



AMSPAR

Annual Report

of the Council

2006 - 2007

The Association of Medical Secretaries, Practice Managers,
Administrators and Receptionists
Tavistock House North
Tavistock Square
London WC1H 9LN

Reg Charity No. 313310
Reg Co. No. 850300

President's Report



When I became an AMSPAR member in 1986 I never dreamed that I would one day be President of the association and be required to contribute to the Annual Report for the members. This was just one of the many interesting articles and facts that I read each year in the magazine, not something I thought I would have to write!

Pauline Young stepped down from her role as President last year and I must pay tribute to all the hard work she did for AMSPAR. Pauline has not gone forever, she is still available to help and advise the association when required and I am sure we will be calling on her experience and expertise to help us in our future development.

We now have a new Prime Minister and I am sure that everyone working in the Health Sector will be wondering what impact this will have on us. We all know that there is nothing constant in the Health Sector – except change, and once again this last year has been a challenging one for everyone. We have seen PCTs merging, reconfiguration of organisations, more implications from the introduction of Agenda for Change, and changes for GPs in their QOF targets amongst other things.

AMSPAR has also had to undergo changes, after all we all need to move with the times! There have been changes introduced for Awarding Bodies to meet the requirements of the National Qualifications Framework and AMSPAR has had to work hard to meet these requirements in order to ensure that all our qualifications fit within this new framework. We must also ensure that our qualifications remain 'fit for purpose', are of the highest quality and relevant for all Health Sector staff. Here I must pay tribute to our dedicated team at Head Office, our CEO, our Chief Examiners and Council Members and take this opportunity to thank them on behalf of all AMSPAR members for their hard work and commitment to the ongoing development of the organisation.

We are also in consultation with our colleagues in the MOD and Prison Service health sector to see if we can provide them with qualifications more tailored to their needs. We are updating our 'non - framework' qualifications to ensure that these remain relevant and are looking at developing other new awards. Two new qualifications are due to become available in the Autumn.

We as an organisation need to consolidate our past growth and remain proactive if we are to meet the needs and expectations of our current and future members. You need to keep us informed of your constantly changing requirements, advise us of your priorities, so that we can continue to evolve AMSPAR to be in the best possible position to provide the right membership benefits and education to help and support you. AMSPAR remains committed to providing cost effective support, training and development opportunities for all non - clinical staff in the Health Sector and with this as our goal we look forward to working with you on the future development of the association. After all, training and development leads to better business performance and better care for patients – isn't this why we are all working in the Health Sector?

We need new members and current members to join Council and our Education Team. All organisations need 'new blood' to ensure that new ideas are taken forward to develop and direct the path the organisation takes. Come and work with other members to agree a shared vision for the future development of YOUR organisation.

Elaine Guy
President

Treasurer's Report



Whilst the accounts for the year show a disappointing deficit of £23,334 this has not come as a complete surprise to your Council who have already taken steps to address the situation. Although we have been able to control expenditure our problem has been the significant fall in income.

Due to the cyclical nature of the education year it is not until around December when AMSPAR knows just how much revenue it is likely to receive from its two largest qualifications – the IDMR and the ADMS. Unfortunately the registrations have gone down recently due to a number of factors which tend to be outside our control. Many Awarding Bodies have suffered a decline in VRQ registrations as centres move to alternative awards where success, and consequently funding, can be more guaranteed. The Learning and Skills Council's funding policies are also influential and whilst we welcome the increased funding for the IDMR in 2007 – 08 there is concern regarding mooted changes after that date.

In addition to the above, the deficits in the NHS have seen training budgets 'raided'. The Health Service Journal estimated that £117m was clawed back by SHAs in the past year. The uncertainties through reconfiguration and restructuring in hospitals have also had an impact on our membership numbers.

As I have already mentioned above, your Council have begun to address this and we have regrettably had to increase our fees above the rate of inflation. A number of other options are being discussed, one

of which is the situation regarding our premises. Our lease is about to expire and we are looking at a number of alternative possibilities. Hopefully our new qualifications and participation in the 14 - 19 Diplomas will also assist whilst I would encourage you all to spread the word and recruit a colleague.

You will note that we have appointed a new auditor this year. This change is 'best practice' in the Charitable Funds sector and we would like to thank Harry Nicolaou who has served us well in recent years.

