



Education and Registration Standards Committee
12 March 2015
New registrant's survey 2014 analysis of responses

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| Classification | Public |
| Purpose | For noting |
| Issue | <p>To gauge the effectiveness of the registration process and the resources available to new registrants, a three-month survey was held with individuals who registered for the first time in 2014.</p> <p>This paper presents the analysis of the responses.</p> |
| Recommendation | To note the content of the report. |
| Financial and resourcing implications | None |
| Equality and diversity implications | None |
| Communications implications | <p>The report has been shared with colleagues internally. In addition it has been identified that new registrants would like business development support. This will be fed back to the OEIs and in particular the Institute of Osteopathy.</p> |
| Annex | Analysis of new registrant survey responses (November 2014 – January 2015) |
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Background

1. Each year, the GOSc registers final year graduates from each of the osteopathic educational institutions (OEs) in accordance with the General Osteopathic Council (Application for Registration and Fees) Rules Order of Council 2000.
2. In addition, the GOSc registers a small number of individuals who have obtained a qualification in osteopathy outside the United Kingdom, and who have been able to demonstrate that their qualification and clinical competency is equivalent to the UK standard.
3. As part of the registration process, all applicants must provide the following documentation before their application for registration can be considered by the Registrar, or by the Head of Registration and Resources, who has delegated authority to sign applicants onto the Register:
 - Completed registration application form
 - Health reference form
 - Character reference form
 - An Enhanced check for Regulated Activity (UK graduates) carried out within the last six months or an overseas police check from country of residence (overseas qualified applicant) carried out within the last six months.
 - Details of their intended Professional Indemnity Insurer
 - Entry fee
 - Proof of Recognised Qualification (UK graduate) or completion of the Assessment of Non-UK Qualifications pathway (overseas qualified applicant).
4. A brief summary of the registration process for UK graduates is outlined below:

| Date | Action |
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| January 2014 | Application packs are sent to final year graduates. |
| January – April 2014 | GOSc staff present to final year students at each of the OEs on the registration process and the work of the GOSc. |
| February 2014 – September 2014 | New graduates send documentation to GOSc to apply for registration. Once registered, an annual certificate and registration pack is sent out within two weeks. |
| November 2014 – January 2015 | New registrant's survey opened via the e zone on 1 November 2014. Two email reminders were sent to new registrants during this period. |
| January 2015 | New registrants' survey closed on 31 January 2015. |

5. The GOsC has a Corporate Plan objective to use resources efficiently and effectively. Within this objective is a goal to continue to enhance the quality of the service provided by the GOsC to registrants. In order to obtain feedback about the efficiency, effectiveness and customer service of the registration process, and to understand how registrants use the online facilities and resources available to them, a survey was conducted of those individuals who registered for the first time in 2014.
6. The survey was conducted between November 2014 and January 2015. The results of the survey are analysed in the annex to this paper. The headline findings are:
 - a. Students utilised a variety of resources available on the o 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 need business support information.
7. As part of the analysis of the results, a number of key actions were identified. Some of these actions have been immediately addressed, with some actions to be addressed in the future. The key actions, grouped together as themes, are set out below:

| Theme | Action taken/to be made |
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| It was identified that some enhancements could be made to the final year student presentations. | <p><i>Action implemented:</i></p> <p>The Head of Policy and Communications and Head of Registration and Resources made revisions to the documentation prior to commencing the 2015 student presentations.</p> |
| It was identified that some enhancements could be made to registration application forms/documentation. | <p><i>Action implemented:</i></p> <p>Revisions have been made to the 2015 application forms/documentation.</p> |

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| <p>It was identified that new registrants would like business development support.</p> | <p><i>Action to be implemented:</i></p> <p>This will be fed back to the OEIs and, in particular, the Institute of Osteopathy, as these organisations are better placed to provide this support.</p> |
| <p>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.</p> | <p><i>Action to be implemented:</i></p> <p>The survey questions will be amended before we survey new registrants in 2015.</p> |

Recommendation: To note the content of this report.

Analysis of new registrant’s survey responses (November 2014 to January 2015)

1. There were 49 responses to the new registrant’s survey. Of these, 46 registrants answered the survey questions, and three registrants left general feedback about the application process, which can be found under Section 15.
2. Please note not all registrants answered every question.

