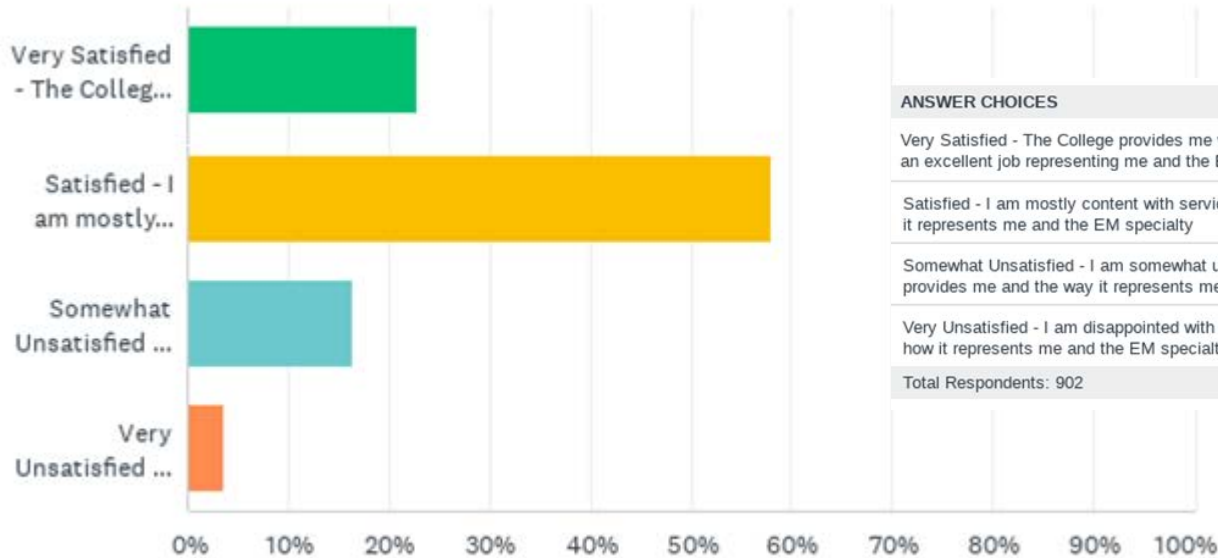


# **RCEM Member Feedback Survey**

## **September 2021**

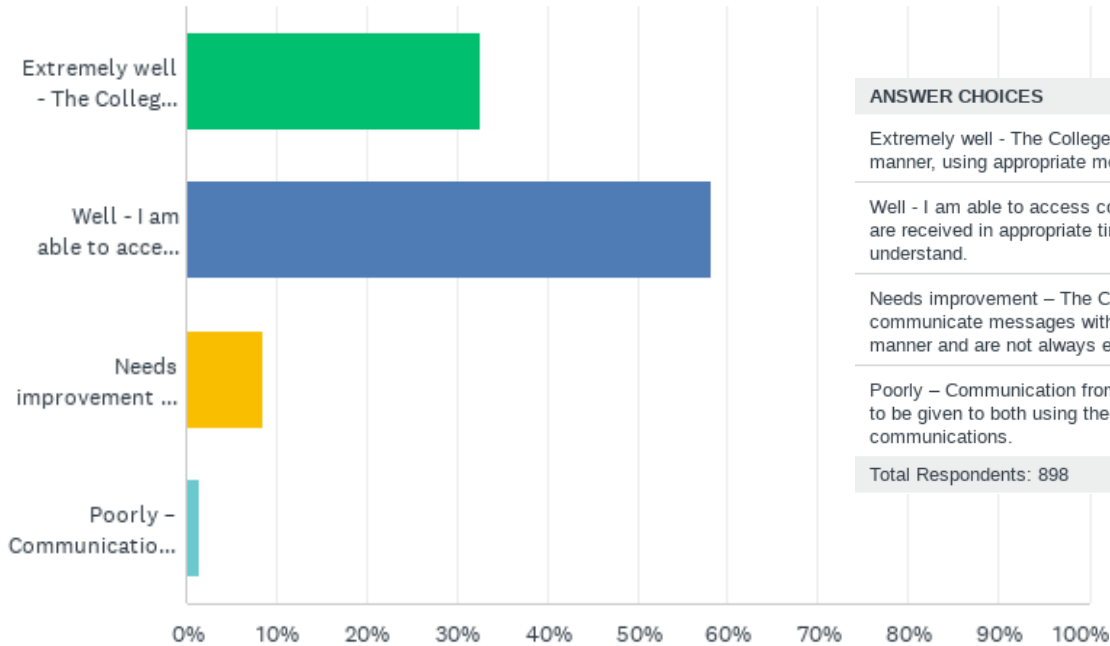
902 total responses – quantitative analysis

