	8
Number of Further Evidence of Practice Questionnaires	4
Number of Assessments of Clinical Performance	5

Recommendation: To note the content of this report.