

Registrants can now renew online – see page three for details

Registration renewal reminder

Profession	Renewal deadline / lapsing date
Physiotherapists	30 April 2010
Arts therapists	31 May 2010
Dietitians	30 June 2010
Chiropodists / podiatrists	31 July 2010

There are a number of professions currently renewing their registration with the Health Professions Council (HPC). All registered **physiotherapists** were invited to renew their registration in February and **arts therapists** in March 2010.

Renewal forms will shortly be mailed to all registered **dietitians** and **chiropodists / podiatrists** will be sent renewal forms at the beginning of May 2010.

The renewal form must be signed and returned to the HPC by the deadline specified in the table above. Registrants must also send a payment (unless a direct debit instruction is in place) with their signed renewal form.

There are several ways to make sure your name stays on the HPC Register.

- Call the HPC Registration Department now if you have changed your home address.
- Send your renewal form (and payment) to us well before the deadline.
- Sign up to this e-newsletter, which includes renewal reminders, by emailing newsletter@hpc-uk.org
- Help your colleagues to stay registered by reminding them about renewing their registration.
- Approximately ten days after you have returned your renewal form, check the online Register via our website (www.hpcheck.org) to ensure that you are showing as registered for the next two-year registration cycle.

If you would like free renewal posters to display in your work place, please email publications@hpc-uk.org or call the Communications Department on +44 (0)20 7840 9806.

This newsletter and previous issues can be downloaded from the website at www.hpc-uk.org/publications/newsletter

To have it sent straight to your inbox, please email newsletter@hpc-uk.org

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Welcome to issue 28 of HPC In Focus.

This issue we are delighted to announce the launch of a new online area which allows registrants to renew their registration online when their renewal becomes due. See the article on page three for more information and details of how to find out more.

A warm welcome to hearing aid dispensers working in private practice who may be reading this newsletter for the first time. This profession joined our Register on 1 April 2010 – see page three for more on the transfer from the Hearing Aid Council.

We would like to welcome registrants old and new to our next Listening Events in Cheltenham and Rugby. See page five to read about the recent events which took place in Exeter, Truro, Shrewsbury and Swansea and to book for the forthcoming events.

Look out for the next edition of HPC In Focus in your inbox on Friday 4 June 2010.

Jonathan Jones, Editor

Registration renewal reminder (continued)

The average processing time for renewal applications is approximately ten working days, although this time may vary depending on the volume of forms we receive. Once we have processed your renewal form and payment, our online Register is immediately updated to show your new registration dates. The Register is in real-time and is the best way for you or your employer to verify your registration status. The Register can be viewed via our main website – where employers can also check the status of up to 100 people at a time, using the ‘multiple registrant search’.

More information

For more information about registration renewals, please visit the dedicated pages on our website at www.hpc-uk.org/registrants

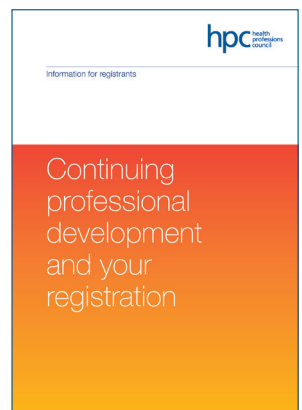
To check the Register please visit www.hpcheck.org

The registration team can be contacted Monday to Friday, 8am to 6pm on our lo-call number 0845 3004 472 (if calling from within the UK) or on +44 (0)20 7840 9802.

Continuing professional development (CPD)

At the time of renewal we select a random sample of each profession to submit a CPD profile. Those selected for audit must complete a profile that demonstrates the activities they have undertaken during the past two years to meet our CPD standards. For more information about this process, including sample profiles, the CPD standards and an audio-visual presentation about CPD, please visit our website at www.hpc-uk.org/registrants/cpd

The registration team can be contacted Monday to Friday, 8am to 6pm on our lo-call number 0845 3004 472 (if calling from the UK) or +44 (0)20 7840 9802.



Record number of radiographers renew their HPC registration

From December 2009 to the end of February 2010 we invited all radiographers to renew their registration for the next two years. This year 95.3% successfully renewed. This is excellent news and, compared to last time, the improvement is clear; 90.4% of radiographers renewed two years ago.

