



AMSPAR

The Association of Medical Secretaries, Practice Managers, Administrators and Receptionists

Annual Report

For the year ending 31st March 2009

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(A company limited by guarantee)
Reg Company No: 850300
Charity No: 313310

President's Report



Here we are again, almost at the end of July and I am being asked for my piece for the annual report. Where has the year gone – yet again!!!

It has been a very busy and difficult year once more with many changes for the NHS, Education and AMSPAR.

AMSPAR has had to make more changes in order to keep up-to-date with the developments in these three areas, as I am sure you all have had to undergo changes in your work as the NHS has certainly been inundated with change over the past year once again. We have endeavoured to keep the day-to-day business of AMSPAR going whilst working on new developments with City & Guilds preparing our qualifications for the new Qualifications and Credit Framework. I will leave our Chief Executive, Tom Brownlie, to tell you more about this work in his report.

All this work with fewer office staff – I cannot thank Tom, the office staff and the Chief Examiners enough for all their work during the last year. It is so important that there are like-minded people willing to give up some of their valuable time to offer perspective and expertise in our fast moving environment, therefore I must also say a big 'thank you' to all Council members for the hard work and enthusiasm they have shown during the last year – long may it continue!

There is still much to achieve over the coming year but I am confident that AMSPAR and all involved in the Association will be able to continue their stalwart work and move the Association forward in its aim to provide relevant and up-to-date education and training for all non-clinical staff working in the NHS.

Unfortunately I am unable to attend the AGM this year but I would like to remind you all that at this event AMSPAR will be looking to elect new officers to serve on Council. I urge you to consider helping YOUR association by helping AMSPAR meet the many challenges facing it in the coming year. You are the experts, you have the knowledge and experience AMSPAR needs to keep us moving forward, so please do seriously consider joining us. If you want more information on what is involved in being a Council Member then please contact Head Office who will be pleased to help you but I can promise you that we are a friendly group and the task of being a Council member is not too onerous! I look forward to hearing that Council positions have been taken when I receive the report from the AGM!! Also, don't forget to come along to the AMSPAR stand and introduce yourselves –



we are always happy to chat to members as well as non-members.

AMSPAR always aims to be proactive and promote best practice. We need to hear your views and suggestions and 'constructive feedback' is always welcome to help us improve our service to you. We need YOU to be proactive and keep us informed of how you want YOUR ASSOCIATION to develop.

I look forward to continuing my service to AMSPAR over the coming year.

Elaine Guy
President

Chief Executive's Report



I think I shall describe the year as 'trying' rather than 'difficult' – and certainly as 'satisfying' in terms of the distance we have travelled. But we still have some way to go before we can say we have met our targets. Indeed, one of the objectives we must look to is preparing a new corporate plan for the years ahead.

Education

Needless to say we have under gone a huge change in this area. With the arrival of the new Qualifications and Credit Framework and the splitting of the Qualifications and

Curriculum Authority (QCA) into Ofqual and the QCDA many smaller awarding bodies have faced immense difficulties. I can imagine even our 'partners', City & Guilds, have been left tearing their hair out at some of the obstacles they have had to face over the past year.

I am pleased to report though that our first year of working in tandem has proved a very positive experience and I would like to record our thanks to Cathy O'Shaughnessy, Razia Alam, Emma Clarke and the rest of the team at City & Guilds who have worked so hard to ensure that there has been a smooth transition and that development of the qualifications continued over the period.

I must also thank the Chief Examiners. AMSPAR still had to administer the summer 2008 exams with a reduced staff and this was achieved within our published timescales. The Examiners coped with this whilst setting to work on the

development of the new Medical Administration Qualifications (which replace the IDMR and ADMS) in addition to meeting the City & Guild's timescales for the preparation of the 2009/10 exam papers! Again, they have achieved this and we thank them all. Helping steer through the adaption from the old to the new was Debbie Warren and I would like to record our thanks for this work. Debbie will be moving to Australia for a couple of years and we wish her and the family well for the future.