# Overall how satisfied are you with the Royal College of Emergency Medicine?



ANSWER CHOICES	RESPONSES
Very Satisfied - The College provides me with an exceptional service and does an excellent job representing me and the EM specialty	22.84% 206
Satisfied - I am mostly content with service the College provides me and the way it represents me and the EM specialty	58.09% 524
Somewhat Unsatisfied - I am somewhat unhappy with service the College provides me and the way it represents me and the EM specialty	16.41% 148
Very Unsatisfied - I am disappointed with the service provided by the College and how it represents me and the EM specialty	3.66% 33
Total Respondents: 902	

# Please rate how well you think we communicate with you.



ANSWER CHOICES	RESPONSES
Extremely well - The College communicates with me effectively, in a timely manner, using appropriate methods and clear concise messaging.	32.52% 292
Well - I am able to access communications from the College, communications are received in appropriate timeframes and messaging is fairly easy to read and understand.	58.13% 522
Needs improvement - The College does not use the most effective methods to communicate messages with me, communications are not received in a timely manner and are not always easy to read and understand.	8.57% 77
Poorly - Communication from the College is poor, untimely and attention needs to be given to both using the correct methods and improving the quality of communications.	1.56% 14
Total Respondents: 898	

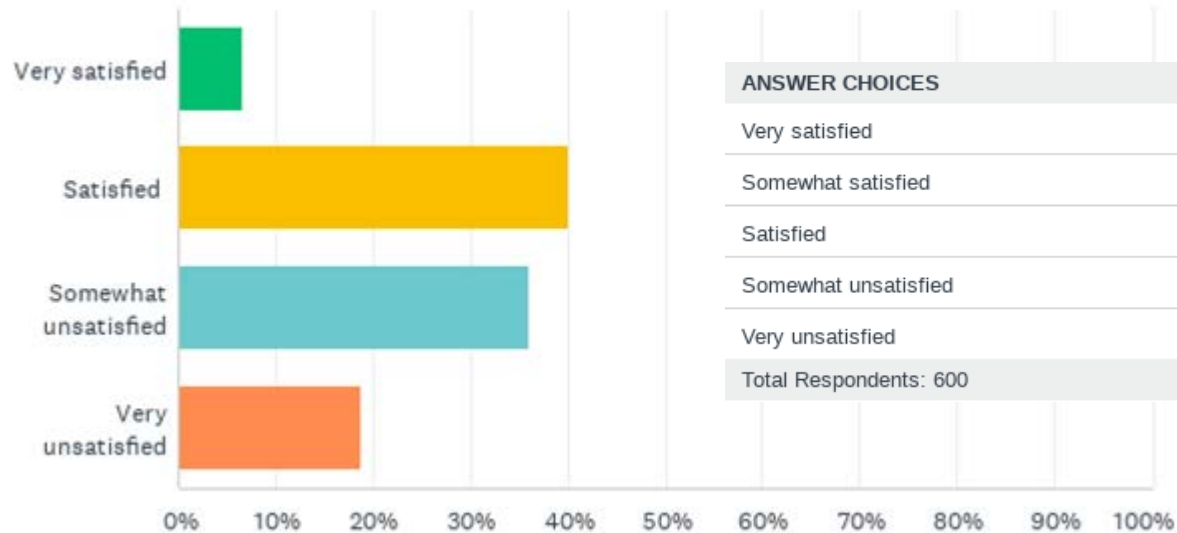
Please rate your interactions with College staff (e.g. face to face at an event, over the phone or via email/webchat) in the following areas.