Section 1: Place of study

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| <p>What question(s) did we ask?</p> | <p>1. At what institution did you gain your qualification?</p> |
| <p>What did the survey response tell us?</p> | <p>Question 1: (46 responses)</p> <ul style="list-style-type: none"> • British College of Osteopathic Medicine – one registrant (2%) • British School of Osteopathy – 11 registrants (24%) • College of Osteopaths – three registrants (7%) • European School of Osteopathy – 13 registrants (28%) • London School of Osteopathy – two registrants (4%) • Oxford Brookes University – six registrants (13%) • Surrey Institute of Osteopathic Medicine – four registrants (9%) • Swansea University – four registrants (9%) • Outside the UK – two registrants (4%) |
| <p>What are the key points/actions to be taken forward from the survey responses?</p> | <p>No action required.</p> |

Section 2: Use of the o zone and the 'For students' section

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| <p>What question(s) did we ask?</p> | <p>2. After you received your email from the GOsC Web Manager about the o zone website, did you log into the o zone? If not, why not?</p> <p>2a. If you did visit the o zone, how useful did you find the 'For students' section overall?</p> |
| <p>What did the survey response tell us?</p> | <p>Question 2: (44 responses)</p> <p>39 respondents (89%) confirmed that they accessed the o zone after receiving the email.</p> <p>Five respondents (11%) confirmed they did not access the o zone after receiving the email.</p> <p>Of the five registrants who answered 'No', three respondents (60%) explained that they did not get round to logging in or were too busy at the time. One respondent (20%) advised they were in the middle of FCC revision and accessed the o zone upon completion of their course but found it unhelpful. One respondent (20%) advised that they had had difficulty logging in, but this had been quickly resolved.</p> <p>Question 2a: (39 responses)</p> <p>27 respondents (69%) found the 'For students' section useful, while four registrants (10%) did not find this section useful.</p> <p>Eight registrants (21%) did not express a view of the usefulness of the 'For students' section.</p> |
| <p>What are the key points/actions to be taken forward from the survey</p> | <p>It is pleasing that the majority of final year students accessed the o zone prior to registration and found the 'For students' section useful.</p> |

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| responses? | When reviewing the survey responses, registrants were not given the opportunity to provide further information if they found the 'For students' section unhelpful or not useful. The GOsC will review the survey questions and make necessary changes to allow registrants to leave additional information. |
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Section 3: Other student areas of the o zone accessed prior to registration

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| What question(s) did we ask? | <p>3. How to register: How useful did you find this page?</p> <p>4. Student fitness to practice: How useful did you find this page?</p> <p>5. Student with a disability or health impairment: How useful did you find this page?</p> |
| What did the survey response tell us? | <p>Question 3: (42 responses)</p> <p>27 registrants (65%) found the 'How to register' section useful and three registrants (7%) found the web information not useful.</p> <p>Six registrants (14%) did not express a view either way and six registrants (14%) had not visited the web page.</p> <p>Question 4: (42 responses)</p> <p>17 registrants (40%) had not visited the 'Student fitness to practice' section. 15 registrants (36%) found the web page useful and seven registrants (17%) did not express a view either way. Three registrants (7%) found the web page not useful.</p> <p>Question 5: (41 responses)</p> <p>34 registrants (83%) did not visit the 'Student with a disability or health impairment' page and three registrants (7%) did not express a view either way.</p> |

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| | <p>Two registrants (5%) found the web page useful and two registrants (5%) found the web page not useful.</p> |
| <p>What are the key points/actions to be taken forward from the survey responses?</p> | <p>The focus for new graduates is the registration process and it is unsurprising that the 'student fitness to practise' and 'student with a health or disability impairment' pages were viewed less than the 'how to register'. However, graduates who did view these pages found them of use.</p> <p>When reviewing the survey responses, registrants were not given the opportunity to provide further information if they found a section of the o zone 'not useful'. The GOsC will review the survey questions and consider necessary changes to allow registrants to leave additional information.</p> |

Section 4: Other areas of the o zone accessed prior to registration

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| <p>What question(s) did we ask?</p> | <p>6. Introducing the GOsC: How useful did you find this page? 7. Getting involved: How useful did you find this page? 8. What other areas of the o zone have you visited?</p> |
| <p>What did the survey response tell us?</p> | <p>Question 6: (42 responses)</p> <p>21 registrants (50%) found the 'Introducing the GOsC' section useful and 14 registrants (34%) did not visit the web page. Six registrants (14%) did not express a view either way and one registrant (2%) did not find the web page useful.</p> |

