



Royal College of Psychiatrists 2021 Member Research

Prepared by Research by Design
July 2021

Background & Methodology



Quantitative Research: Methodology

What



An online web-based survey, conducted between **18th May** and **14th June 2021**

Who



All members for whom email addresses were held (**18,852**) were invited to participate in the survey.

Emails bounced: **263**
Total survey invites sent: **18,589**

Response rates



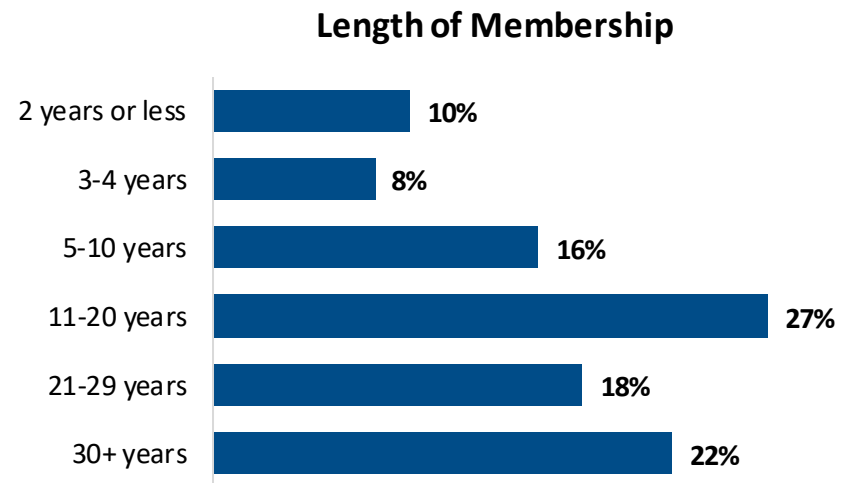
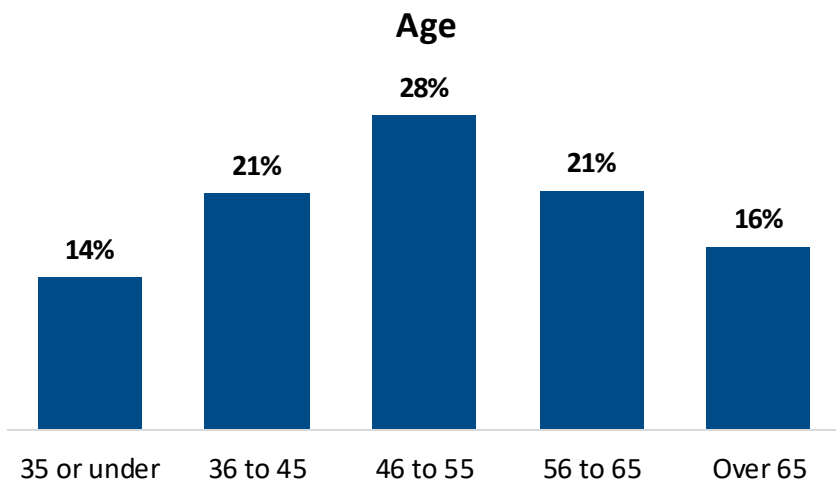
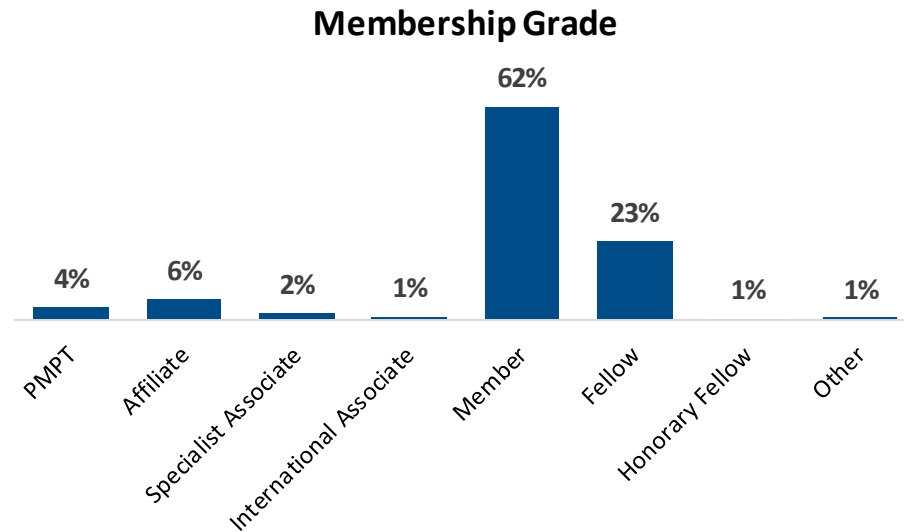
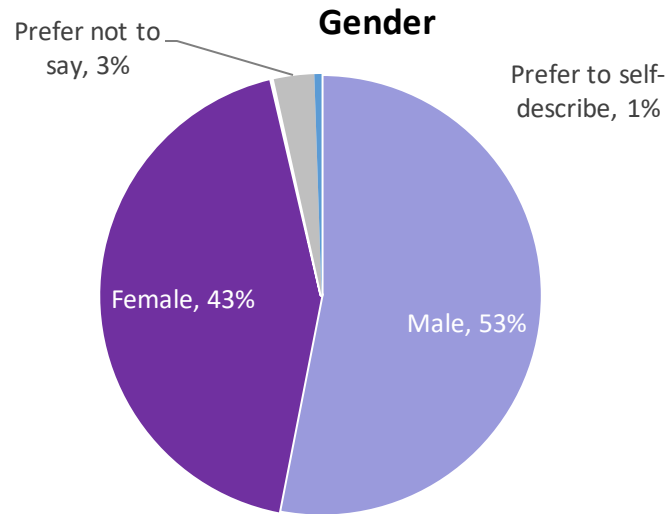
The survey achieved **3,429** total responses including **173** partial completions resulting in an overall response rate of **18.4%**

Invites to the survey were sent out separately to the following and achieved the following response rates based off full membership:

- England – **13,080** Members – **2,055** responses received – response rate of **15.7%**
- Northern Ireland – **425** Members – **99** responses received – response rate of **23.3%**
- Scotland – **1,368** Members – **342** responses received – response rate of **25%**
- Wales – **588** Members – **144** responses received – response rate of **24.5%**
- International – **3,384** Members – **443** responses received – response rate of **13.1%**

NB. Some respondents said they were unsure what UK division they belonged to, and partials are not included in the response rate broken down by region, therefore the individual numbers do not equal 3,429.

Respondent Profile



Would you describe yourself as: Base: 3,261 respondents.

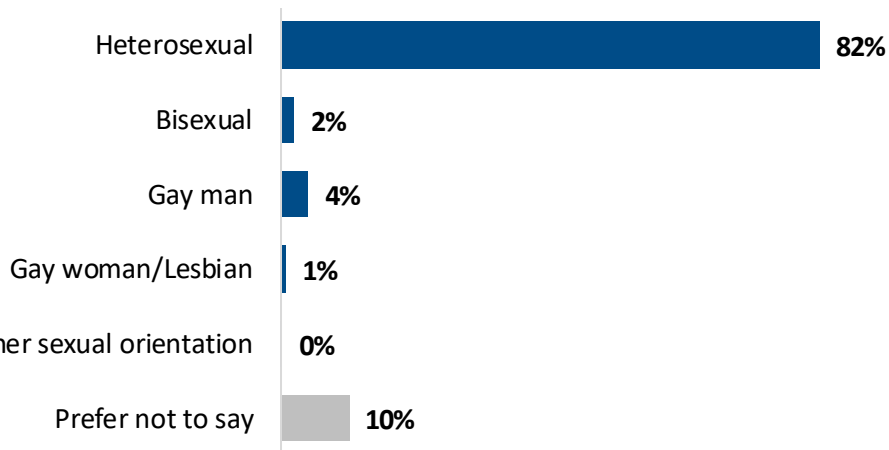
Q43. What is your current membership status? Base: RCPsych Total (3,429 respondents)

Q5. How long have you been paying a subscription to the College? Base: RCPsych Total (3,429 respondents)

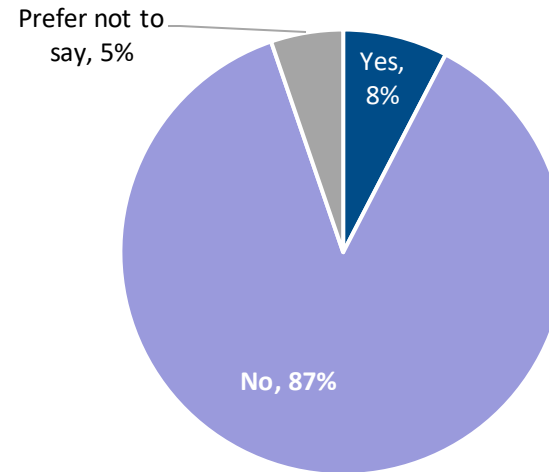
Q42. (cv) Into which age band do you fall? Base: 3,427

Respondent Profile

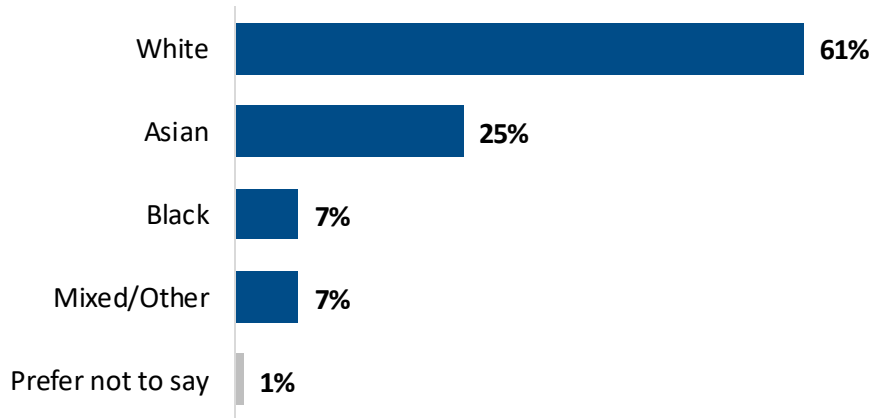
Sexual Orientation



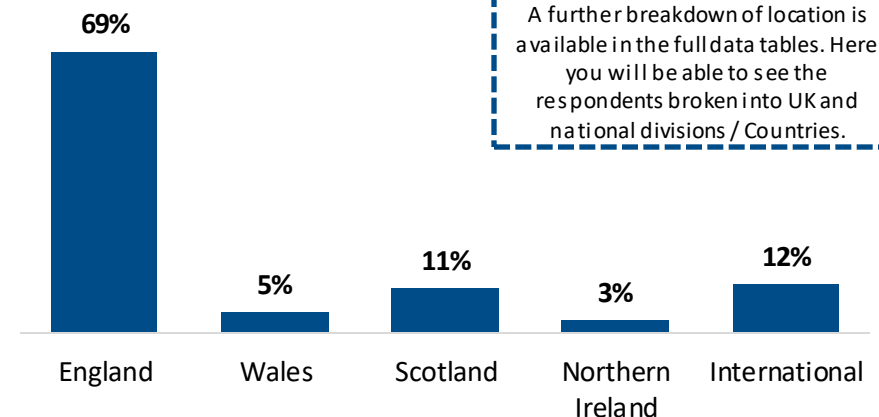
Do you have a disability?



Ethnicity



Location



Location (Q37/38) Base: 2,999 excluding those who stated 'Unsure' at Q38

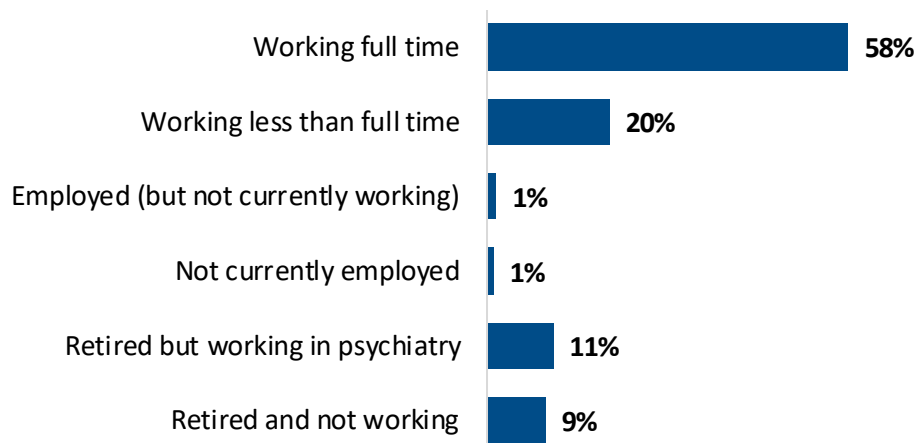
Q43 What is your ethnicity? Base: 3,224

Q44 What is your sexual orientation? Base: 3,260

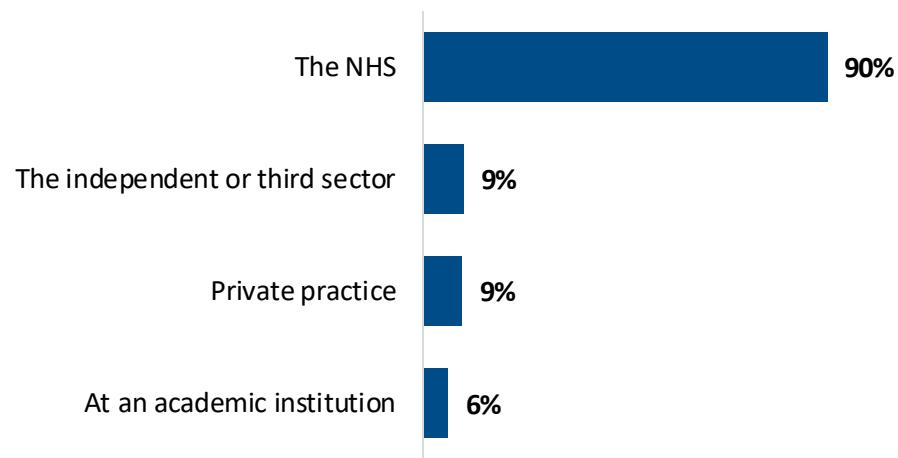
Q45 Do you consider yourself to have a disability / medical condition or specific learning difficulty that impacts on your working life? Base: 3,258

Respondent Profile

Employment Status



Employer Type (UK members)



Post type by membership grade

	PMPT	Affiliate	Associate (Specialist / International)	Member	Fellow (Including Honorary)
<i>Sample Size</i>	137	209	122	2,116	813
Core Trainee (CT1-3)	78%	4%	1%	8%	0%
Advanced Trainee (ST4-6)	0%	0%	1%	13%	0%
SAS Doctor	7%	66%	11%	5%	0%
Consultant	1%	21%	76%	61%	58%
Retired	1%	4%	5%	8%	35%
Other	13%	5%	7%	5%	6%

Q3. Which of the following best describes your employment status? Base: 3,426

Q2. Which of the following is your post type? Base: Affiliate 209, Fellow (Including Honorary) 813, Member 2,116, PMPT 137, Associate (Specialist / International) 122, Other 29

Q47. Under which of the following categories does your employment fall? Base: 2,388

Where is the College now?