**Please rate your interactions with College staff (e.g. face to face at an event, over the phone or via email/webchat) in the following areas (cont).**

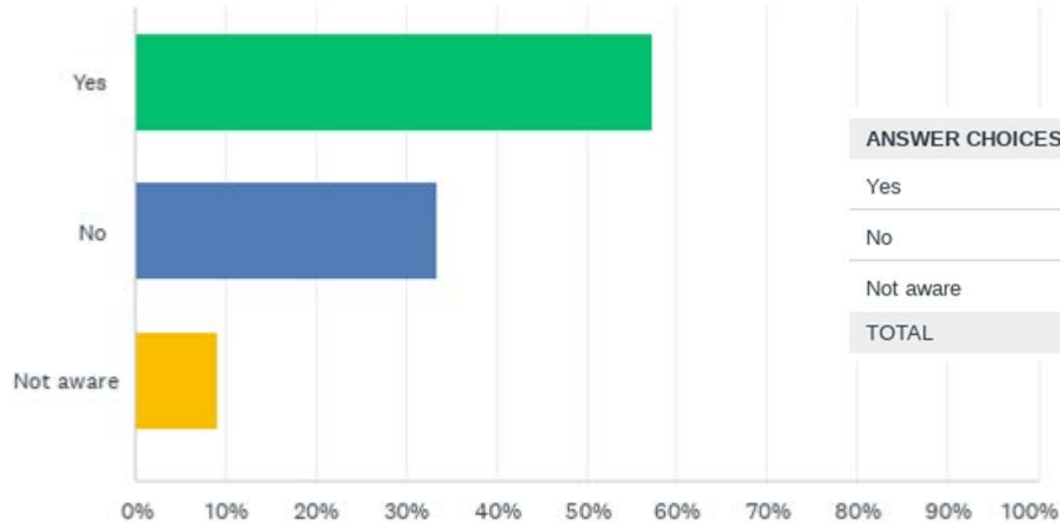
	EXCELLENT	GOOD	SATISFACTORY	NEEDS IMPROVEMENT	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Being friendly and welcoming	35.50% 317	32.59% 291	12.32% 110	2.91% 26	16.69% 149	893	1.65
Effective handling and resolution of queries	26.00% 233	31.03% 278	13.73% 123	6.58% 59	22.66% 203	896	1.76
Timeliness of response to requests/enquires	25.33% 227	29.02% 260	18.42% 165	8.26% 74	18.97% 170	896	1.98
Call handling	19.82% 176	23.31% 207	12.16% 108	4.17% 37	40.54% 360	888	1.36
Livechat function from the website	13.20% 118	14.32% 128	7.61% 68	3.47% 31	61.41% 549	894	0.90