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| | <p>Question 7: (42 responses)</p> <p>21 registrants (50%) did not visit the 'Getting involved' section and 13 registrants (31%) found the web page useful. Eight registrants (19%) did not express a view either way.</p> <p>Question 8: (23 responses)</p> <p>Other sections of the ● zone visited:</p> <ul style="list-style-type: none"> • 'Resources' section – 13 registrants (57%) • All sections of the ● zone visited – two registrants (9%) • 'Continuing Professional Development' section – two registrants (9%) • 'Osteopathic Practice Standards' section – one registrant (4%) • 'Professional indemnity insurance' section – one registrant (4%) • 'New registrant's survey' section – one registrant (4%) • No other sections of the ● zone visited – three registrants (13%) |
| <p>What are the key points/actions to be taken forward from these responses?</p> | <p>It is pleasing that the majority of registrants visited the 'Resources' section of the ● zone which contains information about GOsC-commissioned research and online research resources, including the <i>International Journal of Osteopathic Medicine</i> (IJOM) and other professional journals.</p> <p>When reviewing the survey responses, registrants were not given the opportunity to provide further information if they found a section of the ● zone 'not useful'. The GOsC will review the survey questions and implement necessary changes to allow registrants to leave additional information.</p> |

Section 5: 'Registering with the GOsC' Information Booklet

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| <p>What question(s) did we ask?</p> | <p>9. This booklet was sent to you in December 2013. Did you find the information in the booklet clear? 10. How useful did you find the information in the booklet?</p> |
| <p>What did the survey response tell us?</p> | <p>Question 9: (44 responses) 43 registrants (98%) found the information in the booklet clear, while one registrant (2%) found the information unclear. Question 10: (44 responses) 42 registrants (95%) found the information useful and two registrants (5%) did not offer an opinion on the usefulness of the information booklet.</p> |
| <p>What are the key points/actions to be taken forward from the survey responses?</p> | <p>It is pleasing that during the application process, 98% of respondents found the information booklet useful. GOsC will continue to present this information to final year students in its current form.</p> |

Section 6: Resolving queries with your application for registration

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| <p>What question(s) did we ask?</p> | <p>11. If you had a query about your application, where did you find the answer? 12. Why did you choose the method that you did?</p> |
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| <p>What did the survey response tell us?</p> | <p>Question 11: (46 responses)</p> <p>27 registrants (60%) resolved their query by contacting the GOsC, while eight registrants (17%) were able to find the information they required in the student booklet.</p> <p>Eight registrants (17%) did not have a query with their application.</p> <p>Two registrants (4%) were able to find the information they required on the o zone and one registrant (2%) had their query answered at the GOsC student presentation held at their university.</p> <p>Question 12: (21 responses)</p> <p>18 registrants (86%) who resolved their query by contacting the GOsC explained that they had chosen this method because they preferred to have a conversation with someone and the information provided by staff was quicker to obtain, clearer and accurate.</p> <p>Three registrants (14%) who found the information they required in the student booklet chose this method because they found the booklet easy to navigate and found it easy to refer to the booklet while completing their application forms.</p> |
| <p>What are the key points/actions to be taken forward from these responses?</p> | <p>The results demonstrate that applicants use a range of methods to help them answer any questions about the registration process. It is interesting to note that most applicants wanted to speak with the GOsC to resolve their queries as they prefer to have a direct conversation. It is therefore important that GOsC front line staff are available to assist applicants as they move through the registration process.</p> |

Section 7: GOsC Student Presentation

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| What question(s) did we ask? | <p>13. In your final year of training, did you attend the GOsC presentation '<i>Introducing the General Osteopathic Council</i>', at your educational institution?</p> <p>14. If you did, how useful did you find it?</p> <p>15. If not please tell us why not.</p> |
| What did the survey response tell us? | <p>Question 13: (44 responses)</p> <p>40 registrants (91%) attended the GOsC student presentation while four registrants (9%) did not attend.</p> <p>Question 14: (40 responses)</p> <p>37 registrants (93%) found the GOsC student presentation useful while two registrants (5%) did not find the presentation useful.</p> <p>One registrant (2%) did not offer an opinion on the usefulness of the GOsC student presentation.</p> <p>Question 15: (Four responses)</p> <p>Although only two registrants did not find the presentation useful, the survey results yielded four responses with general feedback and comments.</p> <p>Two registrants (50%) noted that the bulk of the information provided in the presentation was included within the student information booklet and online resources.</p> <p>One registrant (25%) felt there was a significant amount of repetition during the course of the presentation.</p> |