One new innovation which has resulted from our arrangement with City & Guilds was the need to accommodate self-study students for the Medical Terminology awards. This has resulted in AMSPAR being recognised as an examination centre. We now facilitate examination rooms in London and an alternate UK city for all 6 Medical Terminology Examinations. We hope to possibly roll this out to the externally examined units of the new qualifications making them accessible to those in post.

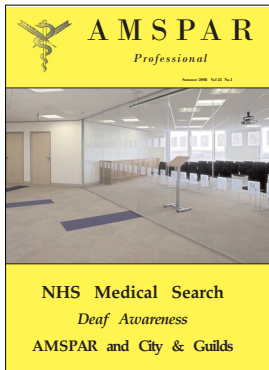
Membership

While much of our limited resources were diverted to meet all our regulatory obligations as an awarding body we have to admit that our service to members unfortunately suffered. For example we have not been able to produce the same number of magazines. Our publishing schedule is under review and we hope that the introduction of the brief Newsletter will help us keep in touch with you.

The introduction of the new annual certificate of membership has met with a very positive response and we hope that this will assist members in regards to the various accreditation / validation / regulations that are on their way.

Finance

With the various changes it will come as no surprise that we have again made a loss over the year. Council did anticipate this but we have faced costs with the office move that we will not have to pay this year. We have budgeted conservatively for the current year but we hope that the launch of the new awards will exceed our cautious figures. Certainly, the new flexible structure and assessments have been warmly welcomed at the launch events hosted by City & Guilds.



AMSPAR
Professional
The Association of Medical Secretaries,
Practice Managers, Administrators and Receptionists

NHS Medical Search
Deaf Awareness
AMSPAR and City & Guilds

AMSPAR Professional

Representation

We have continued to work with a number of organisations and forums on behalf of members. I attended the Primary Care Consortium which has contributed to the Seven Steps document published by the National Patient Safety Agency. I have also been to Security Management Services' Strategy Implementation Group which



Contracts with City & Guilds were exchanged in April 2008

has focused on a number of issues such as the lone-workers alarm scheme and the preparation of a counter-terrorism DVD designed for the NHS.

We have also been 'out-and-about' - I have been to most of the City & Guilds / AMSPAR events that have been held in the likes of Warrington, Birmingham, Cardiff and Belfast as well as taking stands at the Management in Practice exhibitions.

Staff

I cannot close the report without recording my appreciation to staff. Ann Roberts has to suffer me daily and I'm never sure if she prefers for me to be out the office leaving her to cope on her own, or have me there telling me what she has already done and what I should be doing! Although Donna Daniel left last year we are grateful that she is still able to come in on occasion in order to help keep our membership and finances up to date. We have also had a number of helpers in to see us through the exams last year and I would like to thank them too - Jenee, Monique, Kayisha and Kasia.



Birmingham was one of the cities where exams and events were held

Next

I started this report by mentioning a new corporate plan. It seems no time since we were preparing for the new structure. The next year will see it thoroughly embedded. Whilst work has just begun on revising the Certificate / Diploma in Primary Care Management our new corporate plan should be completed just as the qualifications are accredited by Ofqual.

Tom Brownlie
Chief Executive

Summary of Full Audited Accounts 31st March 2009

Report of the Directors

The directors present their report and audited accounts of the company for the year ended 31 March 2009.

Legal and administrative information

Charity name:	AMSPAR (Association of Medical Secretaries, Practice Managers Administrators & Receptionists Ltd)
Charity No:	313310
Company No:	850300
Registered office:	Tavistock House North, Tavistock Sq, London WC1H 9LN

Elected Council

President	Elaine Guy
Vice Presidents	Dr Vincent Leach Tracy Grafton
Treasurer	Rita Pickering
Other members	Grizelda Moules Myra Upton Margaret Spence

CEO and Secretary	Tom Brownlie
Auditors	Kingston Smith LLP, Devonshire House, 60 Goswell Road, London EC1M 7AD
Bankers	NatWest Bank, 10 Marylebone High Street, London W1A 1FH
Solicitors	Stephenson Harwood, 1 St Paul's Churchyard, London EC4M 8SH

Structure, governance and management

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 27 May 1965 and registered as a charity on 21 June 1965. The company was established under a Memorandum of Association which established the objects and powers of the charitable company. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and appointment of members of Council

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of Council. Under the requirements of the Articles of Association any two members of the company within a region may nominate another member of that region to serve on Council and are confirmed by the members at the Annual General Meeting. Other than the office bearers, who are required to offer themselves for re-appointment on an annual basis, a member of Council is elected to serve for a term of three years after which they must be re-elected at the next Annual General Meeting.