## How satisfied are you with your experience with Kaizen so far?



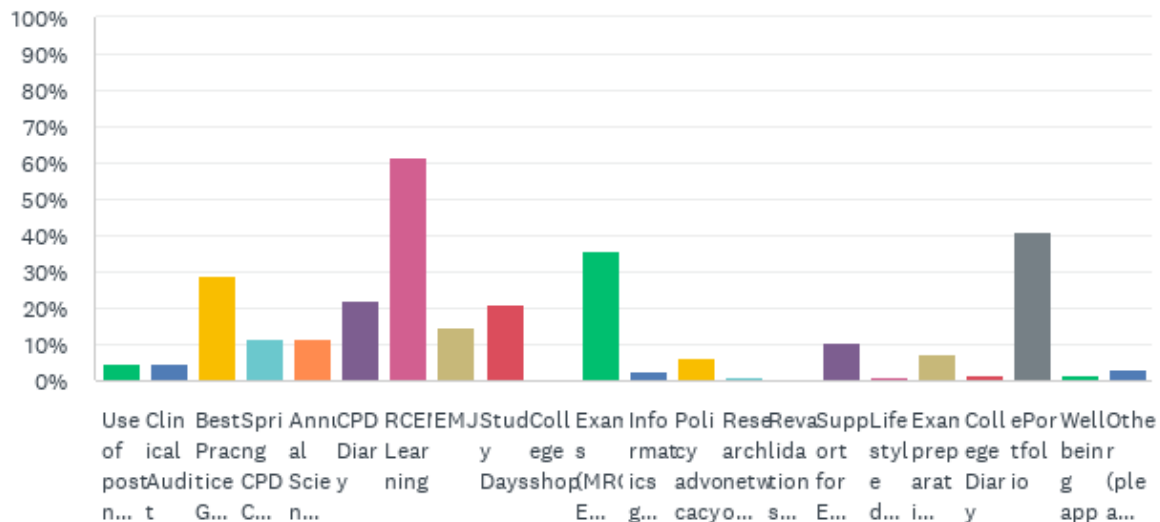
ANSWER CHOICES	RESPONSES
Very satisfied	6.67% 40
Somewhat satisfied	0.00% 0
Satisfied	40.00% 240
Somewhat unsatisfied	36.00% 216
Very unsatisfied	18.67% 112
Total Respondents: 600	

**RCEM provided a range of support to members as part of the migration to the new curriculum/kaizen/exams (e.g. Twitter Q&A, zoom drop-in session, virtual roadshows etc.) Did you access any of this support?**



ANSWER CHOICES	RESPONSES
Yes	57.33% 344
No	33.50% 201
Not aware	9.17% 55
TOTAL	600

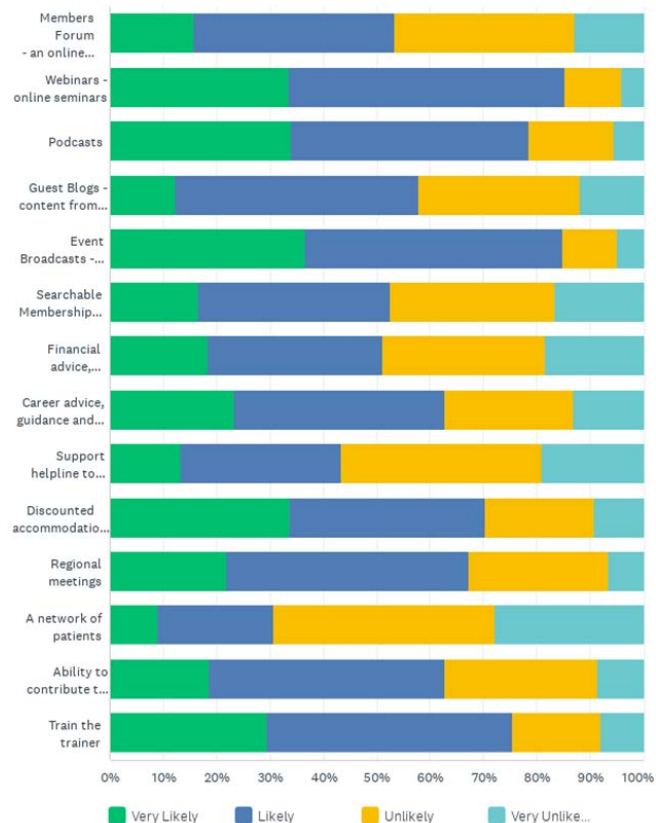
# The College provides the following services and resources. Please select the three that are most important to you.