Finally, this will be my last report as I have decided after approximately 15 years of service on Council, as Regional Rep, Vice-Chair, Chair and latterly Treasurer it is time for me to hand the reins over to younger members. I hope to remain an active and enthusiastic retired member for many years to come, but after our three month trip around the world at the start of 2008 my husband and I both feel we would like to spend more time travelling and seeing as much of the world as we can before we get too old and decrepit!!!! I would like to thank everyone in Head Office for all their help over the years, and all the support I have received from you as members. I am sure we will meet up again at AMSPAR AGMs in the future – but not this one as I will be in Portugal on holiday!

Jennifer Kerry
Treasurer

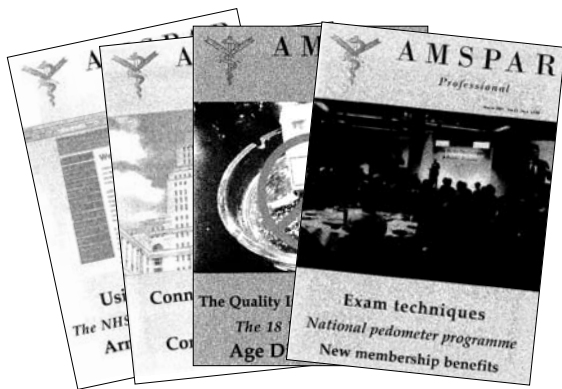
Chief Executive's Report



Although this is the fourth occasion I have written the Chief Executive's report I never cease to be amazed at the speed with which the year has passed. Whilst we have had difficulties – and there are many more challenges looming ahead – we have to be satisfied with the achievements that we, as a small organisation, continue to make in the different fields we operate in.

The standards and expectations set by the various regulators continue to increase, but we continue to meet them. During January the Qualifications and Curriculum Authority (QCA) carried out an audit on AMSPAR. Although the report has yet to be formally delivered we know of a number of conditions that will be set and we are confident of meeting them within a very short timescale.

A prime example of our ability to participate in the education sector is the proposed changes to the National Qualifications Framework as we move towards a credit based system. In anticipation of this we took part in a project supported by the Federation of Awarding Bodies (FAB)



AMSPAR Professional from the year

and Education and Learning Wales (ELWA) to have our Level 3 Medical Terminology for Non-Clinical Professionals accredited on a credit basis for the Credit and Qualifications Framework for Wales (CQFW) and by extension also to the NQF.



Outgoing President Pauline Young receives presentation from newly elected Elaine Guy

This was successfully attained and we are one of only nine Awarding Bodies to have achieved this feat to date.

We have also contributed heavily to the new 14-19 Diploma for Society, Health and Development. Although this has been a time consuming process we hope that our submitted units will be drawn upon when teaching begins in the autumn of 2008. Likewise, it is our intention to participate in Phase 2 in the Business, Administration and Finance Diploma.

In May of this year we were pleased to stage an Information Day on our various awards and the imminent changes in the sector. We would like to record our thanks to MANCAT who hosted the event for us. Work has continued in the development of our existing qualifications and we hope to announce the accreditation of a new Level 2 Award in Medical Terminology and a restructuring of our non-NQF 'Receptionist' Programme.

A key element in making credit 'work' will be the IT systems and we are keeping abreast of the developments in relation to Moving Information Across Partners (MIAP) and Minerva.

Whilst we have faced many changes in the education field our members are only too well aware of similar activity in health. Many are still coming to terms with the effects of Agenda for Change. They have also had to deal with the spectre of redundancy as some trusts undervalue the contribution that Medical Secretaries make. We continue to promote the professionalism of the post and highlight possible deficiencies of farming work out overseas.

Of course, this is seen as a quick fix in order to address 'deficits' and training budgets have been another casualty in this area. Any sound manager knows that a well trained staff leads to a far more efficient organisation in the long term.

This is just one of the messages that we carry with partner bodies at various meetings. We are members of The Primary Care Consortium, The Primary Care Forum, The NHS Alliance and The Federation of Awarding Bodies. Here we work together to promote the ideals of AMSPAR and ensure that the work of our members is fully recognised by the likes of the Department of Health and Skills for Health.

In conclusion I would like to thank the members of Council and our Chief Examiners and markers. Without their contributions AMSPAR could not continue. We have a small team at head office who I also have to thank; Michael Fiennes and Marta Palaczynska (who both left during the year), Nerys Cater and Christine Denmark (who both joined us), Ann Roberts, Donna Daniel and Mike Kay (who continue to tolerate my idiosyncracies).

As I said at the outset, we have many challenges facing us. The current office lease is about to expire, the LSC is changing its funding policies which will impact on our student registrations and NQF developments will draw on our resources. Difficult times – but we will come through with the support of our members.