- How members rate RCPsych



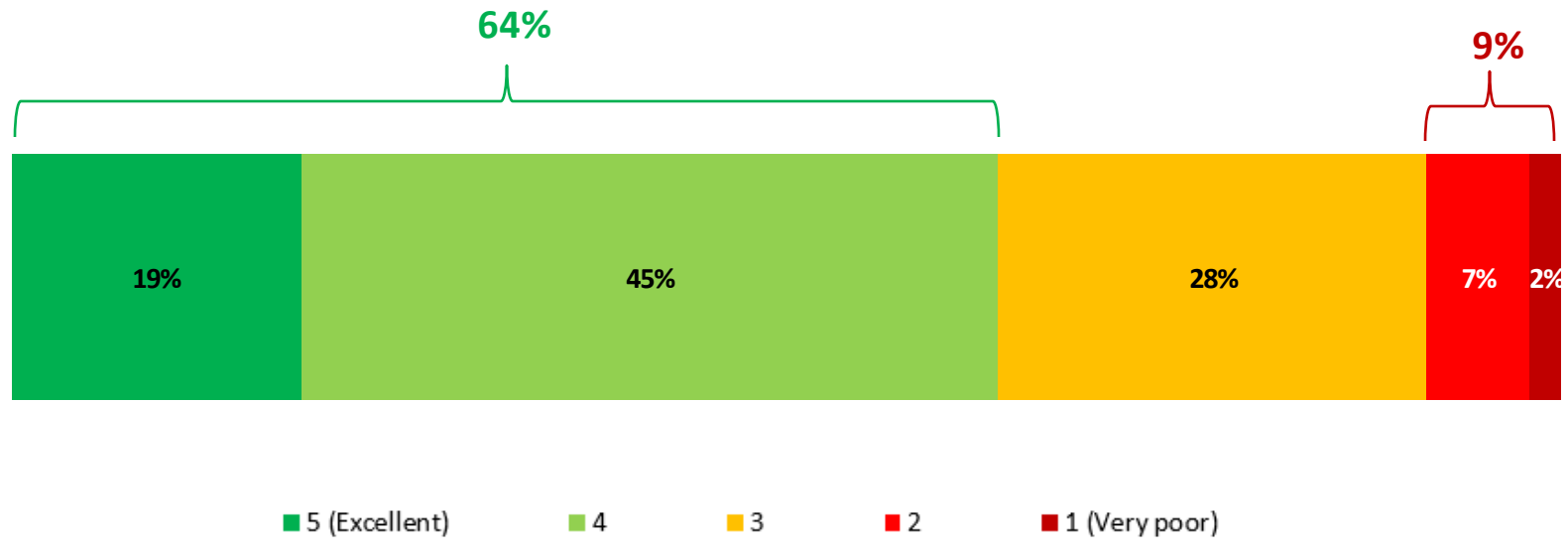
KPI summary slide

	RCPsych Scores
% who rate RCPsych positively as an organisation	64%
% who rate RCPsych as <u>good</u> value for money	55%

Base: RCPsych Total (3,429 respondents).

Overall rating of the RCPsych

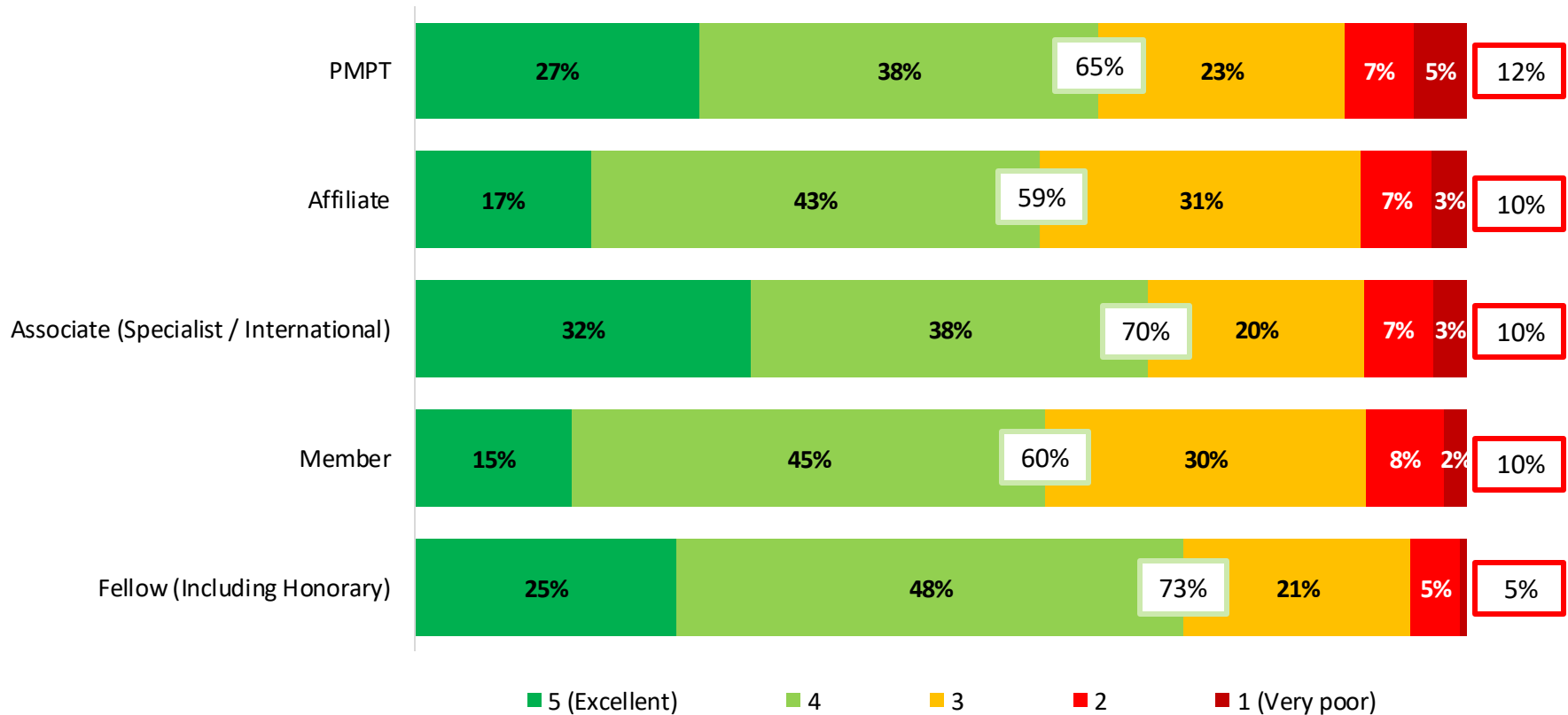
How do you rate the RCPsych as an organisation?



Q6. How do you rate the RCPsych as an organisation? Base: RCPsych Total (3,429 respondents).

Overall rating of the RCPsych – by membership status

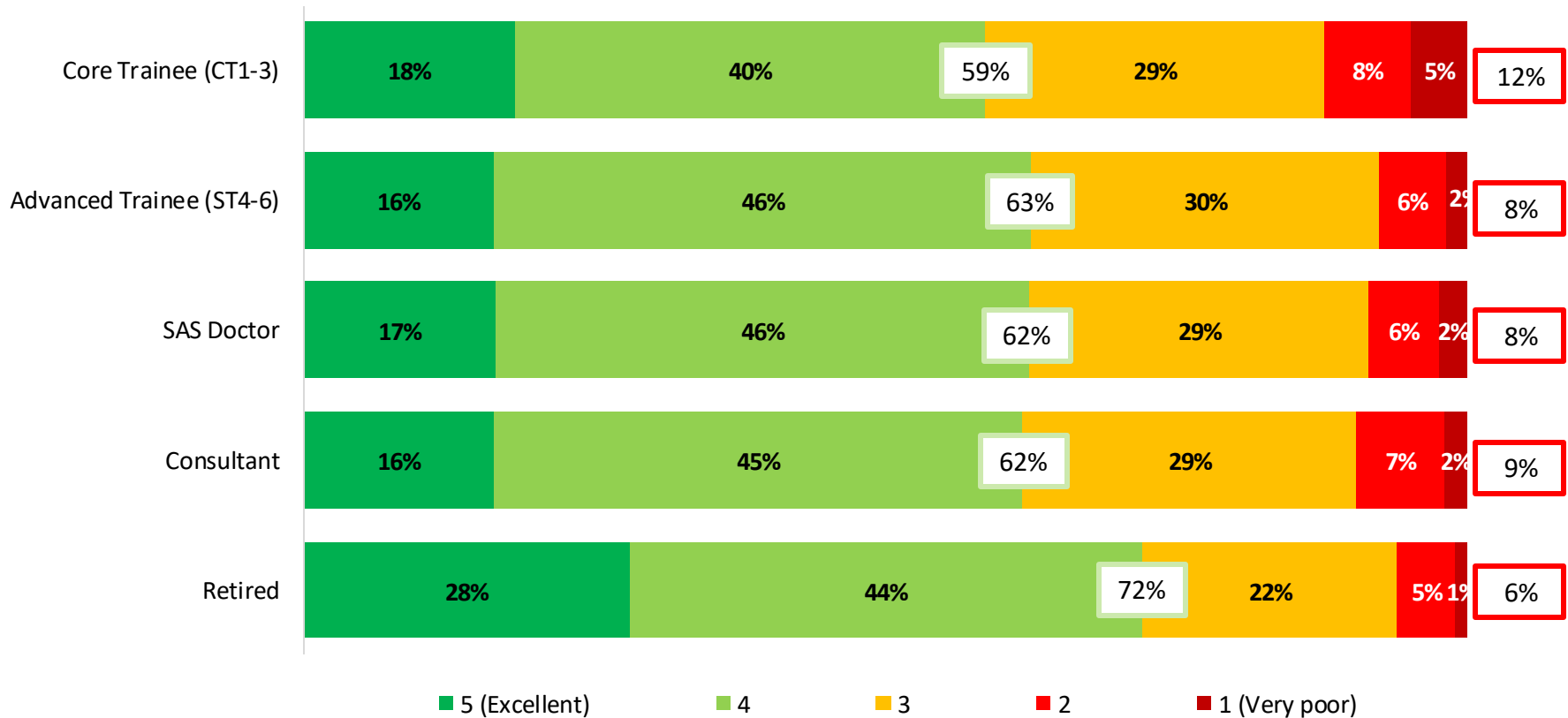
How do you rate the RCPsych as an organisation?
By Membership Status



Q6. How do you rate the RCPsych as an organisation? Base: Fellow (814 respondents); Associate (122 respondents); Affiliate (209 respondents); PMPT (137 respondents); Member (2,118 respondents).