ANSWER CHOICES	RESPONSES	
Use of post nominals	4.51%	37
Clinical Audit	4.63%	38
Best Practice Guidelines and Position Statements	29.02%	238
Spring CPD Conference	11.59%	95
Annual Scientific Conference	11.59%	95
CPD Diary	21.95%	180
RCEM Learning	61.34%	503
EMJ	15.00%	123
Study Days	21.22%	174
College shop	0.37%	3
Exams (MRCEM & FRCEM)	35.98%	295
Informatics guidance and development	2.44%	20
Policy advocacy	6.22%	51
Research networks and grants	0.98%	8
Revalidation support	0.00%	0
Support for EM Doctors and practitioners in training	10.49%	86
Lifestyle discounts	0.98%	8
Exam preparation courses	7.56%	62
College Diary	1.71%	14
ePortfolio	41.10%	337
Wellbeing app	1.71%	14
Other (please specify)	2.93%	24
Total Respondents: 820		

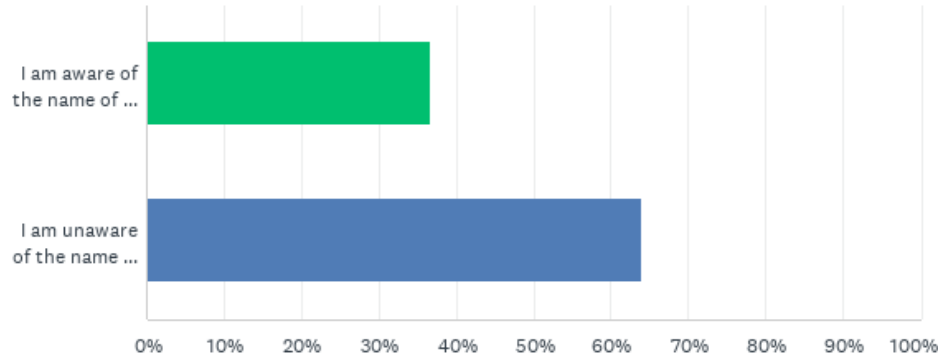


# In terms of potential future RCEM developments, how likely would you be to use the following benefits and services?



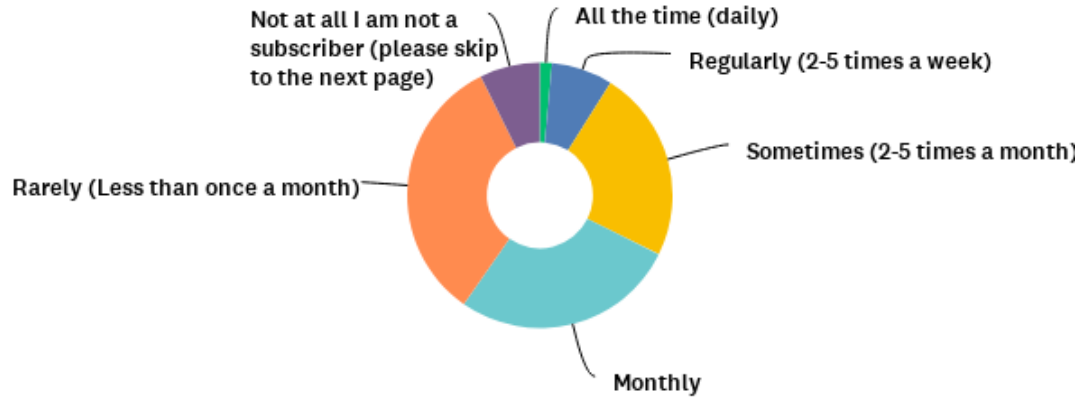
	VERY LIKELY	LIKELY	UNLIKELY	VERY UNLIKELY	TOTAL
Members Forum - an online community allowing you to interact with other members	15.68% 127	37.78% 306	33.70% 273	12.84% 104	810
Webinars - online seminars	33.58% 272	51.73% 419	10.62% 86	4.07% 33	810
Podcasts	33.91% 275	44.64% 362	16.03% 130	5.43% 44	811
Guest Blogs - content from College officers and/or submissions from members	12.36% 100	45.61% 369	30.16% 244	11.87% 96	809
Event Broadcasts - live streams of face to face College events/conferences available online	36.69% 299	48.22% 393	10.18% 83	4.91% 40	815
Vlogs - video content from the College and/or submissions from College officers/members	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Broadcasts of Council Meetings	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Searchable Membership Register - an online register of current members	16.65% 135	36.00% 292	30.70% 249	16.65% 135	811
Financial advice, guidance and support	18.33% 149	32.72% 266	30.63% 249	18.33% 149	813
Career advice, guidance and support	23.25% 189	39.48% 321	24.23% 197	13.04% 106	813
Support helpline to help manage health and wellbeing factors	13.30% 108	30.05% 244	37.68% 306	18.97% 154	812
Discounted accommodation/travel through College membership	33.66% 273	36.62% 297	20.59% 167	9.12% 74	811
Regional meetings	21.78% 176	45.42% 367	26.24% 212	6.56% 53	808
A network of patients	8.91% 72	21.78% 176	41.58% 336	27.72% 224	808
Ability to contribute to the development of policy campaigns	18.70% 152	44.16% 359	28.66% 233	8.49% 69	813
Train the trainer	29.38% 238	46.05% 373	16.54% 134	8.02% 65	810