Primary Care Management Training guide

Tom Brownlie
Chief Executive



Jackie Glossop with successful Medical Terminology students

Education Report



AMSPAR has continued to maintain its key qualifications in the National Qualifications Framework whilst monitoring demand.

Examination results for the year to 31 March 2007 are summarised below:

Intermediate Diploma in Medical Reception - June 2006 (NQF Level 2)

	<u>Entries</u>	<u>Pass</u>	<u>Refer</u>	<u>Pass %</u>
Module 1	405	339	66	84
Module 2	413	355	58	86
Module 3	416	331	85	80

Advanced Diploma for Medical Secretaries - June 2006 (NQF Level 3)

	<u>Entries</u>	<u>Pass</u>	<u>Refer</u>	<u>Pass %</u>
Module 1	511	433	78	85
Module 2	516	475	41	92
Module 3	530	488	116	78
Module 4	558	426	132	76

Certificate in Medical Terminology for Non Clinical Professionals (NQF Level 3)

	<u>Entries</u>	<u>Pass</u>	<u>Refer</u>	<u>Pass %</u>
May 2006	631	497	134	79
November 2006	90	73	17	81
February 2007	139	110	29	79

Diploma in Primary Care Management (NQF Level 5)

This qualification is assessed on the submission of five assignments and a business project and does not have an examination. During the period covered by this report there were 105 new candidate registrations and 128 diplomas were awarded.

Certificate in General Practice Reception (not included in NQF)

	<u>Entries</u>	<u>Pass</u>	<u>Refer</u>	<u>Pass %</u>
June 2006	158	143	15	94
November 2006	60	57	3	95

Student appeals on results

There were 38 appeals from students of which 5 were successful.

Michael Kay
Qualifications Manager

Membership Report



Since the departure of Michael Fiennes last June I have been working as the Marketing and Communications Officer at AMSPAR and working alongside Donna Daniel on the membership side. Between April 2006 and April 2007 I am pleased to announce that we gained 340 new members. The source of these new members is varied and includes successful students

achieving an AMSPAR qualification, people being recommended by friends or colleagues, people hearing about us via our website and also former members who have decided to rejoin.

Since I joined AMSPAR we have taken stands at a number of events including the National Association of Primary Care Annual Conference, the Times Crème Executive PA exhibition, Primary Care 2007 and we have been delighted to forge a special relationship with Management in Practice. Attending these events helps to raise AMSPAR's profile and we have also offered special membership promotions on the day to encourage interest.

We have continued to work closely with other organisations and assist in their campaigns including the NHS Security Management Service, which helps to prevent violence in hospitals and surgeries, and the Disability Rights Commission which this year launched a disability equality framework to assist frontline healthcare professionals.

In the coming year I will be introducing an e-newsletter exclusive to our members. This will be sent direct to their inboxes once a month and will contain all the latest AMSPAR news and special member offers.

I am also working with other companies to increase the number and variety of benefits which we offer to our members and try to make our members more aware of these. Another benefit of which I would like to draw their attention to is the website: currently less than 100 members have signed up to access their exclusive area.

Another objective for the coming year is to improve our membership retention rate and encourage successful AMSPAR students to remain with us as AMSPAR members at the end of their course.

Our Annual General Meeting for 2006 was held in October at Stewart House, Russell Square. We took this opportunity to recognise the achievements of top performing students in AMSPAR examinations – a tradition which we hope to continue.

I'd like to take this opportunity to thank our members for continuing to support their professional association.

Christine Denmark
Marketing and Communications Officer

Summary of Full Audited Accounts 31st March 2007

Report of the Directors

The directors present their report and audited accounts of the company for the year ended 31 March 2007.

Legal and administrative information

Charity name: AMSPAR (Association of Medical Secretaries, Practice Managers, Administrators & Receptionists Limited)
Charity No: 313310
Company No: 850300
Registered office: Rooms 66-69, Tavistock House North, (and operations address) Tavistock Square, London WC1H 1FH

Elected Council

President Pauline Young (resigned 01/10/06)
Elaine Guy (appointed 01/10/06)
Vice Presidents Dr Vincent Leach
Tracy Grafton
Treasurer Jennifer Kerry
Other members Grizelda Moules
Myra Upton
Rita Pickering
Suzanne Bosworth (resigned 03/07/06)

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) 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 seven 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.

Reserves policy

The charity has developed a reserves policy. At 31 March 2007 the charity holds free reserves of £108,669. 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 £80,000 at current levels of expenditure.