Overall rating of the RCPsych – by post-type

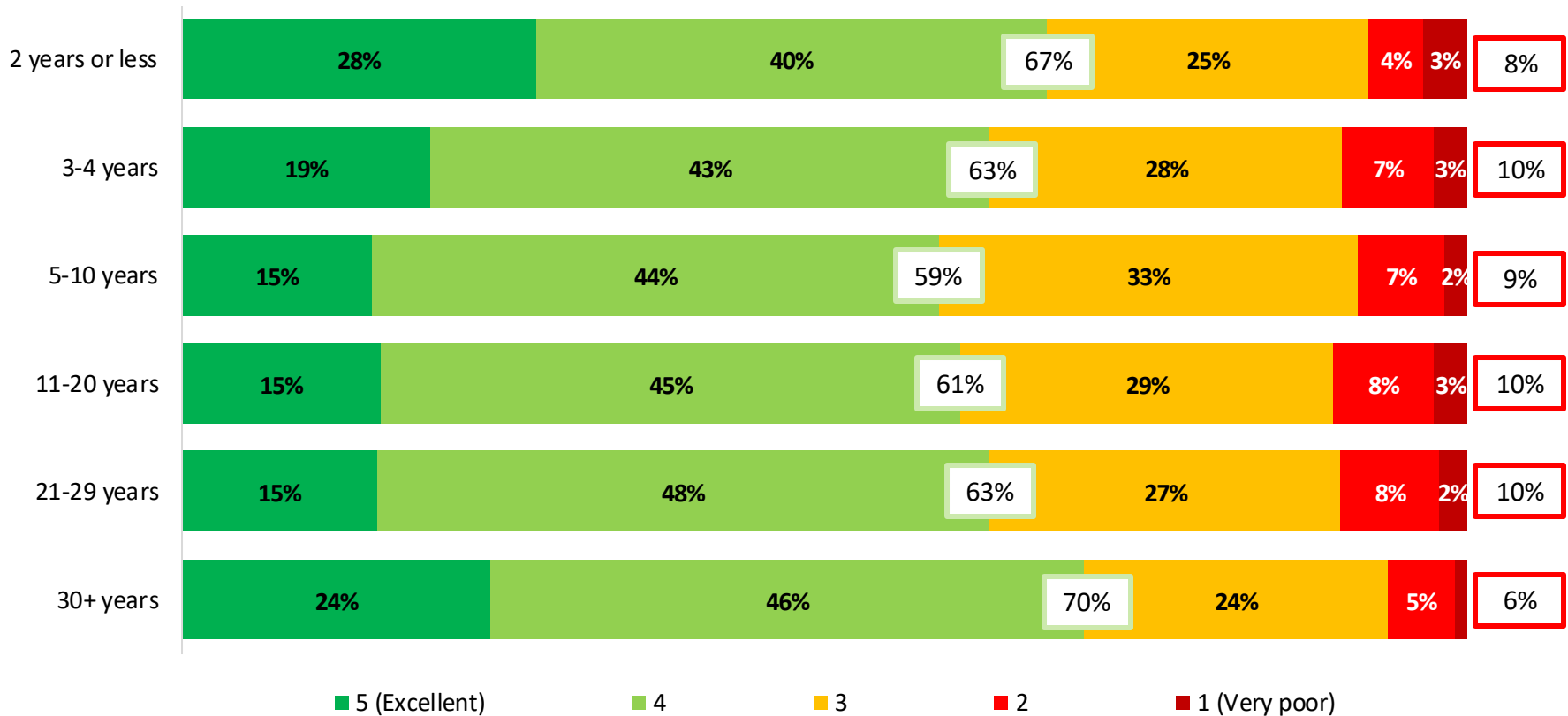
How do you rate the RCPsych as an organisation?
By Post-type



Q6. How do you rate the RCPsych as an organisation? Base: Retired (481 respondents); Consultant (1,896 respondents); SAS Doctor (284 respondents); Core Trainee (292 respondents); Advanced Trainee (275 respondents).

Overall rating of the RCPsych – by length of membership

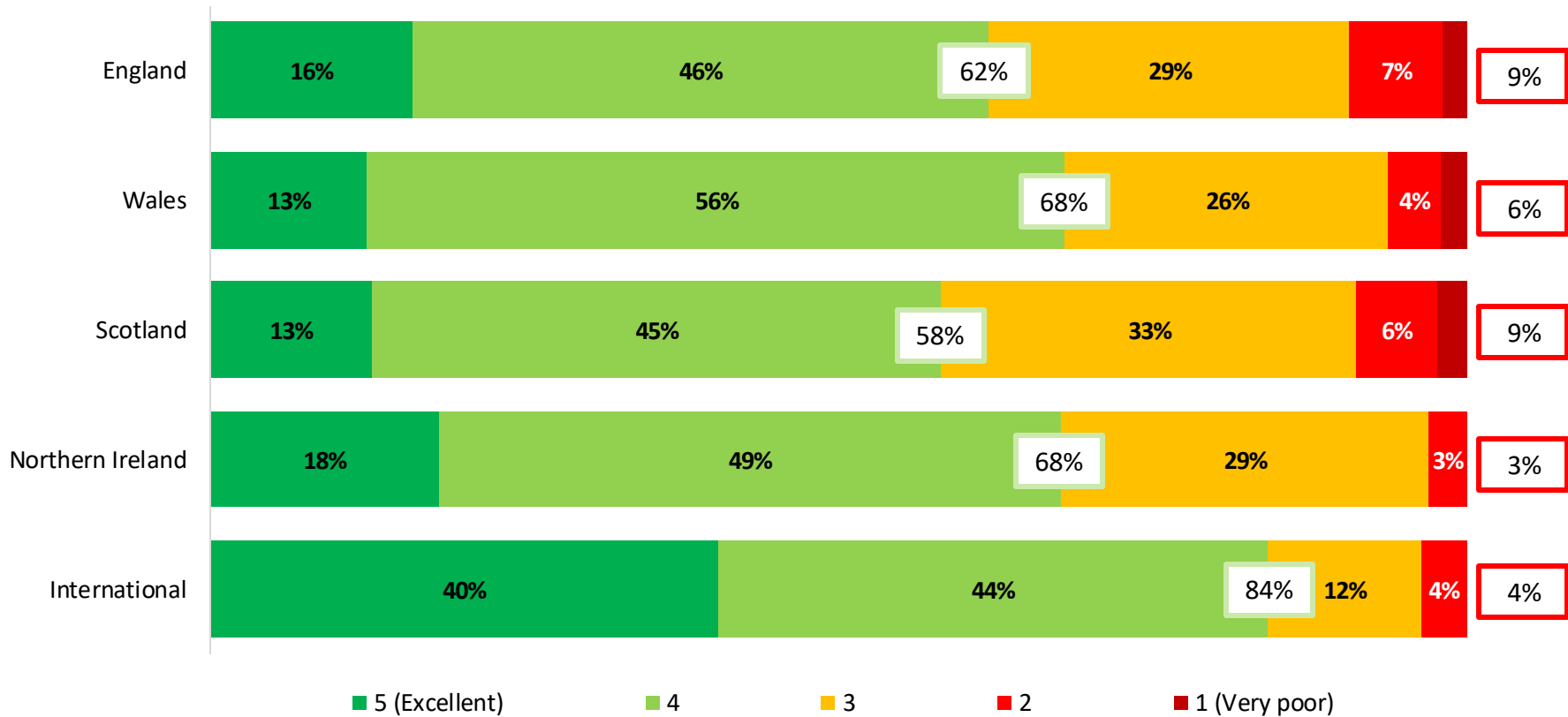
How do you rate the RCPsych as an organisation?
By Length of Membership



Q6. How do you rate the RCPsych as an organisation? Base: 2 years or less (327 respondents); 3-4 years (269 respondents); 5-10 years (540 respondents); 11-20 years (919 respondents); 21-29 years (613 respondents); 30+ years (761 respondents).

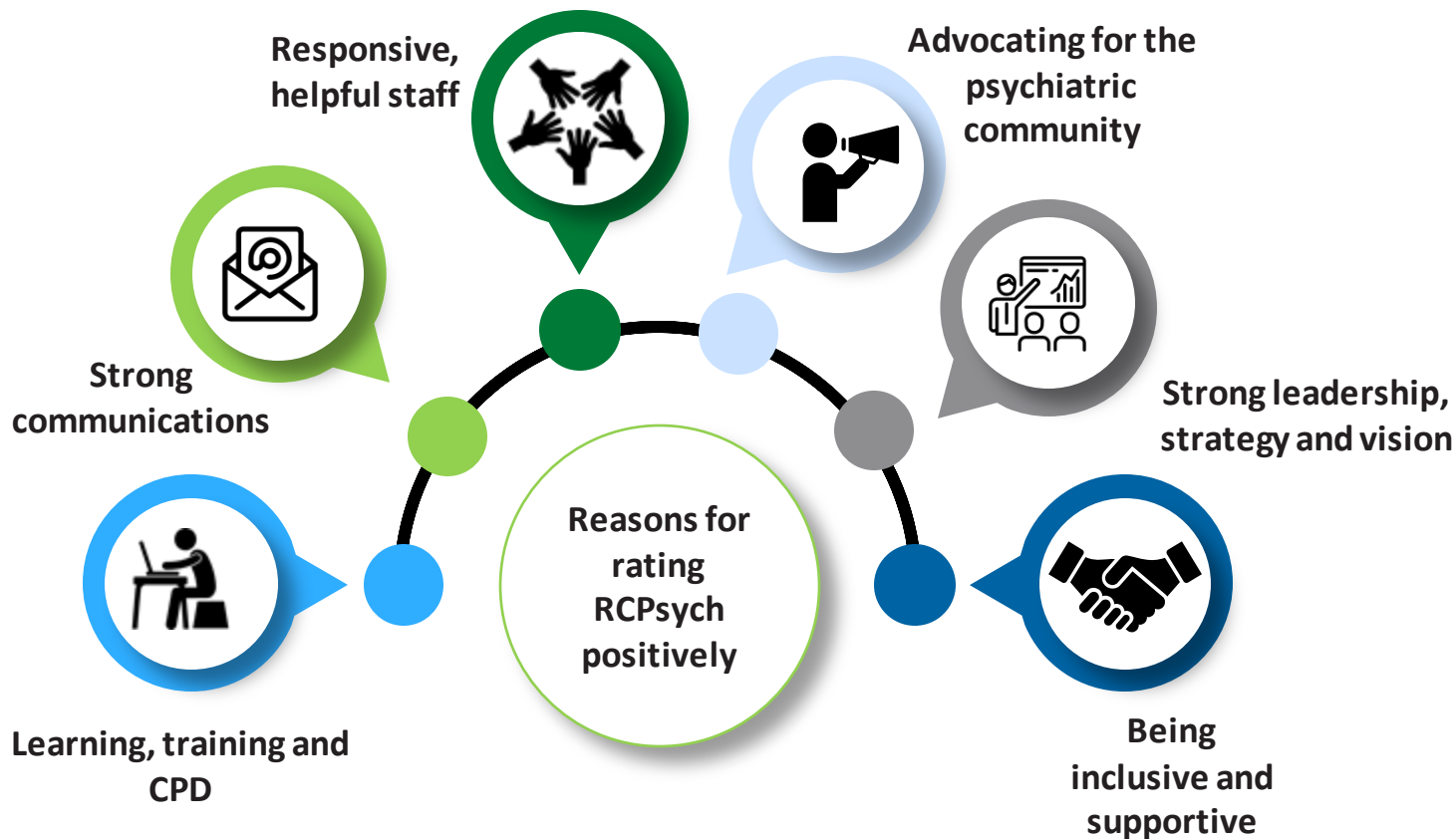
Overall rating of the RCPsych – by Division

How do you rate the RCPsych as an organisation?
By Division



Q6. How do you rate the RCPsych as an organisation? Base: England (2,055 respondents); Wales (144 respondents); Scotland (342 respondents); Northern Ireland (99 respondents); International (359 respondents).

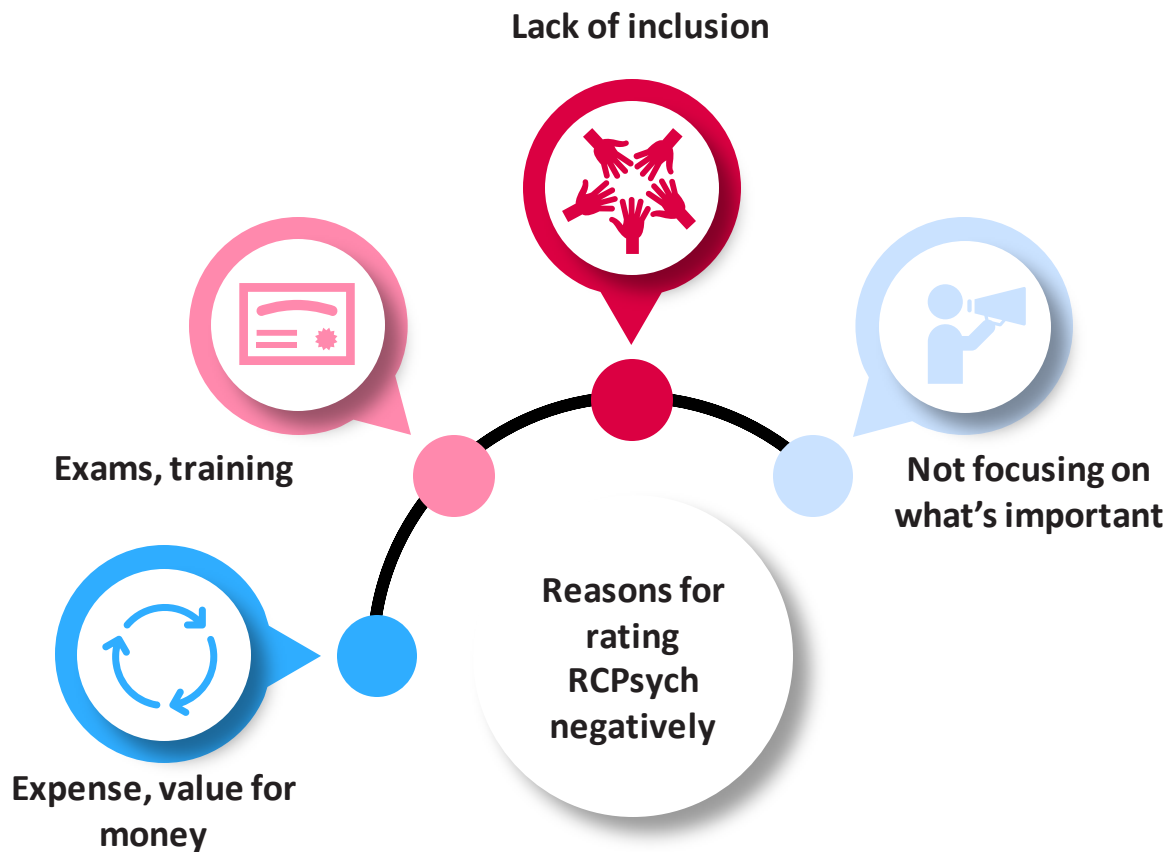
Reasons for rating the RCPsych positively – themes emerging from free text responses



Q36. Your opinions are very important to the RCPsych if you have any additional comments about our services or activities that you would like to share, please use the space below Base: 987 free text responses.