## Which of the following statements applies to you?



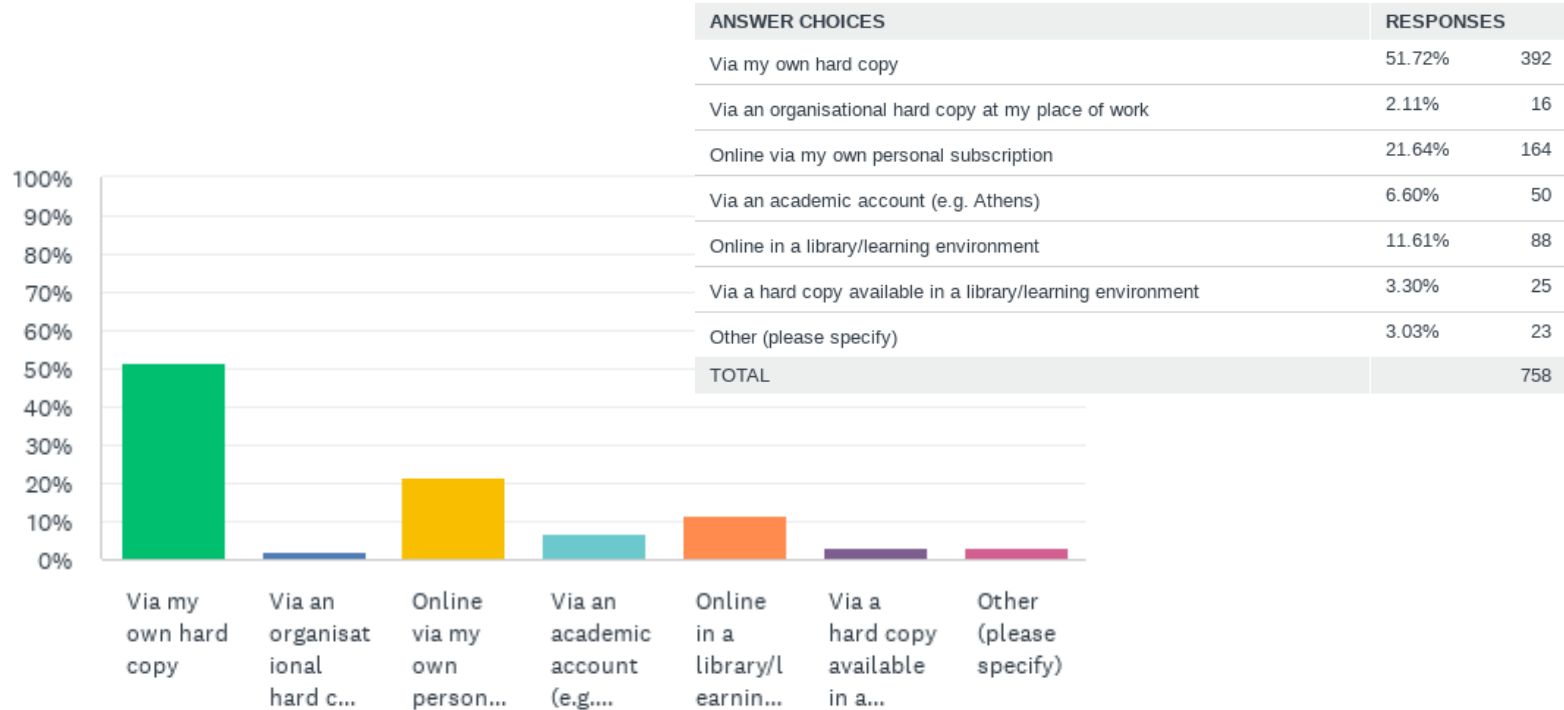
ANSWER CHOICES	RESPONSES	
I am aware of the name of the person who chairs my regional/national board	36.68%	296
I am unaware of the name of the person who chairs my regional/national board	63.94%	516
Total Respondents: 807		