Induction and training of members of council

Trustees are elected directly from the membership and they therefore

have prior knowledge of the history and purpose of AMSPAR. On election a Trustee is provided with an induction pack, minutes of prior meetings and a mentor.

Risk management

Council has conducted a review of the major risks the charity faces. Where appropriate, systems and procedures have been established to mitigate those risks. In particular a Quality Assurance Framework has been developed to ensure standards set by the Qualifications and Curriculum Authority (QCA) / Ofqual are achieved and maintained.

Organisation structure

The charity's Council meet at least four times a year and are responsible for the strategic policy and direction of the charity. At present Council has eight elected and three co-opted members from a variety of professional backgrounds relevant to the work of the charity-

A scheme of delegation is in place and the day to day responsibility for the provision of the services rests with the Chief Executive. He manages the operations of the charity, supervises the staff team and ensures that the team continue to develop their skills and working practices.

Objects

The principal objects of the charity are:

- To raise the professional standards of those who are and those who aspire to be Medical Secretaries, Practice Managers, Administrators and Receptionists and support them in attaining high levels of expertise and effectiveness by improving their knowledge and skills.

- To develop and provide a clear framework of qualifications which will be valued and recognised by Health Care Employers as key indicators of competence.

Activities, achievements and performance, financial review and plans for the future

A detailed review of the above matters is provided in the Chief Executive's introduction to this report.

Reserves policy

The charity has developed a reserves policy. At 31 March 2009 the charity holds free reserves of £21,003. Free reserves are those funds not tied up as fixed assets. Free reserves are held to ensure the continuity of educational services to registered students and to ensure the long term viability of the charity. Having considered the projected income and potential risks the charity faces, the Council are of the opinion that a level approximating to 3 months Total Resources Expended is necessary to ensure that the charity continues to meet its obligations on an ongoing basis. This equates to approximately £45,000 at current levels of expenditure.

Auditors

The Council has a policy of changing auditors every 3 years and Kingston Smith LLP have now completed a full cycle. The Directors would like to record their thanks to Kingston Smith LLP for their support and service over the period.

Disclosure of information to auditors

So far as each director at the date of approval of this report is aware:

- there is no relevant audit information of which the company’s auditors are unaware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Directors’ responsibilities

The trustees (who are also directors of AMSPAR for the purposes of company law) are responsible for preparing the Directors’ Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare accounts for each financial year which give a true and fair view of the state of affairs of the company and of the outgoing resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those accounts, the directors are required to :

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;

- Make judgements and estimates that are reasonable and prudent;
- Prepare the accounts on a going concern basis unless it is inappropriate to presume that the company will continue in operation;
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any departures disclosed and explained in the financial statements.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the accounts comply with the Companies Act 1985. They are responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions for small companies under Part VII of the Companies Act 1985.

Approved by the Council on 5th September, 2009 and signed on its behalf by:

..... Elaine Guy
President

Kingston Smith LLP

We have audited the financial statements of AMSPAR for the year ended 31 March 2009 which comprise the Balance Sheet, Statement of Financial Activities and related notes. These financial statements have been prepared in accordance with the accounting policies set out therein and the requirements of the Financial Reporting Standard for Smaller Entities (effective January 2007).

This report is made solely to the charitable company’s members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken for no purpose other than to draw to the attention of the charitable company’s members those matters which we are required to include in an auditor’s report addressed to them. To the fullest extent permitted by law, we do not accept or assume responsibility to any party other than the charitable company and charitable company’s members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective Responsibilities of the Trustees and Auditors

The responsibilities of the Trustees (who are also the Directors of AMSPAR for the purposes of company law) for preparing the Directors’ Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Directors’ Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and statutory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you whether, in our opinion, the information given in the Directors’ Report is consistent with the financial statements. In addition we report to you if, in our opinion, the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees’ remuneration and other transactions is not disclosed.