Q7. Why do you say that? Base: 2144 free text responses.

Reasons for rating the RCPsych negatively – themes emerging from free text responses



Q36. Your opinions are very important to the RCPsych if you have any additional comments about our services or activities that you would like to share, please use the space below Base: 987 free text responses.

Q7. Why do you say that? Base: 2144 free text responses.

What is the Net Promoter Score (NPS)?

*How likely are you to recommend membership of the RCPsych to colleagues and peers?
(0 = Not at all likely, 10 = Extremely likely)*



$NPS = \% \text{ of Promoters} - \% \text{ of Detractors}$

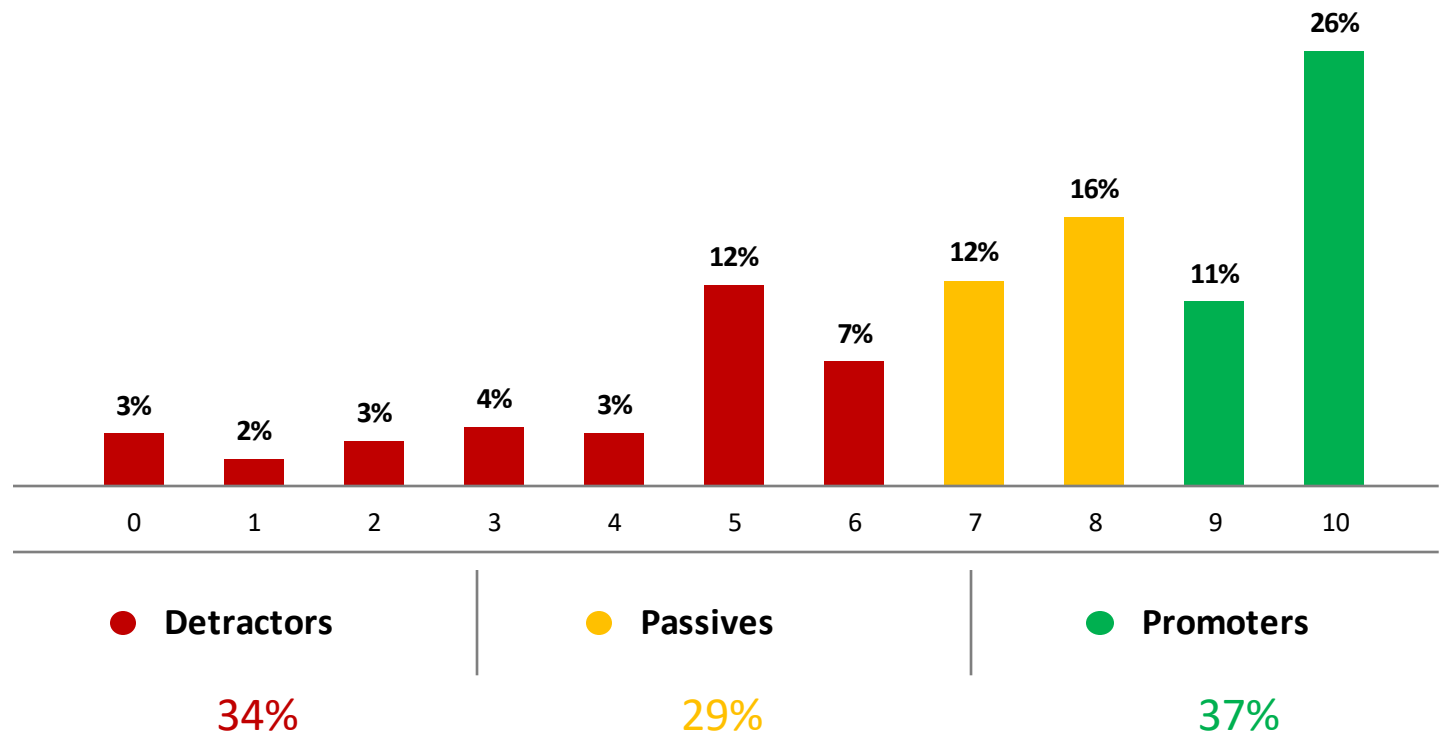
Net Promoter Score (NPS)



NPS

+3

How likely are you to recommend membership of the RCPsych to colleagues and peers?

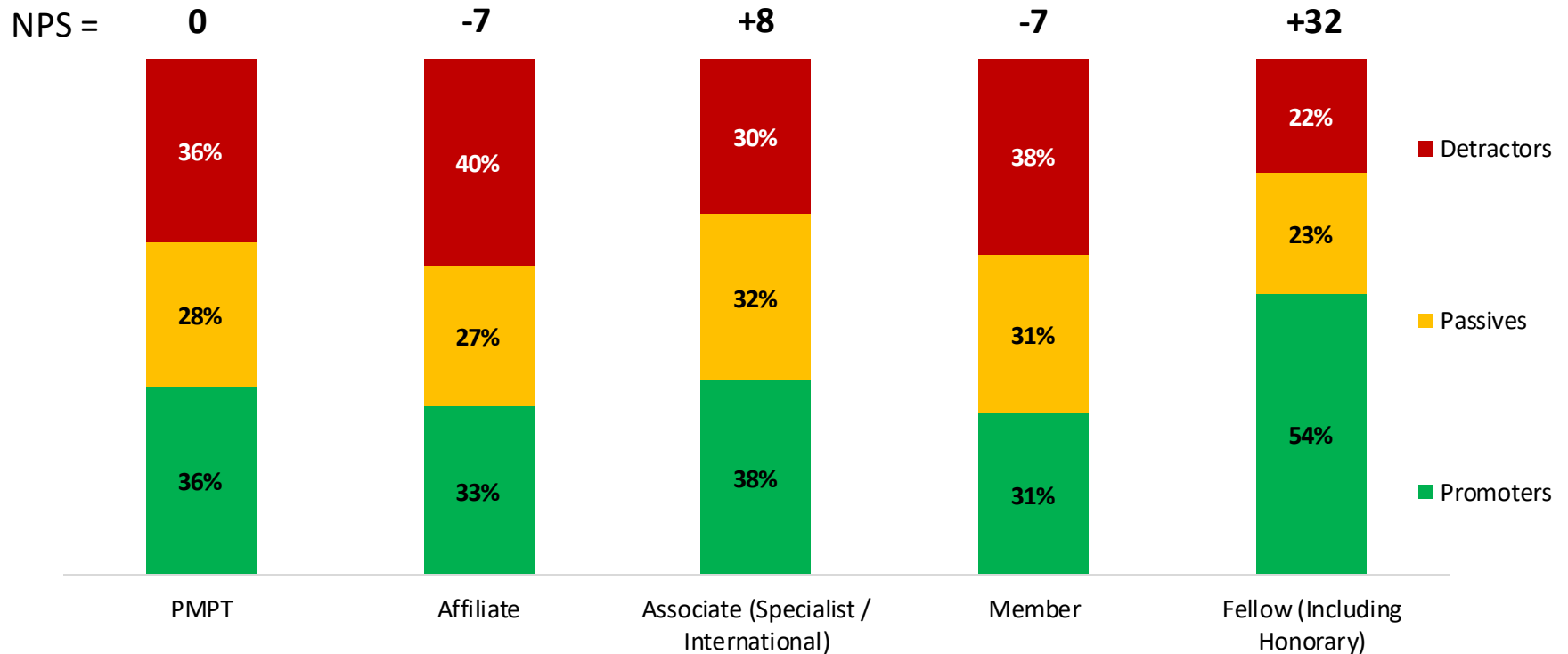


Q8. How likely are you to recommend membership of the RCPsych to colleagues and peers? Base: RCPsych Total (3,429 respondents).

Net Promoter Score by membership status

How likely are you to recommend membership of the RCPsych to colleagues and peers?

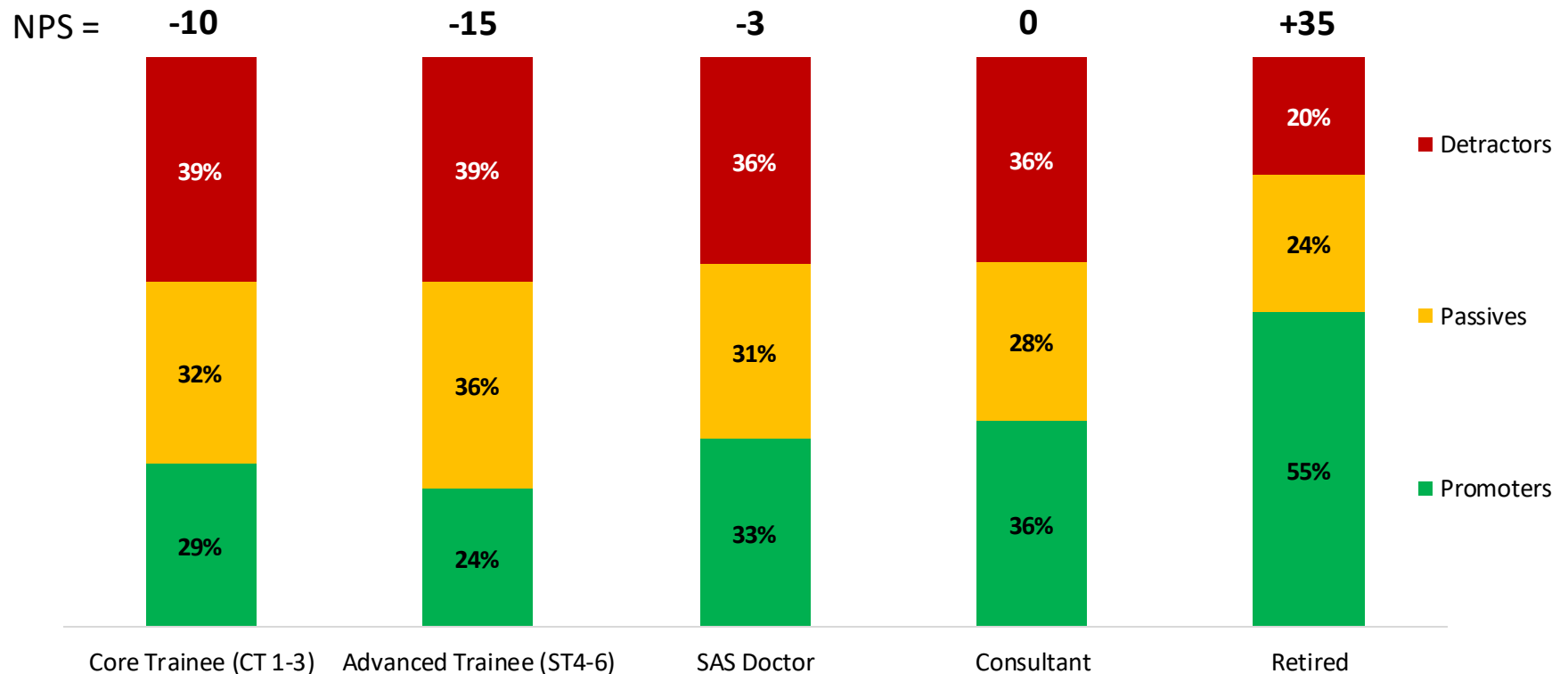
By Membership Status



Q8. How likely are you to recommend membership of the RCPsych to colleagues and peers? Base: Fellow (814 respondents); Associate (122 respondents); Affiliate (209 respondents); PMPT (137 respondents); Member (2,118 respondents).

Net Promotor Score - by post type

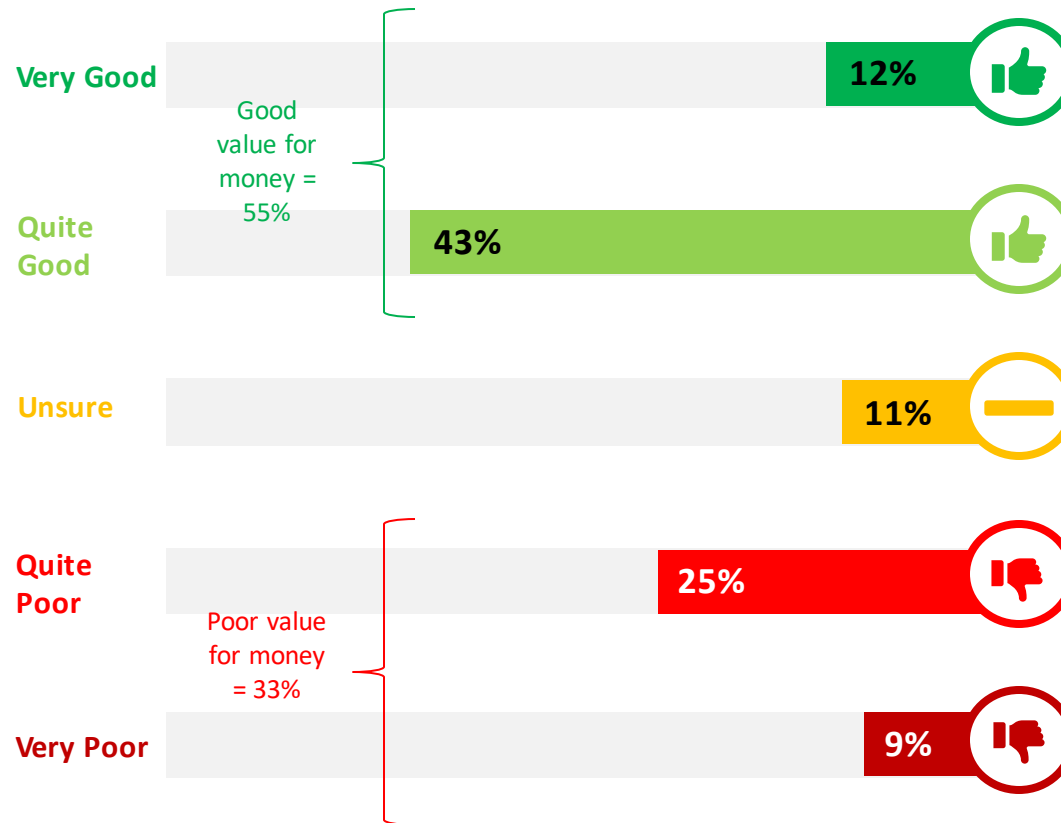
How likely are you to recommend membership of the RCPsych to colleagues and peers?
By Post-type



Q8. How likely are you to recommend membership of the RCPsych to colleagues and peers? Base: Retired (481 respondents); Consultant (1,896 respondents); SAS Doctor (284 respondents); Core Trainee (292 respondents); Advanced Trainee (275 respondents).