Auditors

During the year Kingston Smith LLP were appointed auditors. Kingston Smith LLP have indicated their willingness to continue in office and in accordance with the provisions of the Companies Act it is proposed that they be re-appointed auditors to the company for the ensuing year.

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.

Cont'd over

Report of the Director (Continued)

Directors' responsibilities

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 surplus or deficiency of the company for that period. In preparing those accounts, the directors are required to :

- Select suitable accounting policies and then apply them consistently
- 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
and signed on its behalf by:

1st September, 2007

Elaine Guy
President

Kingston Smith LLP

We have audited the financial statements of AMSPAR for the year ended 31 March 2007 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 2005).

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 trustees' (who are also the directors of AMSPAR for the purposes of company law) responsibilities 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 charity'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 charity's affairs as at 31 March 2007 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
60 Goswell Road
London
EC1M 7A

Kingston Smith LLP
Chartered Accountants
and Registered Auditors

Date: *1st September, 2007*

Statement of Financial Activities

	Note	2007 £	2006 £
INCOMING RESOURCES			
Incoming resources from generated funds:			
<i>Activities for generating funds:</i>			
Advertising		7,073	7,148
Investment income	2	3,627	3,551
Incoming resources from charitable activities:			
Education		237,785	274,253
Membership subscriptions		45,533	51,345
Workshops and conferences		-	2,680
Merchandising and other income		8,891	606
		<u>302,909</u>	<u>339,583</u>
Total incoming resources		302,909	339,583
RESOURCES EXPENDED			
Charitable activities			
Education and membership services		282,744	318,154
Governance costs		<u>41,260</u>	<u>25,261</u>
Total resources expended	3	<u>324,004</u>	<u>343,415</u>
Net outgoing resources (and net deficit) before other recognised gains		(21,095)	(3,832)
Other recognised gains/losses			
(Loss)/Gain in revaluation of investment		<u>(2,239)</u>	<u>642</u>
Net movement in funds		(23,334)	(3,190)
Reconciliation of funds			
Total funds brought forward		<u>132,003</u>	<u>135,193</u>
Total funds carried forward		<u>108,669</u>	<u>132,003</u>
All incoming funds relate to unrestricted funds			

Balance Sheet (as at 31st March 2007)

	2007 £	2006 £
Fixed assets		
Tangible assets	3,901	5,122
Investments	<u>49,617</u>	<u>51,856</u>
	<u>53,518</u>	<u>56,978</u>
Current assets		
Debtors	51,302	45,620
Cash at bank and in hand	16,973	44,334
	<u>68,275</u>	<u>89,954</u>
Creditors: amounts falling due within one year	(13,124)	(14,929)
Net current assets	<u>55,151</u>	<u>75,025</u>
Net assets	<u><u>108,669</u></u>	<u><u>132,003</u></u>
Unrestricted funds		
General funds	108,669	130,147
Revaluation reserve	<u>-</u>	<u>1,856</u>
Total funds	<u><u>108,669</u></u>	<u><u>132,003</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:

1st September, 2007
Elaine Guy
President

Jennifer Kerry
Treasurer

Notes

2. Investment income

	2007 £	2006 £
Interest receivable	1,022	783
Distributions from common investment fund	<u>2,605</u>	<u>2,768</u>
	<u>3,627</u>	<u>3,551</u>

3. Total resources expended

	Education & membership services	Governance	2007 £ Total	2006 £ Total
Direct cost of charitable activities				
Staff costs	132,526	15,725	147,251	141,546
Membership services	9,209	-	9,209	11,206
Examination and verification costs	23,136	-	23,136	31,031
Conference and meetings	809	7,284	8,093	5,881
Purchase of merchandise	1,018	-	1,018	1,534
Telephone, postage, printing & stationery	13,598	1,511	15,109	24,924
Support costs				
Premises costs	44,150	4,906	49,055	47,555
Staff costs - finance and administration	29,750	5,250	35,000	35,387
Purchase, hire and maintenance of office equipment	19,943	1,050	20,993	20,071
Consultancy	1,204	134	1,338	7,710
Subscriptions, publications and sundries	2,577	644	3,221	5,710
Advertising, website and public relations	2,796	147	2,943	2,318
Audit and accountancy fees	-	5,459	5,459	5,102
Depreciation	1,263	66	1,329	2,561
Bank charges	765	85	850	879
Total resources expended	<u><u>282,744</u></u>	<u><u>41,260</u></u>	<u><u>324,004</u></u>	<u><u>343,415</u></u>