We have been working closely with a number of stakeholders to remind registrants about the importance of renewing their registration. We distributed letters, information and posters via the Society of Radiographers. We also promoted renewal dates online and in print. This collaborative working has made a real difference and has prevented many registrants from lapsing off our Register unnecessarily.

We would like to say a big thank you to the Society of Radiographers and all the human resources managers, service managers, trade union representatives and employers that have helped us in this work.

Hearing aid dispensers join HPC Register

From 1 April 2010, the responsibility for registering hearing aid dispensers transferred from the Hearing Aid Council (HAC) to the Health Professions Council. In March we wrote to all hearing aid dispensers who were registered with the HAC and sent them copies of the HPC's standards. At the beginning of May, we will invite hearing aid dispensers to renew their registration. The first renewal cycle will run from 1 August 2010 to 31 July 2012.

Marc Seale, Chief Executive and Registrar of the HPC commented: "Our powers build on the achievements made by the HAC to further protect consumers. Not only does the HPC set standards for training and professional skills, we also have powers to investigate how customers are treated throughout the consultation and sales process."

You can download the standards of proficiency for hearing aid dispenser from our website at www.hpc-uk.org/publications/standards. Hard copies are available on request from our Communications Department by emailing publications@hpc-uk.org or calling +44(0)20 7840 9806.

HPC launches online system for registrants

The HPC is pleased to announce the launch of a new online system which will enable registrants to renew their registration and pay their registration fee securely online. Registrants will also be able to change their address and other contact details if necessary and download a direct debit instruction should they wish to change to this method of payment.

To access the system, registrants will need to log on to the HPC website (www.hpc-uk.org) and click on the 'My Account' link at the top of the homepage. Before using the system, registrants will need to activate their online account. They do this using an exclusive activation code which would have been sent to them previously by post. If necessary, registrants

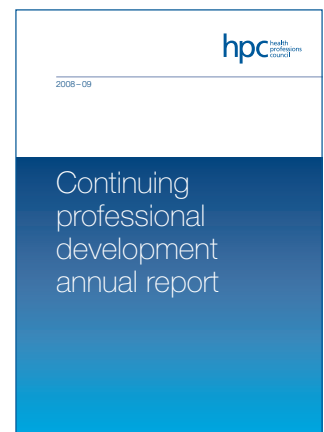
can use the online system to request a duplicate activation code to be sent to them by email or post. Once registrants have activated their account, they will be able to access the system using their authentication code.

All registrants will have received a certificate and registration card from us at some point during the last two years. The card carries an authentication code which will allow registrants to access their online registration record at any time. If you have any queries please contact the Registration Department, Monday to Friday, 8am to 6pm on our lo-call number 0845 3004 472 (if calling from the UK) or on +44(0)20 7840 9802.

New publication – Continuing professional development annual report 2008–09

The HPC has recently produced the first annual report on the CPD audits. The report looks at the development and implementation of the HPC's standards for CPD. It also gives an overview of the first four professions to be audited (chiropodists / podiatrists, operating department practitioners, orthoptists and paramedics). This includes statistical data relating to the audits as well as feedback from CPD assessors. The report will be of particular interest to registrants who were selected for audit and employers and managers of registrants, as well as anyone who wants to know more about the CPD audits.

You can download the report from our website at www.hpc-uk.org/publications/reports. Hard copies are available on request from our Communications Department by emailing publications@hpc-uk.org or calling +44(0)20 7840 9806.



Expectations of complainants research

In June 2009 the HPC's Fitness to Practise Department commissioned a piece of research by Ipsos MORI Social Research Institute into the expectations of those who make a complaint about a registrant to the Fitness to Practise Department.

The potential need for research into the expectations of complainants when they make a complaint to a regulatory body was highlighted back in October 2007 when the HPC commissioned Dr Jackie Gulland from the Department of Applied Social Science at the University of Stirling to undertake a scoping exercise on existing complaint mechanisms.

The overall aim of the Ipsos MORI research was to determine the expectations of complainants in terms of:

- the role of the regulator;
- initial expectations;
- case handling; and
- outcome.