# How often do you access EMJ content, please select which option best matches how regularly you access EMJ content

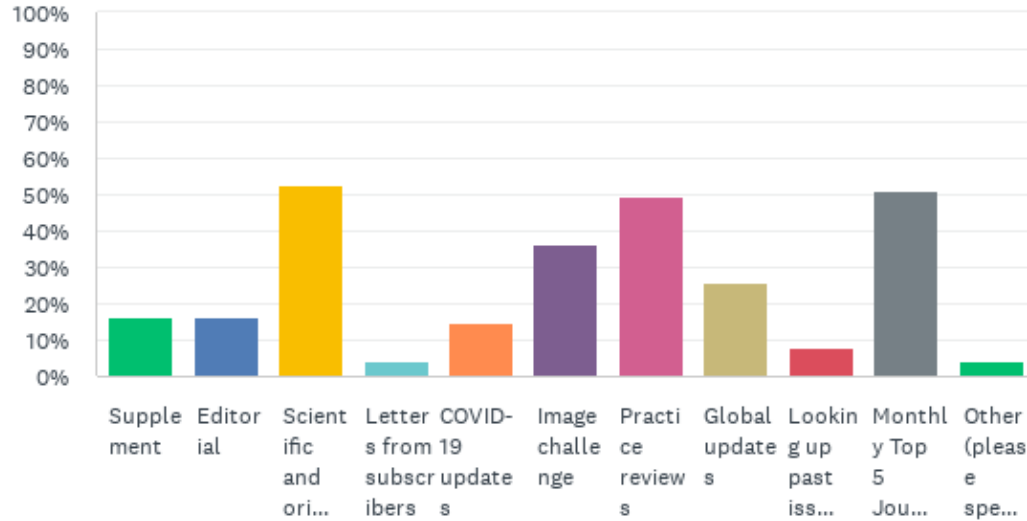


ANSWER CHOICES	RESPONSES	
All the time (daily)	1.47%	12
Regularly (2-5 times a week)	7.47%	61
Sometimes (2-5 times a month)	23.38%	191
Monthly	27.42%	224
Rarely (Less than once a month)	32.93%	269
Not at all I am not a subscriber (please skip to the next page)	7.34%	60
TOTAL		817