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| | One registrant (25%) thought the presenters should stress more heavily the importance of beginning the application process as soon as possible so that an applicant could be registered and begin work immediately. |
| What are the key points/actions to be taken forward from these responses? | Before commencing presentations to the 2015 final year students, the Head of Policy and Communications and Head of Registration and Resources made revisions to the documentation. These changes aim to improve the flow of information, cutting down on any potential repetition. |

Section 8: Registration Process

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| What question(s) did we ask? | 16. Were the GOsC registration forms easy to complete? If not why not? 17. If you had a query, were you clear about where to get help? |
| What did the survey response tell us? | <p>Question 16: (46 responses)</p> <p>44 registrants (96%) thought the GOsC registration forms were easy to complete while two registrants (4%) did not. These registrants explained that that they felt the text on the registration forms was too scattered.</p> <p>Question 17: (46 responses)</p> <p>43 registrants (93%) were clear where to get help with any registration queries and three registrants (7%) were unclear.</p> |
| What are the key points/actions to be taken forward from these | The Registration and Resources team reviewed the registration application forms, prior to sending out application packs to the 2015 final year students. Although the survey results demonstrated that 96% of respondents found the forms easy to complete, some |

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| responses? | <p>amendments have been made in order to make the forms more user-friendly.</p> <p>It is also pleasing to note that 93% of registrants knew where to seek help with any queries regarding registration.</p> |
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Section 9: Contacting the GOsC

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| What question(s) did we ask? | <p>18.If you did contact us during the registration process, how did you do so?</p> <p>19.Why did you choose that method of contacting us? Were you satisfied with the way your query was handled?</p> |
| What did the survey response tell us? | <p>Question 18: (38 responses)</p> <p>27 registrants (71%) contacted the GOsC via email and 11 registrants (29%) contacted the GOsC via telephone.</p> <p>Question 19: (32 responses)</p> <p>23 registrants out of the 27 who contacted GOsC via email did so for ease of use and because they found the GOsC responses comprehensive and they preferred to receive important information in writing. Four registrants did not answer.</p> <p>Nine registrants out of the 11 who contacted GOsC via telephone did so because it was the easiest, quickest and most straight forward way to get an answer to their enquiry. Two registrants did not answer.</p> <p>Of the 38 registrants who contacted the GOsC during the registration process, 37 registrants (97%) were satisfied with the way their query was handled.</p> <p>One registrant (3%) was not happy with the way their query was handled. This query</p> |

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| | related to the renewal of registration process in their second year of registration, not the initial registration process. The registrant did not provide a GOsC registration number to enable GOsC to contact them. |
| What are the key points/actions to be taken forward from the survey responses? | It is pleasing to note that the significant majority of applicants were satisfied with how their query was handled by GOsC staff. This will be fed back to colleagues with the emphasis that these high standards need to be maintained. |

Section 10: Problems during the registration process

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| What question(s) did we ask? | <p>20. Was there a problem with your registration? 21. If yes, what was it? 22. Were you satisfied with how the problem was solved? 23. If yes please tell us why. If no, please tell us why not.</p> |
| What did the survey response tell us? | <p>Question 20: (46 responses)</p> <p>37 registrants (80%) did not have a problem with their application for registration while nine registrants (20%) did have a problem with their application for registration.</p> <p>Question 21: (Nine responses)</p> <p>Three registrants (33%) experienced problems with obtaining an Enhanced check for Regulated Activity (formerly called a CRB check), commenting on the length of time it took for the disclosure certificate to be issued and the type of DBS check that was required for registration.</p> <p>Two registrants (22%) said they experienced problems with their application for registration but did not provide any further information to allow GOsC to investigate, nor provided their</p> |

registration number so that they could be contacted about their feedback.

One registrant (11%) did not receive their ID card upon registration and one registrant (11%) did not receive their registration pack once registered. Both registrants were contacted and replacements were sent out to them.

One registrant (11%) experienced problems obtaining a health reference, where their GP had not known them for over four years and did not have access to the last four years of their medical records.

One registrant (11%) commented that it took longer than five working days once all documentation had been received by the GOsC for their name to be signed onto the Register. The registrant did not provide a registration number so we are unable to explore their specific circumstances in more detail.

Question 22: (23 responses)

Although this question was asking respondents whether they were satisfied with how their problem was solved, we received a number of additional comments which related to how GOsC answered general comments/questions about the registration process. We are providing the full set of data below.

21 registrants (91%) were satisfied with the way their problem was handled and two registrants (9%) were not satisfied with the outcome.

Of the nine registrants (Questions 20 and 21) who experienced problems with their application for registration, seven registrants were satisfied with the way their problem was resolved (see Question 23).