The research also aimed to inform the future development of the HPC's fitness to practise process information and the management of complainant expectations.

The final report was published in January 2010 and a number of key issues have been highlighted and recommendations made. As a result of these recommendations, the HPC will be improving the quality of information provided to those who are involved in the fitness to practise process. The research will also support the ongoing development of all aspects of our fitness to practise work. That work includes looking at:

- alternative mechanisms to resolve disputes;
- the information that is provided on the website;
- further exploring the meaning of 'fitness to practise';
- reviewing and updating existing information; and
- developing new sources of information for those who interact with the fitness to practise process.

You can download the report commissioned from Jackie Gulland (Scoping report on existing research on complaints mechanisms) at www.hpc-uk.org/publications/research/index.asp?id=208. You can download the outcome of the research commissioned from Ipsos MORI at www.hpc-uk.org/assets/documents/10002C8520100225FTP-06-expectationsofcomplainants.pdf

Revalidation update

Revalidation is a process by which a regulated professional periodically has to demonstrate that he or she remains fit to practise. Work is underway to explore the government's proposals for revalidation of health professionals.

The 2007 government White Paper – Trust, Assurance and Safety: the Regulation of Healthcare Professionals in the 21st Century – stated that:

“revalidation is necessary for all health professionals, but its intensity and frequency needs to be proportionate to the risks inherent to the work in which each practitioner is involved [...] the regulatory body for each non-medical profession should be in charge of approving standards which registrants will need to meet to maintain their registration on a regular basis.” (paragraphs 2.29 and 2.30)

We already have robust systems in place to ensure the continuing fitness to practise of our registrants, including our registration renewal process, CPD and fitness to practise processes.

We are now undertaking a series of projects to increase our understanding of whether additional measures are needed to ensure the continuing fitness to practise of our registrants. These projects will explore:

- the current level of risk posed to the public by our registrants;
- the systems we already have in place to identify any possible gaps where fitness to practise concerns may not be picked up; and
- the feasibility and cost of different revalidation approaches that are already in use across the UK and internationally.

We will not make a decision concerning revalidation until we have fully researched and considered these issues. More information is available on the HPC website at www.hpc-uk.org/aboutregistration/revalidation or by contacting the Policy and Standards Department on +44(0)20 7840 9815 or emailing policy@hpc-uk.org

Record numbers attend Listening Events



The first Listening Events of 2010 proved a great success with registrants coming out in force recently in Exeter, Truro, Shrewsbury and Swansea to raise their questions and concerns to a panel of HPC employees and Council Members. A record number of people attended the events, and the format for the day was amended to ensure as many people as possible could attend.

Anna van der Gaag, Chair of the Health Professions Council, and Marc Seale, Chief Executive and Registrar, opened the events with a presentation on the HPC's background, standards, processes and future developments in regulation. Jonathan Jones, Publications Manager, followed with an in-depth look at our CPD standards and the audit process. The floor was then opened to registrants for a question-and-answer session.

The panel alleviated concerns from registrants, especially around the CPD audit process and putting together a profile if selected. One registrant commented that they "have much more clarity and less anxiety toward CPD now." Another registrant commented that "the panel seemed to know everything and anything and welcomed questions without making any seem insignificant".

In addition to CPD, the panel took a number of questions on issues including the FTP process, future regulation and, from chiropodists / podiatrists in particular, issues regarding protection of title. Registrants really appreciate the HPC travelling to locations across the UK and having access to a range of different knowledge and expertise from the HPC on a face-to-face basis.

More Listening Events are planned for 2010. The next events take place at the following locations.

Cheltenham – Wednesday 26 May 2010

1.45 – 4pm and 5.45 – 8pm (two identical events)
Thistle Cheltenham Hotel, Gloucester Road,
Cheltenham GL51 0TS

Rugby – Thursday 27 May 2010

1.45 – 4pm and 5.45 – 8pm (two identical events)
Coton House Conference Centre, Rugby CV23 0AA

To find out more or to book your free place visit
www.hpc-uk.org/mediaandevents/events

Come and meet the HPC

The HPC will be exhibiting at the following events, where representatives from the HPC will be on hand to answer queries, and provide HPC literature to take away. Why not come along and meet us?