Value for money perceptions

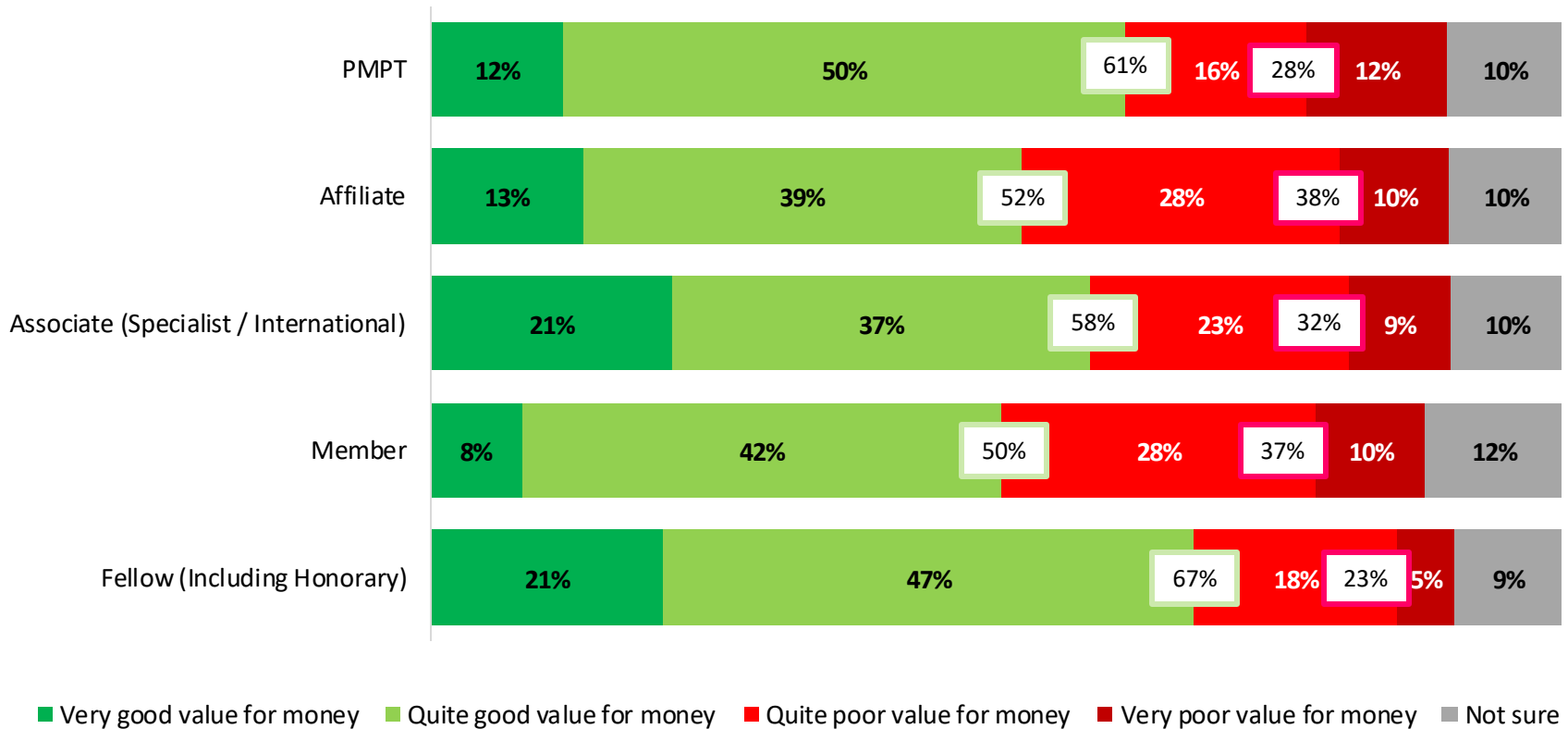
Value for Money Perceptions



Q9. How do you rate membership of the RCPsych in terms of value for money? Base: RCPsych Total (3,429 respondents).

Value for money - by membership

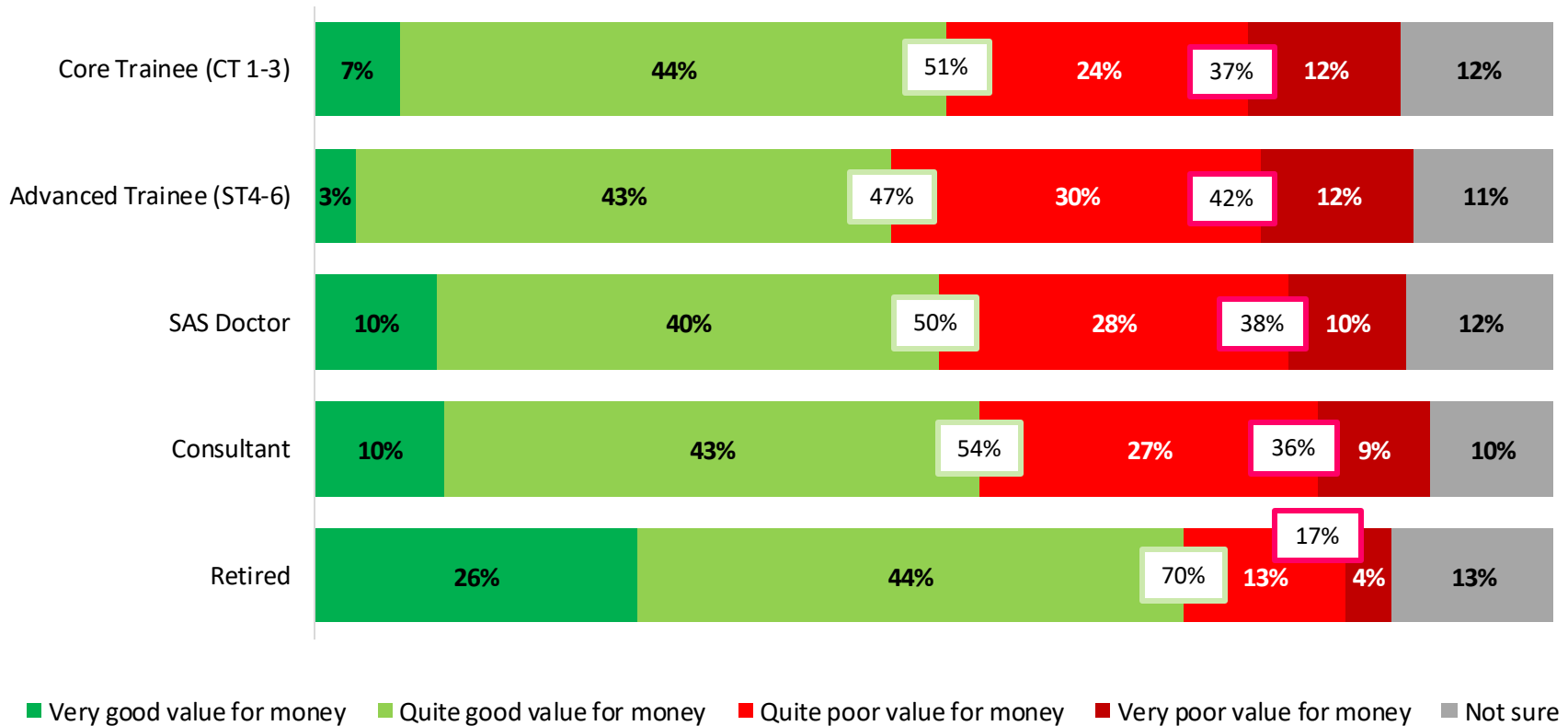
How do you rate membership of the RCPsych in terms of value for money?
By Membership Status



Q9. How do you rate membership of the RCPsych in terms of value for money? Base: Fellow (814 respondents); Associate (122 respondents); Affiliate (209 respondents); PMPT (137 respondents); Member (2,118 respondents).

Value for money - by post type

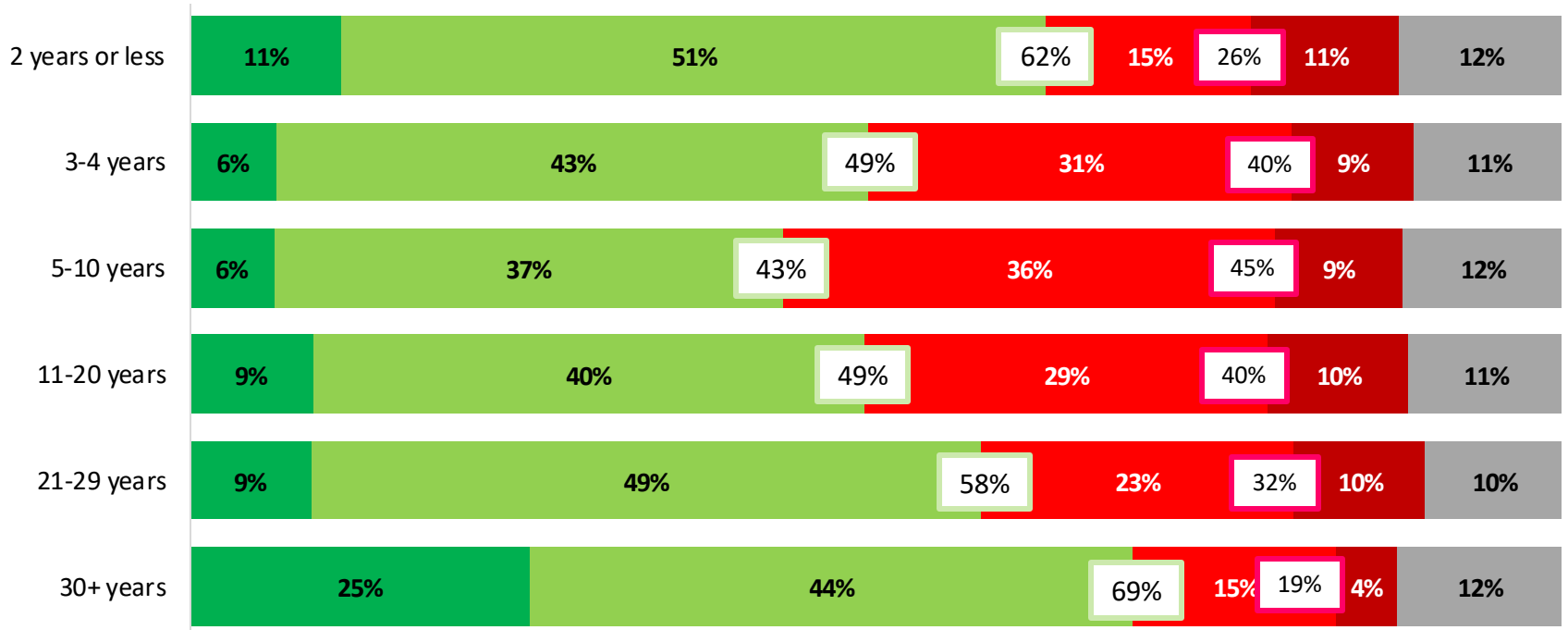
How do you rate membership of the RCPsych in terms of value for money?
By Post-type



Q9. How do you rate membership of the RCPsych in terms of value for money? Base: Retired (481 respondents); Consultant (1,896 respondents); SAS Doctor (284 respondents); Core Trainee (292 respondents); Advanced Trainee (275 respondents).

Value for money - by length of membership

How do you rate membership of the RCPsych in terms of value for money?
By Length of Membership



■ Very good value for money
 ■ Quite good value for money
 ■ Quite poor value for money
 ■ Very poor value for money
 ■ Not sure

Q9. How do you rate membership of the RCPsych in terms of value for money? Base: 2 years or less (327 respondents); 3-4 years (269 respondents); 5-10 years (540 respondents); 11-20 years (919 respondents); 21-29 years (613 respondents); 30+ years (761 respondents).