# How do you prefer to access EMJ content?

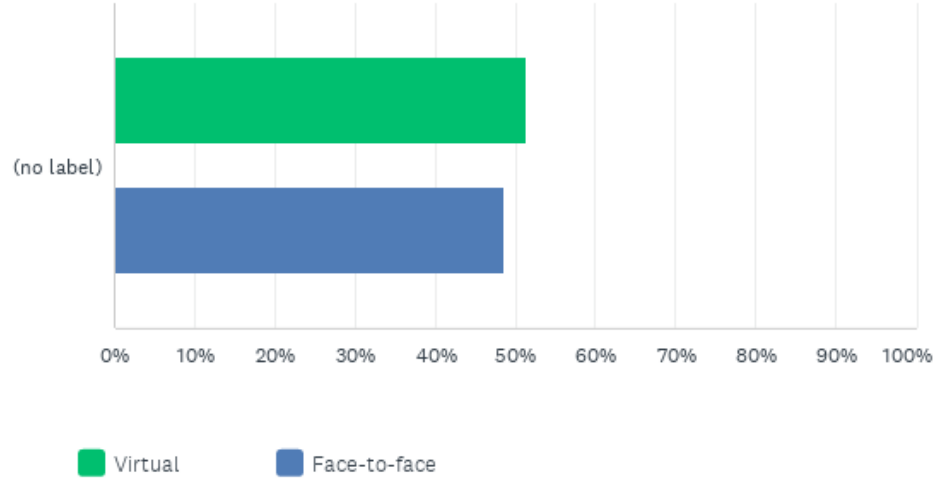


# What type of Emergency Medicine Journal (EMJ) content are you most interested in? (please select your top 3)



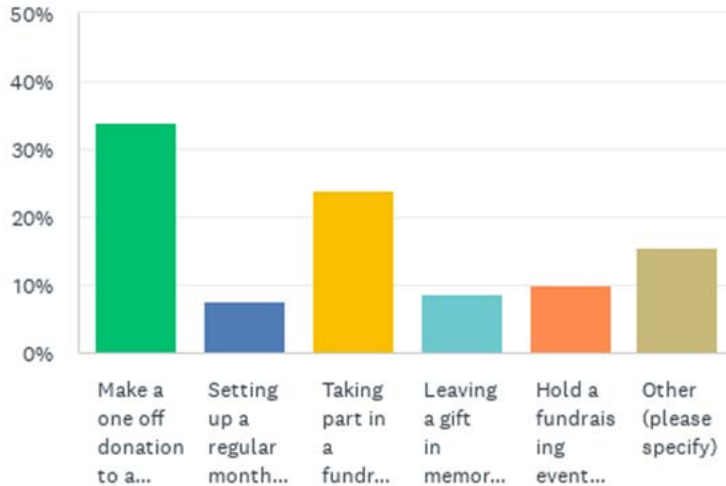
ANSWER CHOICES	RESPONSES	
Supplement	16.40%	123
Editorial	16.40%	123
Scientific and original research	52.53%	394
Letters from subscribers	4.13%	31
COVID-19 updates	14.67%	110
Image challenge	36.27%	272
Practice reviews	49.60%	372
Global updates	25.60%	192
Looking up past issues from the archive	7.87%	59
Monthly Top 5 Journal articles	51.07%	383
Other (please specify)	4.13%	31
Total Respondents: 750		

# Do you prefer virtual or face-to-face educational College events?



	VIRTUAL	FACE-TO-FACE	TOTAL	WEIGHTED AVERAGE
(no label)	51.47%	48.53%	814	1.49
	419	395		

**As we expand our fundraising efforts we are keen to learn about people's preferred ways to raise money for charities that they support. Would you consider doing any of the following to fundraise for RCEM?**



ANSWER CHOICES	RESPONSES	
Make a one off donation to a fundraising appeal	34.05%	206
Setting up a regular monthly donation	7.60%	46
Taking part in a fundraising event such as the London marathon	23.97%	145
Leaving a gift in memory or a legacy gift in your will	8.76%	53
Hold a fundraising event independently such as a raffle, coffee morning or jumble sale	10.08%	61
Other (please specify)	15.54%	94
<b>TOTAL</b>		<b>605</b>