Of the two registrants (Questions 20 and 21) who were not satisfied with the way their problem was handled, one registrant provided further information (see Question 23) and one registrant did not provide any further information or their registration number to allow GOsC

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| | <p>to contact them.</p> <p>Question 23: (Eight responses)</p> <p>Seven registrants were satisfied with the way their problem was resolved.</p> <p>Three registrants (35%) said the staff in the Registration and Resources team were very helpful and easy to speak to, thanking the GOsC for registering them without delay.</p> <p>One registrant (13%), who did not receive a registration pack once registered, contacted the GOsC and a replacement registration pack was sent to their new address.</p> <p>One registrant (13%), who did not receive their ID card upon registration, contacted the GOsC to advise that an ID card was received by the registrant the next day.</p> <p>One registrant (13%), who had difficulties obtaining a health reference, spoke to their GP after receiving guidance from the GOsC and their GP was then able to complete the health reference form.</p> <p>One registrant (13%) had the wrong type of check carried out by the Disclosure and Barring Service (DBS) and went through an external umbrella body of their choice. After contacting the GOsC, they were advised what they needed to do in order to get the correct DBS check in support of their application for registration.</p> <p>One registrant (13%) was not satisfied with the way their problem was resolved. This was because they were unhappy with the length of time it took for the DBS to process their Enhanced check for Regulated Activity, a matter outside of GOsC’s control.</p> |
| <p>What are the key points/actions to be taken forward from the survey</p> | <p>It is pleasing to note that the majority of applicants did not experience a problem with their application for registration. However, those applicants who experienced problems were</p> |

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| <p>responses?</p> | <p>satisfied with the way their query was handled.</p> <p>The GOsC will review this section of the survey to ensure future respondents are made clear that they are being asked about their experience of any problems during the application process and not general queries.</p> |
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Section 11: GOsC Registration Pack

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| <p>What question(s) did we ask?</p> | <p>24. Did you receive your registration pack within two weeks after being registered? 25. How useful did you find the contents?</p> |
| <p>What did the survey response tell us?</p> | <p>Question 24: (45 responses)</p> <p>41 registrants (91%) did receive the registration pack within two weeks of gaining registration, while four registrants (9%) advise this was not received in the specified time frame.</p> <p>Question 25: (45 responses)</p> <p>40 registrants (89%) found the contents of the registration pack useful and five registrants (11%) did not formulate an opinion on the usefulness of the contents of the registration pack.</p> |
| <p>What are the key points/actions to be taken forward from the survey responses?</p> | <p>This shows that the majority of new registrants received their registration pack within two weeks and that they found the contents useful.</p> |

Section 12: Specific items of use within the GOsC Registration Pack

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| What question(s) did we ask? | 26. What was most useful? 27. What was least useful? |
| What did the survey response tell us? | <p>Question 26: (22 responses)</p> <ul style="list-style-type: none"> • Consent forms and fit notes – five registrants (21%) • Information about Continuing Professional Development (CPD) – four registrants (18%) • 'What to expect from an osteopath' leaflet – three registrants (14%) • Code of practice – three registrants (14%) • Standards of osteopathic care leaflet – two registrants (9%) • All items contained with the registration pack – two registrants (9%) • Not used any items within the registration pack – one registrant (5%) <p>One registrant (5%) left general feedback advising that they had not received a registration pack and left their registration number for GOsC to contact them. The registrant was contacted and a replacement registration pack was sent out.</p> <p>One registrant (5%) did not comment on the usefulness of the items contained within the registration pack, but thought the videos within the 'Resources' section of the o zone were most useful.</p> <p>Question 27: (12 responses)</p> <ul style="list-style-type: none"> • Did not know/could not remember what was least useful – five registrants (43%) • Poster named 'Good Health in Good Hands' – three registrants (25%) • 'What to expect from an osteopath' leaflet – one registrant (8%) |

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| | <ul style="list-style-type: none"> • Consent forms and fit notes – one registrant (8%) <p>One registrant (8%) left feedback that most of the content included in the registration pack was available online via the o zone in PDF format as well.</p> <p>One registrant (8%) found the booklet, 'Introducing the GOsC', least useful and commented that the information provided was very similar to the student presentation at their university.</p> |
| <p>What are the key points/actions to be taken forward from the survey responses?</p> | <p>No action required.</p> |