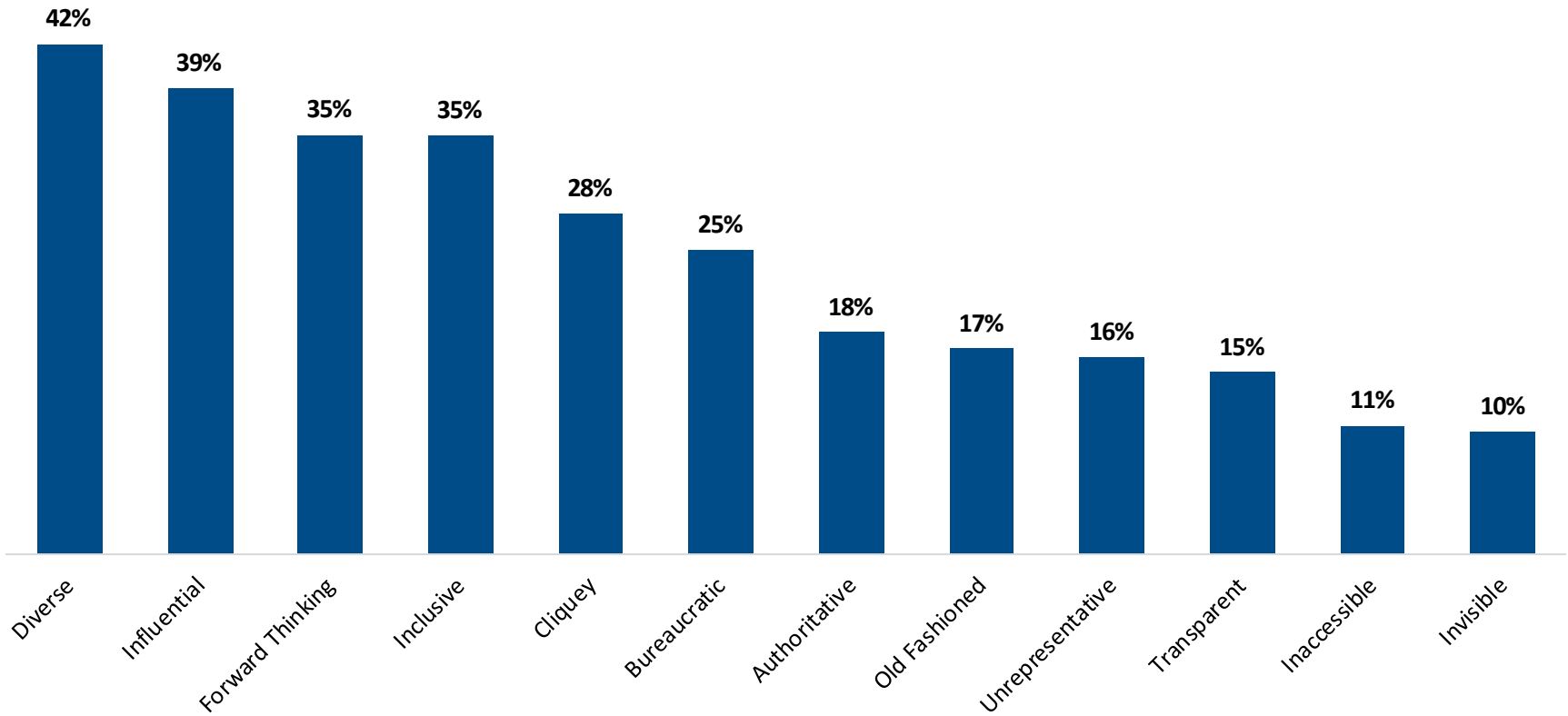
Where is the College now?

- Member perceptions of RCPsych



Words or phrases chosen to best describe the RCPsych

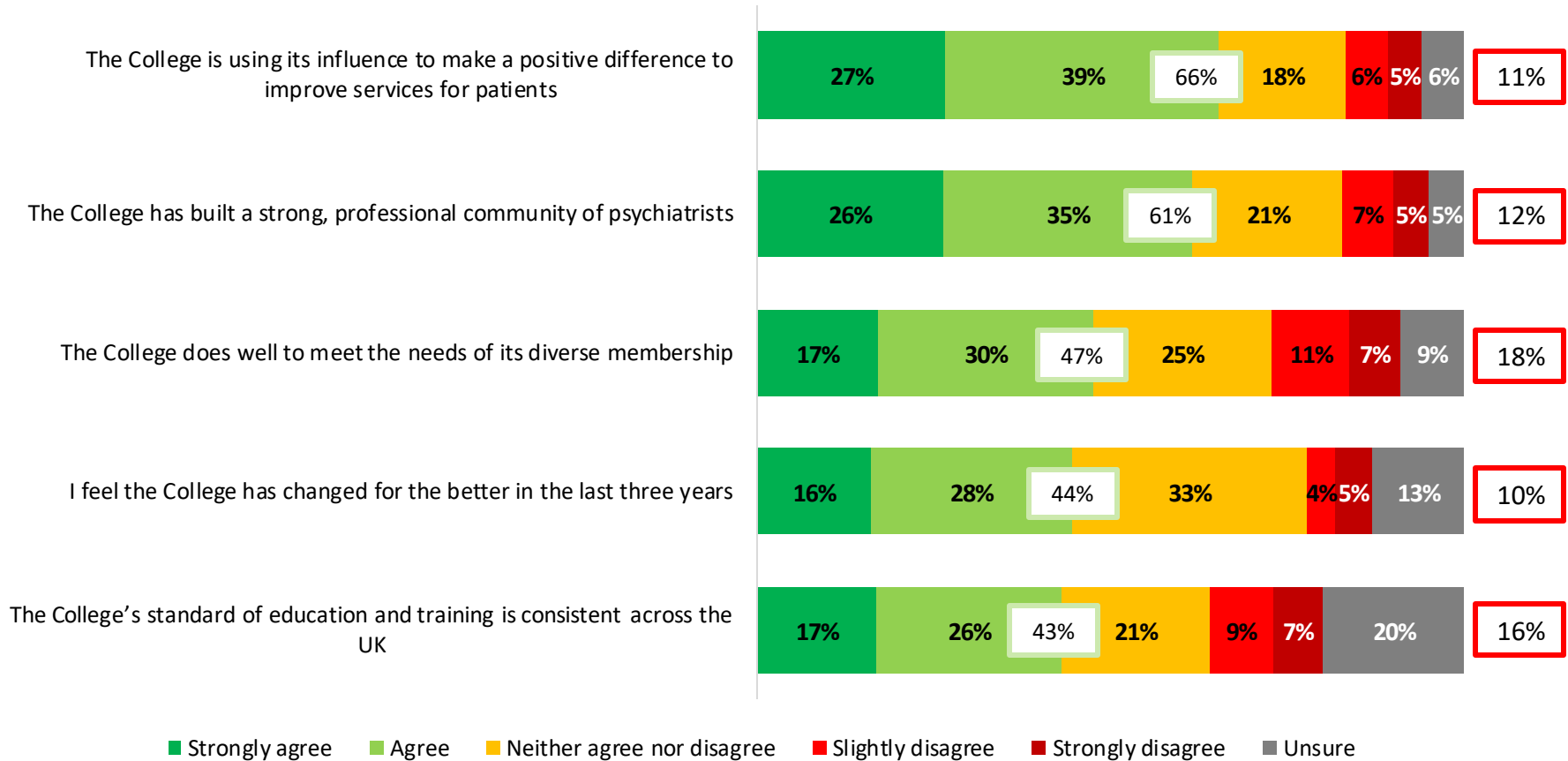
Which of the following words or phrases would you use to best describe the RCPsych?



Q10. Which of the following words or phrases would you use to best describe the RCPsych? Base: RCPsych Total (3,429 respondents).

Agreement with attitudinal statements

To what extent do you agree or disagree with the following statements?



Q18. To what extent do you agree or disagree with the following statements? Base: RCPsych Total (2,914 - 3,429 respondents).

Understanding of the role of RCPsych

Which of these best describe your understanding of the role of the College?

By Total



Q12. Which of these best describe your understanding of the role of the College? Base: RCPsych Total (3,429 respondents).

Understanding of the role of RCPsych - by Membership Status

Top 3 current College roles

	PMPT	Affiliate	Associate	Member	Fellow (inc. Honorary)
1	87% Delivering training, assessments, and examinations	83% Delivering training, assessments, and examinations	80% Delivering education, training and research in psychiatry	88% Delivering training, assessments, and examinations	90% Delivering training, assessments, and examinations
2	79% Delivering education, training and research in psychiatry	82% Providing access to CPD	78% Delivering training, assessments, and examinations	80% Providing access to CPD	84% Being the voice of psychiatry with politicians and the media
3	69% Providing access to CPD	72% Delivering education, training and research in psychiatry	77% Providing access to CPD	75% Delivering education, training and research in psychiatry	82% Promoting standards and quality improvement in mental health services

Q12. Which of these best describe your understanding of the role of the College? Base: Affiliate (209 respondents); Fellow (814 respondents); Member (2,118 respondents); PMPT (137 respondents); Associate (122 respondents).

Understanding of the role of RCPsych – by post-type

Top 3 current College roles

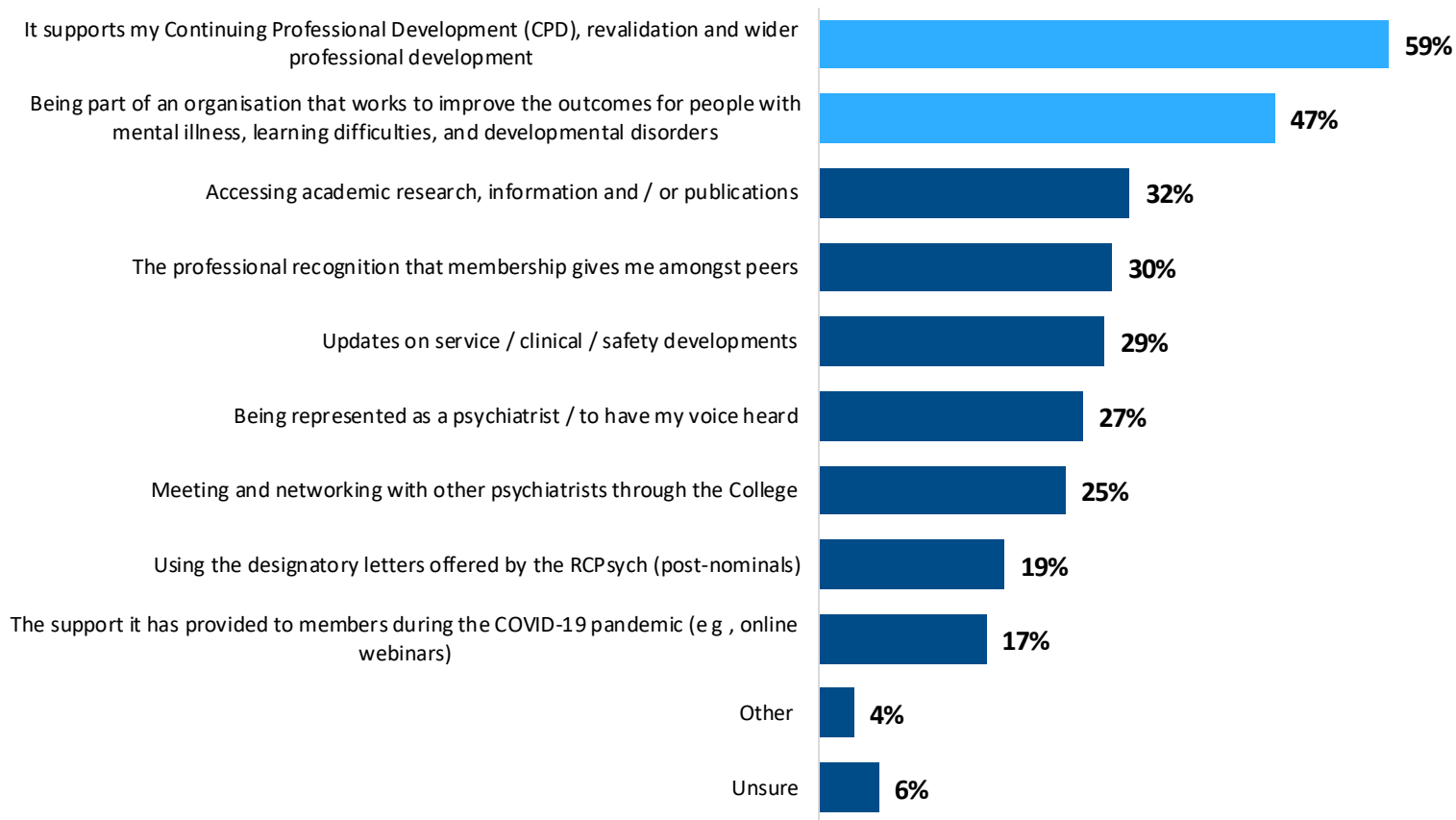
	Advanced Trainee	Core Trainee	Consultant	SAS Doctor	Retired
1	91% Delivering training, assessments, and examinations	88% Delivering training, assessments, and examinations	88% Delivering training, assessments, and examinations	83% Delivering training, assessments, and examinations	88% Delivering training, assessments, and examinations
2	77% Providing access to CPD	73% Delivering education, training and research in psychiatry	83% Providing access to CPD	80% Providing access to CPD	81% Delivering education, training and research in psychiatry
3	75% Delivering education, training and research in psychiatry	68% Providing access to CPD	76% Being the voice of psychiatry with politicians and the media	71% Delivering education, training and research in psychiatry	80% Being the voice of psychiatry with politicians and the media

Q12. Which of these best describe your understanding of the role of the College? Base: Advanced Trainee (275 respondents); Core Trainee (292 respondents); Consultant (1,896 respondents); SAS Doctor (284 respondents); Retired (481 respondents).