We read the Trustees’ Annual Report and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of Audit Opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charitable company’s circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud, or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the charitable company’s affairs as at 31 March 2009 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- the financial statements have been properly prepared in accordance with the Companies Act 1985; and
- the information given in the Directors’ Report is consistent with the financial statements.

Devonshire House Kingston Smith LLP
60 Goswell Road Chartered Accountants
London EC1M 7AD and Registered Auditors

Date: 5th September, 2009

Statement of Financial Activities

	Note	2009 £	2008 £
INCOMING RESOURCES			
Incoming resources from generated funds:			
<i>Activities for generating funds:</i>			
Advertising		4,261	6,488
Investment income	1	889	2,455
Incoming resources from charitable activities:			
Education		114,479	207,900
Membership subscriptions		21,729	48,793
Merchandising and other income		347	2,659
Total incoming resources		<u>141,705</u>	<u>266,325</u>
RESOURCES EXPENDED			
Charitable activities			
Education and membership services		162,347	271,241
Governance costs		<u>26,659</u>	<u>34,407</u>
Total resources expended	2	<u>189,006</u>	<u>305,648</u>
Net outgoing resources (and net deficit) before other recognised gains and losses		(47,301)	(39,323)
Other recognised gains/(losses)			
Profit/(Loss) on sale of investment		-	(1,042)
Net movement in funds		(47,301)	(40,365)
Reconciliation of funds			
Total funds brought forward		<u>68,304</u>	<u>108,889</u>
Total funds carried forward		<u>21,003</u>	<u>68,304</u>

All incoming funds relate to unrestricted funds.

All activities in the year relate to continuing operations.

Balance Sheet

	2009 £	2008 £
Fixed assets		
Tangible assets	<u>1,929</u>	<u>2,601</u>
	<u>1,929</u>	<u>2,601</u>
 Current assets		
Debtors	26,029	54,513
Cash at bank and in hand	<u>14,668</u>	<u>25,351</u>
	<u>40,697</u>	<u>79,864</u>
 Creditors: amounts falling due within one year	(21,923)	(14,161)
Net current assets	<u>18,774</u>	<u>65,703</u>
Net assets	<u><u>21,003</u></u>	<u><u>68,304</u></u>
 Unrestricted funds		
General funds	<u>21,003</u>	<u>68,304</u>
Total funds	<u><u>21,003</u></u>	<u><u>68,304</u></u>

The accounts have been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small entities.

Approved and authorised by the Council on
and signed on its behalf by:

.....
Elaine Guy
President

.....
Rita Pickering
Treasurer

Notes

1. Investment income

	2009	2008
	£	£
Interest receivable	889	770
Distributions from common investment fund	-	1,715
	<u>889</u>	<u>2,485</u>

2. Total resources expended

			2009	2008
			£	£
	Education & membership services	Governance	Total	Total
Direct cost of charitable activities				
Staff costs	75,089	9,344	83,433	131,885
Membership services	8,782	-	8,782	10,787
Examination costs	18,020	-	18,020	21,745
Conference and meetings	221	1,991	2,212	2,780
Purchase of merchandise	-	-	-	-
Telephone, postage, printing & stationery	9,402	1,045	10,447	18,211
Support costs				
Premises costs	34,556	3,840	38,396	48,255
Staff costs - finance and administration	-	-	-	32,971
Purchase, hire and maintenance of office equipment	9,255	487	9,742	18,966
Consultancy	-	-	-	1,352
Subscriptions, publications and sundries	2,585	611	3,229	3,191
Advertising, website and public relations	2,418	127	2,543	2,060
Audit and accountancy fees	-	10,089	10,089	10,091
Depreciation	916	48	964	1,300
Bank charges	397	44	441	721
Profit on disposal of fixed assets	(292)	-	(292)	-
Total resources expended	<u>162,347</u>	<u>26,659</u>	<u>189,006</u>	<u>305,648</u>