Section 13: Any other support or information GOsC could provide

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| <p>What question(s) did we ask?</p> | <p>28. Is there any other support or information which students would find helpful as they make their transition into practice?</p> |
| <p>What did the survey response tell us?</p> | <p>Question 28: (18 responses)</p> <p>Four registrants (21%) did not think there was any other support or information GOsC could provide to registrants to help their transition into practice.</p> <p>Three registrants (15%) thought GOsC should provide advice on finding work for new registrants.</p> <p>Two registrants (11%) thought GOsC should provide more information about insurance and help registrants find a discounted insurance company. Two registrants (11%) thought that GOsC should provide help with setting up businesses & practices.</p> |

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| | <p>One registrant (6%) thought a general consent for treatment form would be useful.</p> <p>One registrant (6%) commented that mentoring from experienced osteopaths would be very helpful.</p> <p>One registrant (6%) thought earlier access to peer reviewed research articles on the GOsC website would be beneficial.</p> <p>One registrant (6%) thought the GOsC should provide further information for those planning to work abroad.</p> <p>One registrant (6%) commented that GOsC should provide more information about tax procedures in the UK.</p> <p>One registrant (6%) commented that a practical alternative to a health reference for foreign students not registered with a GP for four years would be useful. They did not provide their registration number for GOsC to contact them but for those applicants unable to obtain a health reference, they can instead complete a self-health declaration form.</p> <p>One registrant (6%) provided general feedback about the application process, commenting that GOsC should provide contact details for GBGroup plc, the company that administers GOsC's Enhanced checks for Regulated Activity, in case contact was required.</p> |
| <p>What are the key points/actions to be taken forward from the survey responses?</p> | <p>The feedback provided by registrants demonstrates the need for business support. While this is not a role for the GOsC, it is proposed that this message is fed back to the osteopathic educational institutions (OEIs) and, in particular, to the Institute of Osteopathy (the professional association) who are better placed to provide this service.</p> |

Section 14: Other comments

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| What question(s) did we ask? | 29. Do you have any other comments? |
| What did the survey response tell us? | <p>Question 29: (10 responses)</p> <p>Four registrants (40%) thanked the GOsC for supporting them during the registration process and praised members of staff in the Registration and Resources team for their work during this time.</p> <p>Two registrants (20%) commented that the time between qualifying and gaining registration was too long, even when all their documentation was submitted in good time. Neither registrant provided their registration number for GOsC to investigate and contact them about their feedback.</p> <p>One registrant (10%) thought it would be useful if GOsC provided more materials such as posters or leaflets that osteopaths can purchase in order to advertise themselves.</p> <p>One registrant (10%) called the GOsC recently regarding CPD submission in future years and thought their enquiry was handled abruptly. The registrant did not provide their registration number in order to contact them about their feedback.</p> <p>One registrant (10%) thought their cheque, in payment of the entry fee onto the Register, would be cashed within a few days upon gaining registration and found it stressful trying to keep enough funds in the account in order for the cheque to be cashed successfully. The registrant did not provide their registration number in order to contact them about their feedback.</p> <p>One registrant (10%) left general feedback and believes that GOsC is becoming less relevant and is perceived as not providing good value and self-serving. The registrant believes that</p> |

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| | <p>patients and registrants would be better served if osteopathy fell under the Health and Care Professions Council (HCPC) and commented that the entry fee and subsequent renewal fees are very expensive compared to the HCPC. The registrant did not provide their registration number for GOsC to contact them.</p> |
| <p>What are the key points/actions to be taken forward from the survey responses?</p> | <p>We have noted the feedback provided.</p> |

Section 15: General Feedback

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| <p>Throughout the survey, three registrants did not answer any of the questions but did leave general feedback. This feedback is listed in the following section.</p> | <p>Two registrants provided feedback relating to Continuing Professional Development (CPD) during the first year on the Register. If a newly qualified applicant registers with the GOsC within three months of gaining their recognised qualification, they are exempt from their first year of CPD.</p> <p>While this feedback suggested that registrants welcomed this allowance, they thought it was unrealistic, as many private practices liked their associates to have additional skills and to keep their knowledge up to date. Respondents also advised that many courses were discounted for new registrants and many new registrants wished to update their pool of knowledge as soon as possible to further their practice as an osteopath.</p> <p>One registrant offered the opinion that although GOsC exists to protect patients, the organisation does little for osteopaths and it would be more beneficial if osteopaths were considered with other health care practitioners in line with the Health and Care Professions Council (HCPC).</p> |
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| <p>What are the key points/actions to be taken forward from this feedback?</p> | <p>We have noted the feedback provided.</p> |
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