What is most valued about membership

Which of the following do you most value about membership of the RCPsych?

By Total



Q16. And which of the following do you most value about membership of the RCPsych? Base: RCPsych Total (3,429 respondents).

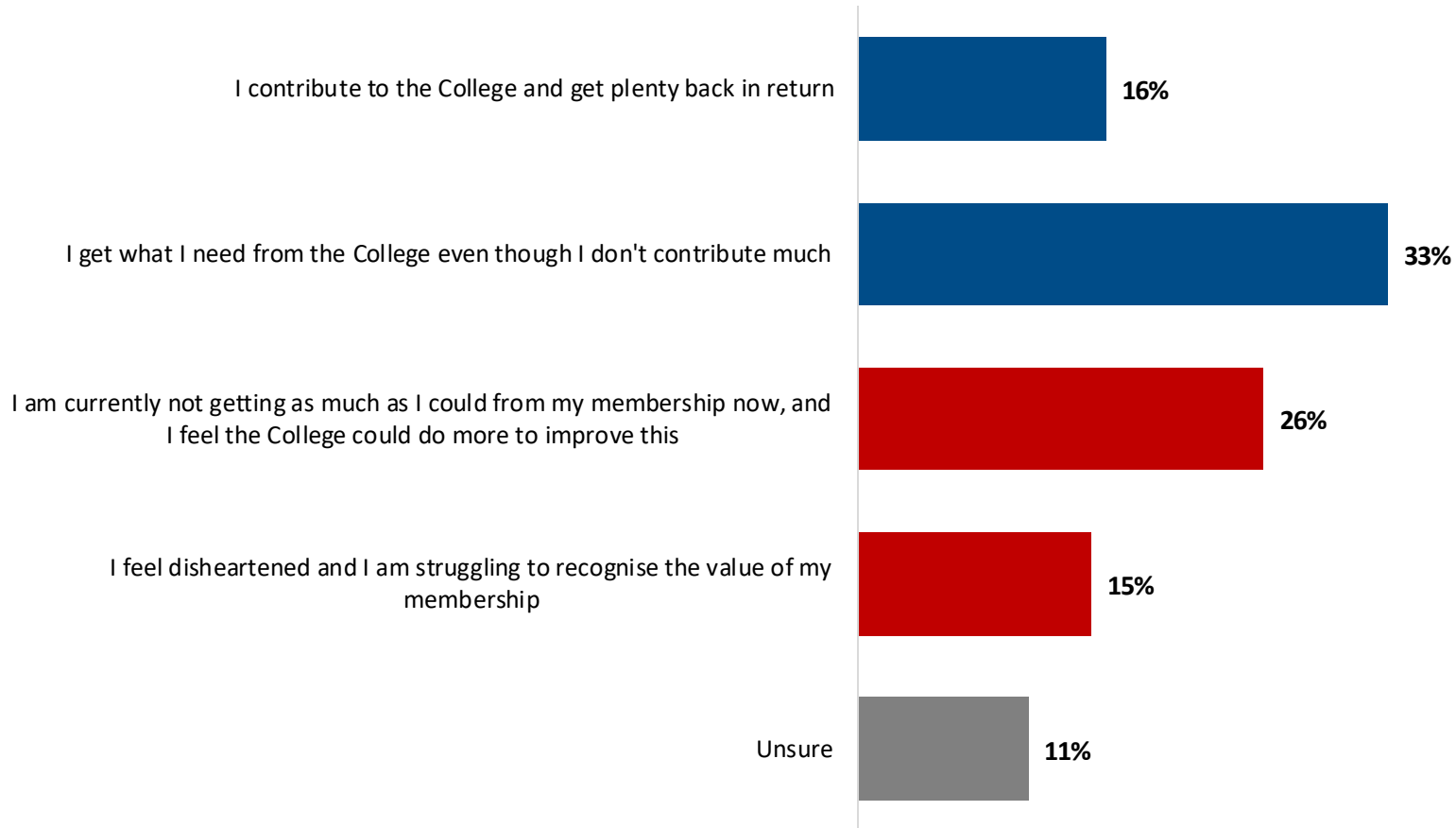
Where is the College now?

- Engagement with RCPsych



Statements best describing relationships with the College

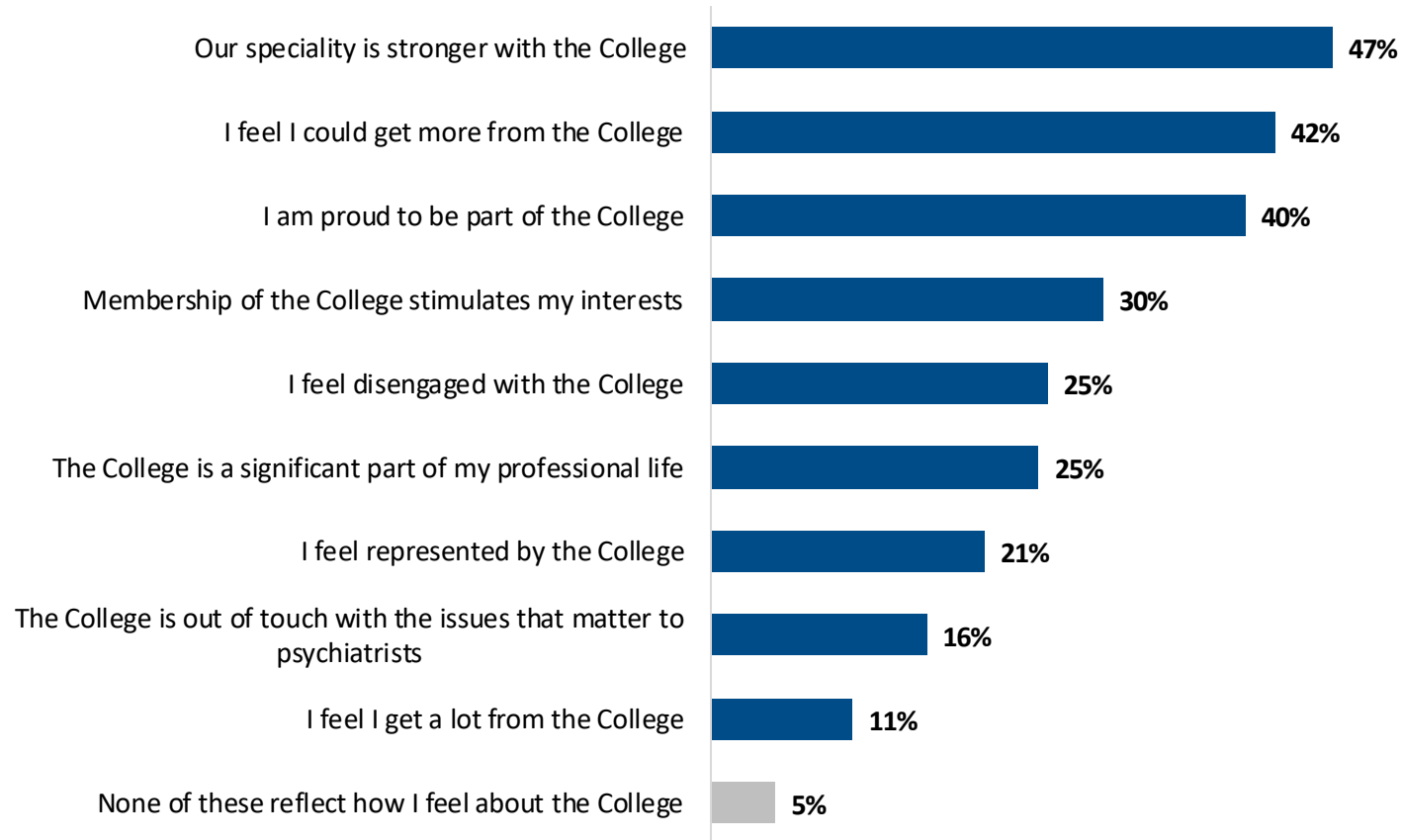
Which of the following statements best describes your relationship with the College?



Q23. Which of the following statements best describes your relationship with the College? Base: RCPsych Total (3,429 respondents).

Statements which best reflect feelings towards RCPsych

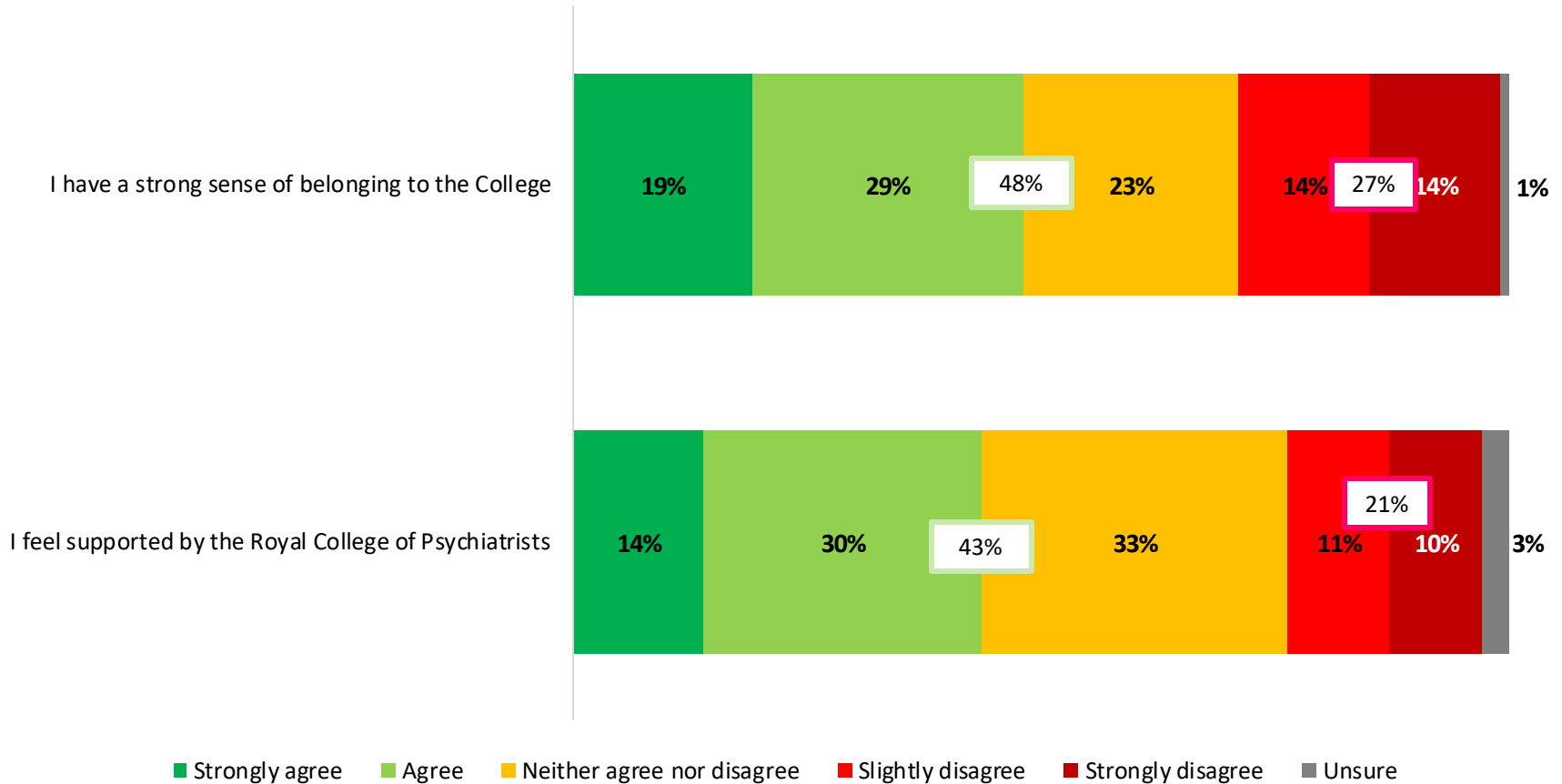
Which of the following statements best reflects your feelings about the RCPsych?



Q17. Which of the following statements best reflects your feelings about the RCPsych? Base: RCPsych Total (3,429 respondents).

Agreement with attitudinal statements

To what extent do you agree or disagree with the following statements?

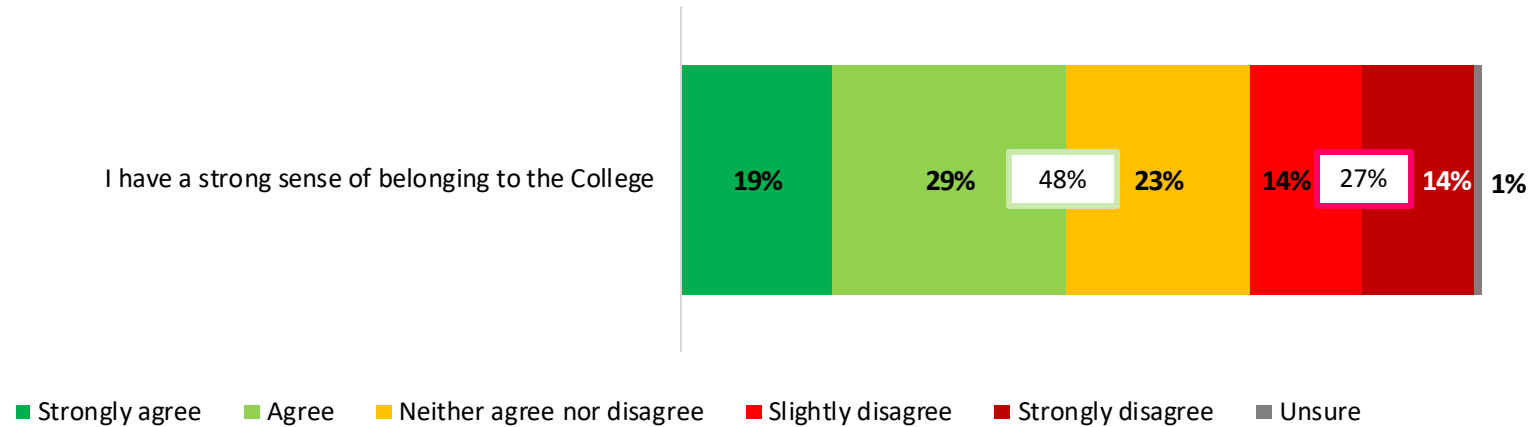


■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Slightly disagree ■ Strongly disagree ■ Unsure

Q18. To what extent do you agree or disagree with the following statements? Base: RCPsych Total (2,914 - 3,429 respondents).

