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| **Governance of the HCPC - Concerns Over Registration of Paramedics** |  |

Mon, 18 Feb 2019 23:24

**Christine.Braithwaite**

**Director of Standards and Policy**

**Professional Standards Authority**

Dear Christine, I hope you are well.

I wonder if you could give me some guidance and advice regarding the operation of the HCPC?

I have recently written to them about the length of time it takes for them to process applications from paramedics and social workers

for HCPC registration. I have had reports from the London Ambulance Service of long delays in some case and extended delays form qualified

paramedics who come to work with the LAS from Australia.

They responded as follows and it appears that they do not hold data about their performance, which I find very strange:

"Thank you for your email of 17 January 2019, in which you ask for information on registration application processing times.

 Your request has been handled under the Freedom of Information Act 2000 (FOIA).

1) Can you please tell me for the social work and paramedic professions:

a) For each month of 2018 how many UK applications and readmissions were not processed within 10 working days of receipt of the application form?

**We do not hold this information.**

b) Same question for non-UK applicants and readmissions?

**We do not hold this information.**

c) What are the rules for non-UK fast track admissions?

**We don’t fast track any application type. Applications are processed in strict chronological date order from the date we receive the application to be fair to all applicants".**

Governance Team

Health and Care Professions Council

I believe the process is that once an application is made, the HCPC processes applications and sends an acknowledgement with a link to pay the fee. Payment cannot I understand me made until the the 'scrutiny fee' link is sent to the applicant. Applicants have provided evidence to the LAS of their application date and about delays in the HCPC sending the payment link. Applicants have also provided evidence to the LAS of the date they have paid their fees and the delays in receiving confirmation of their registration. We have been assured that the fee is usually paid within a day or two of the link being received.

I will send you more comprehensive data if that will be helpful, but the list below shows some of the data we have got hold of so far. Where no scrutiny fee is shown, it means that  no payment link had been received. I was provided with this data on January 24th 2019.

Would you be able to test the effectiveness of HCPC governance of their registration process? There seems to be serious failures which they are failing to acknowledge and deal with. The delays are causing substantial problems in terms of ensuring that adequate numbers of paramedics are available to provide front line care to patients in London.

Very best wishes and thanks

Malcolm

Malcolm Alexander

Chair

Patients' Forum for the LAS

[www.patientsforumlas.net](http://www.patientsforumlas.net/)

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