British Psychological Society Annual Conference

Stratford-upon-Avon
14 – 16 April 2010
www.bps.org.uk/ac2010

The HPC will give a presentation on the work of the HPC and our standards for continuing professional development on Thursday 15 April.

Unison Annual Health Conference

The Brighton Centre, Brighton
19 – 21 April 2010
www.unison.org.uk/conference/health.asp

The Unison Annual Health Conference will bring together over 1,000 Unison members. Come and meet representatives of the HPC on stand 24 to find out about our work.

Come and meet the HPC (continued)

Naidex

National Exhibition Centre, Birmingham
20 – 22 April 2010
www.naidex.co.uk

Naidex will again be running free seminars throughout the event. As part of the CPD (Continuing Professional Development) Professional Seminar Theatre, the HPC will be presenting on all three days of the exhibition. The seminars will explain our CPD requirements and give delegates an opportunity to raise specific queries, and will also provide a more general update on regulation and the HPC. Representatives from the HPC will also be available at our exhibition stand to talk to delegates and distribute publications.

Primary Care

National Exhibition Centre, Birmingham
5 – 6 May 2010
www.primarycare2010.co.uk

Primary Care is the UK's leading conference and exhibition for primary and community health care professionals. Come and meet representatives of the HPC on stand B57 to find out about our work.

British Society of Hearing Aid Audiologists Congress 2010

Manchester United Football Stadium, Manchester
14 – 15 May 2010
www.bshaa.com

The focus of this event will be on marketing and improving business opportunities as well as reflecting upon the fact that the Health Professions Council is now the regulator of hearing aid dispensers.

Dates for your diary

HPC Council and committee meetings are held in public. All meetings start at 10.30am and take place at Park House unless otherwise stated. More information, including minutes and agendas can be found on www.hpc-uk.org/aboutus/council

Council and committee meetings: April 2010 – June 2010

Thursday 29 April 2010	Finance and Resources Committee
Wednesday 12 May 2010	Professional Liaison Group (Psychotherapists and Counsellors)
Thursday 20 May 2010	Council
Thursday 20 May 2010	Education and Training Committee (Panel) – pm
Thursday 3 June 2010	Fitness to Practise Committee
Tuesday 8 June 2010	Education and Training Committee
Tuesday 8 June 2010	Education and Training Committee (Panel) – pm
Thursday 17 June 2010	Finance and Resources Committee
Wednesday 23 June 2010	Communications Committee (11am start)
Thursday 24 June 2010	Audit Committee

Appointments

We are currently recruiting HPC Partners for the following roles.

Registration Assessors (dietitians)

Panel Members (chiropodists / podiatrists and dietitians)

Visitors (chiropodists / podiatrists and dietitians)

Registration Assessors assess international applications to join the HPC Register, Panel Members sit on fitness to practise panels, and Visitors help us to assess education and training courses to decide whether they meet our standards. All of these posts require sound written and verbal communication skills and the ability to analyse complex information to form reasoned decisions. Training will be provided. A fee will be paid as will travel and accommodation expenses in accordance with the HPC Partner Expense policy.

The HPC does not accept CVs. For a recruitment pack and further details about these roles, please refer to our website at www.hpc-uk.org/aboutus/partners or email partners@hpc-uk.org

For further information about these positions please call +44(0)20 7840 9776 or +44(0)20 7840 9771.

Closing date: Friday 21 May 2010

Interviews: Monday 21 to Friday 25 June 2010

The HPC is committed to equality of opportunity and actively guards against unfair discrimination on any grounds (including age, disability, gender, race, religion or beliefs, or sexual orientation).

Contact us

What do you think of this newsletter? Is there anything you would like to see in future issues? We would like to hear your views, so please email newsletter@hpc-uk.org

To subscribe or unsubscribe please email newsletter@hpc-uk.org

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Alternative formats

To request a copy of this newsletter in an alternative format, or in Welsh, please email newsletter@hpc-uk.org or call +44 (0)20 7840 9806.