

Our ref: TO00000731440

Richmond House
79 Whitehall
London
SW1A 2NS

Tel: 020 7210 4850

Ms Julia Evans
122 Haliburton Road
Twickenham
Middlesex TW1 1PH

3 0 OCT 2012

Dear Ms Evans,

Thank you for your emails of 8, 9 and 14 October to Earl Howe about the process of assured voluntary registration for psychoanalysts. I have been asked to reply.

I note your concerns about how the process of assured voluntary regulation is being developed and its implications for talking therapists, including yourself as a practising Lacanian psychoanalyst.

The purpose of assured voluntary registration is to provide an opportunity for those who are not subject to statutory regulation, such as psychoanalysts, to have a consistent process that allows them to demonstrate their commitment to meeting minimum standards that are relevant to training and conduct.

The Government believes that a system of assured voluntary registers will provide an indicator that an individual who chooses to be on such a register meets certain standards. This would then enable individual practitioners to demonstrate to potential employers and service users their commitment to the standards required for accreditation.

However, if individuals choose not to be part of a voluntary register or an assured voluntary register then, as the register is voluntary, that is a judgement for them to make. Not being on a register will not affect their ability to offer a service.

Finally, officials would like to assure you that assured voluntary registration is not meant to be restrictive; rather, it is about allowing individuals the opportunity to demonstrate to potential employers, commissioners, patients and service users their commitment to meeting certain standards.

I hope this reply is helpful.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Priya Bassan', with a long, sweeping underline that extends to the right.

Priya Bassan
Ministerial Correspondence and Public Enquiries

MINISTERIAL CORRESPONDENCE AND PUBLIC ENQUIRIES (MCPE) SURVEY
 (Formerly the Department of Health Customer Service Centre)

We would like to ask you some questions about your recent experience with MCPE. This will help us to improve the service we offer. The survey is anonymous and is not connected with the issues you raised in your letter to MCPE.

MCPE provides information about the NHS and adult social services. We are responsible for replying to your correspondence on behalf of the Department's Ministers. MCPE is not a part of the NHS and therefore cannot comment on individual cases. However, we aim to provide prompt and accurate replies to your enquiries.

1) Who did you write to?

- Jeremy Hunt
- Dan Poulter
- Norman Lamb
- Anna Soubry
- Department of Health staff
- Other (please specify)

.....

2) Where did you find MCPE's address?

- Already knew or guessed it
- DH website
- Direct.gov.uk website
- Other (please specify)

.....

3) What did you want to achieve with your letter?

- Find out information
- Comment about NHS or Social Care services
- Influence Government health policy
- Other (please specify)

.....

4) How long did you expect to wait for a reply to your letter?

- 1 week
- 2 weeks
- 3 weeks
- 4 weeks
- 5 weeks
- Did not expect a reply

5) How long did you wait?

- 1 week
- 2 weeks
- 3 weeks
- 4 weeks
- 5 weeks or more

6) Did you try to resolve your query by contacting anyone else or any other organisation? If so, please give details.

- No
- Yes (please give details)

.....

7) Do you work for an NHS or Social Care organisation?

- Yes
- No
- Used to

8) Have you ever contacted MCPE before? If so, how many times?

- Never
- Once
- Twice
- Three or more times

9) On a scale of 1 to 10, where 10 is most difficult, how difficult was it to understand the reply you were sent?

Easy Difficult

Please circle: 1 2 3 4 5 6 7 8 9 10

10) If you had difficulty understanding the reply, please would you tell us why.

.....

.....

11) Please tell us how satisfied you were with the following aspects of the service you received from MCPE:

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>
The length of time taken to answer your letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The choice of different ways you had to contact MCPE (email, letter, telephone, fax, textphone, website)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The response you received from MCPE clearly answered your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12) Have you written to any other government department before?

- Yes
- No

13) If “Yes”, how does our service compare?

- [] Better
- [] The same
- [] Worse

Comments:.....

14) Please tell us how much you agree or disagree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
MCPE’s response showed that its staff understood your letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The tone of the response was appropriate to your circumstances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You felt respectfully treated by MCPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15) Please read the statements below and choose the aspect of our service that is MOST important to you (Please tick ONE):

The time taken to reply to you	<input type="checkbox"/>
The accuracy and comprehensiveness of the reply you receive	<input type="checkbox"/>
The relevance of the information you receive	<input type="checkbox"/>
How easy it is to understand the information you are given	<input type="checkbox"/>
The tone of the reply	<input type="checkbox"/>
The reply you receive provides information on where else to go for help	<input type="checkbox"/>

16) Please tell us how satisfied you were overall with the service you received from MCPE (Please tick ONE):

Very satisfied	<input type="checkbox"/>
Satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

Comments.....
.....

17) Is there anything else you would like to have been asked as part of this survey?

.....
.....

PERSONAL INFORMATION

To help us build a better picture of our customers, it would help us if you would answer the following questions.

Please tell us your gender

- Male
- Female
- Prefer not to say

Which of these age groups do you fall in?

- Under 16
- 16-19
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80-89
- 90+
- Prefer not to say

Do you consider yourself to have a disability?

- Yes
- No

If "Yes", is there anything we can do to make contacting MCPE easier for you?

- Yes
- No

Comment:.....
.....

Which of these best describes your ethnic origin?

White

- British
- Irish
- Any other White background

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Black or Black British

- Caribbean
- African
- Any other Black background

Chinese or other ethnic group

- Chinese
- Any other ethnic background

THANK YOU FOR YOUR HELP

Postcode

For use within the UK only postage paid up to 100g and max depth 5mm

Name and address of sender



Ministerial Correspondence & Public Enquiries
Department of Health
Richmond House
79 Whitehall
London SW1A 2NS