Agreement with attitudinal statements

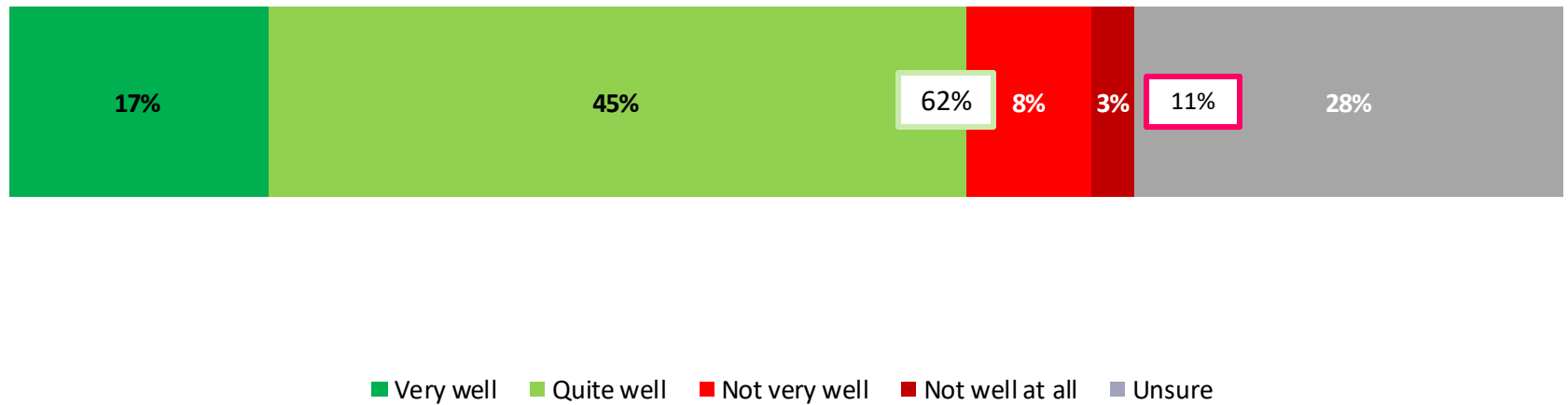
To what extent do you agree or disagree with the following statements?



Q18. To what extent do you agree or disagree with the following statements? Base: RCPsych Total (2,914 - 3,429 respondents).

How well the RCPsych has supported members during the pandemic

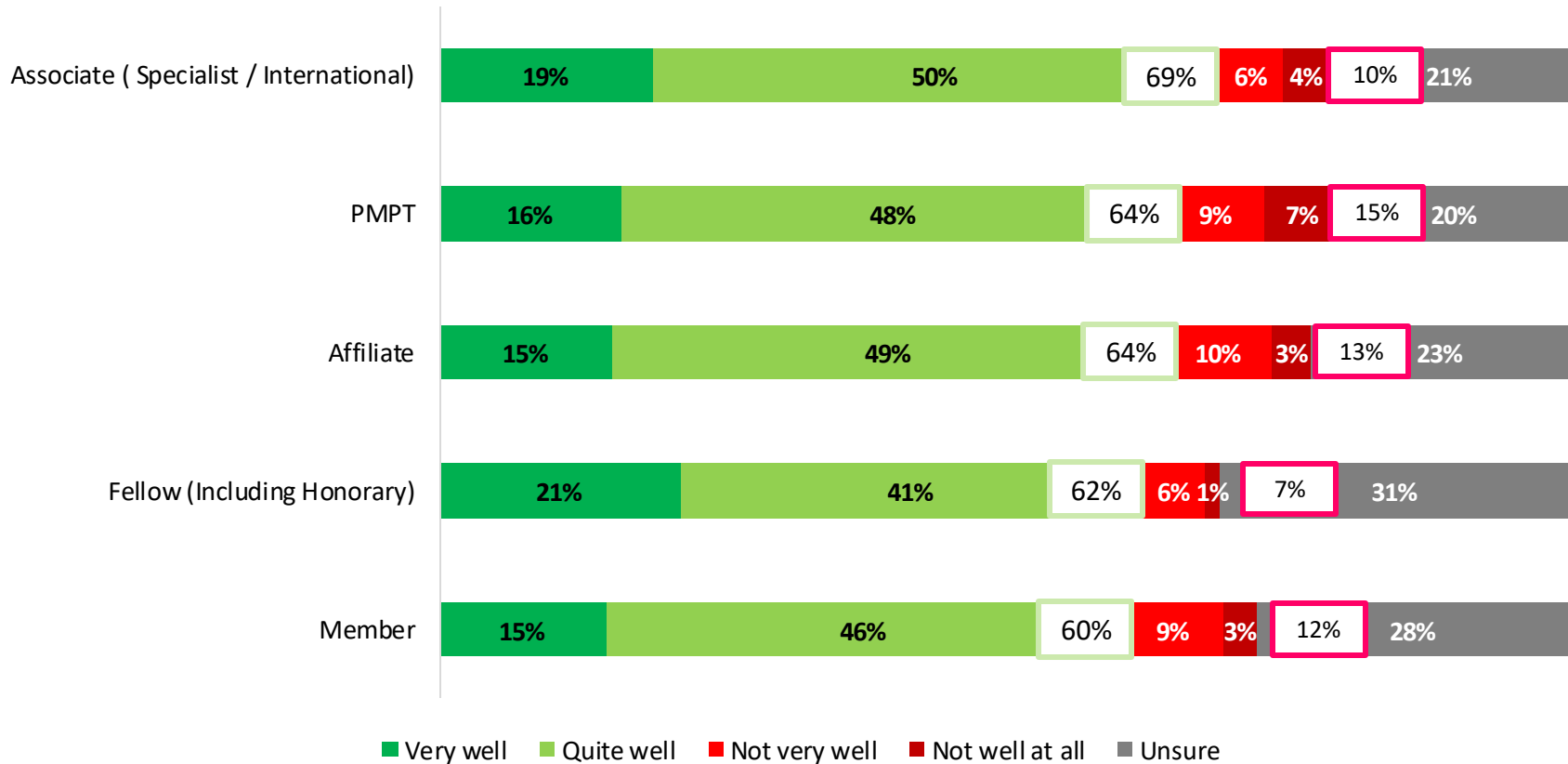
How well do you think the RCPsych has supported its members during the pandemic?
By Total



Q19. How well do you think the RCPsych has supported its members during the pandemic? Base: RCPsych Total (3,429 respondents).

How well the RCPsych has supported its members during the pandemic – by membership status

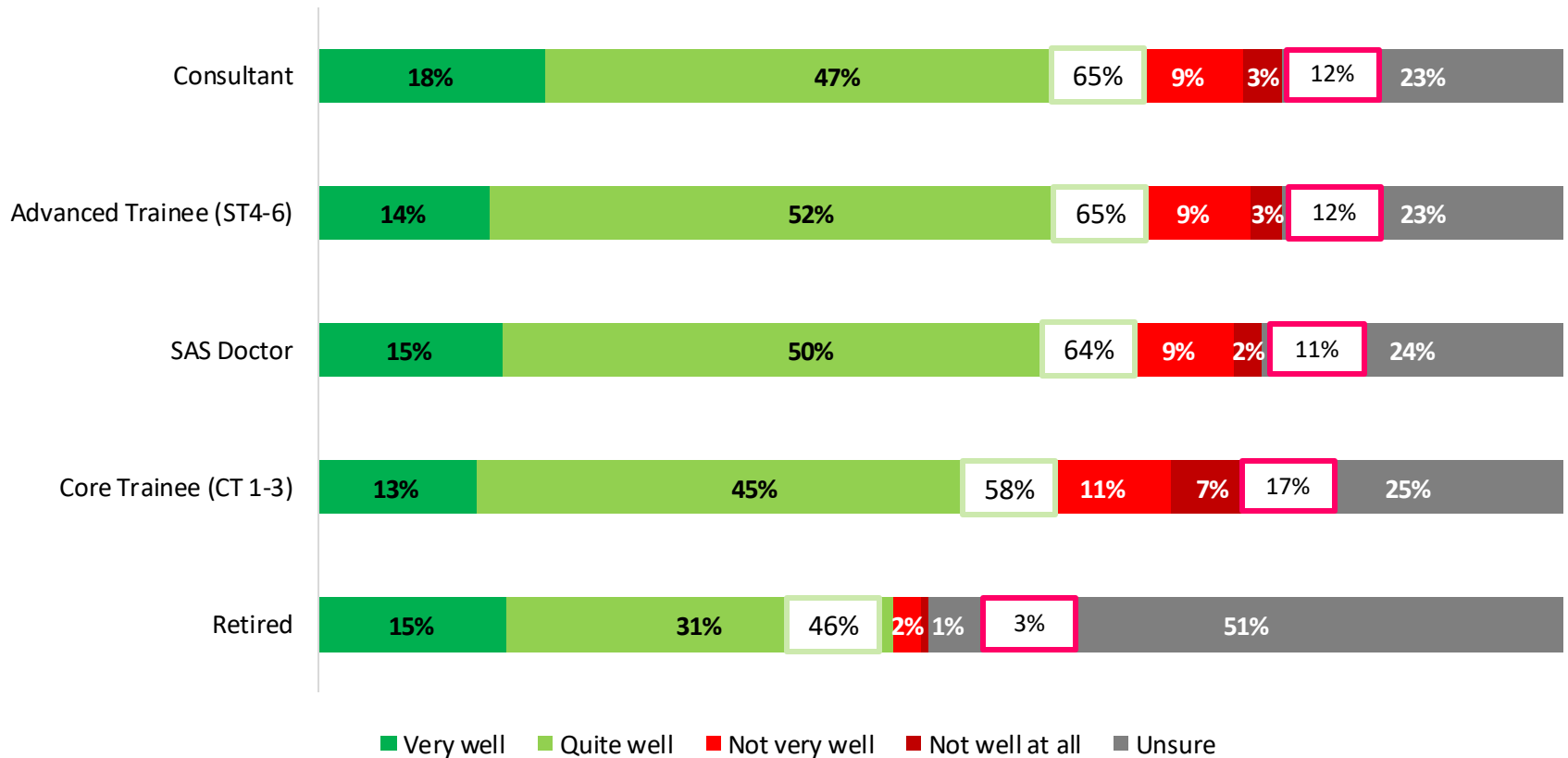
How well do you think the RCPsych has supported its members during the pandemic?
By Membership Status



Q19. How well do you think the RCPsych has supported its members during the pandemic? Base: Associate (122 respondents); PMPT (137 respondents); Affiliate (209 respondents); Fellow (814 respondents); Member (2,118 respondents).

How well the RCPsych has supported its members during the pandemic – by post-type

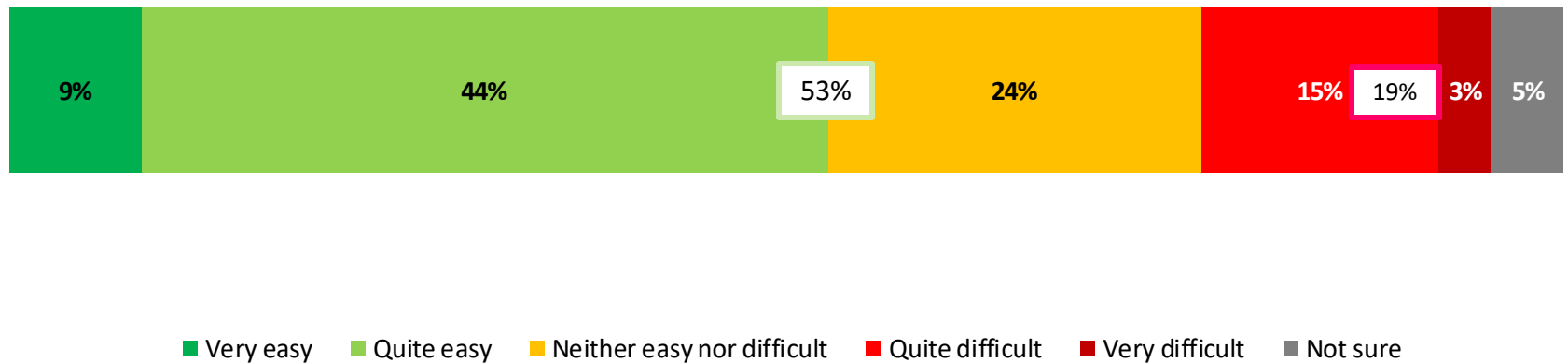
How well do you think the RCPsych has supported its members during the pandemic?
By Post-type



Q19. How well do you think the RCPsych has supported its members during the pandemic? Base: Consultant (1,896 respondents); Advanced Trainee (275 respondents); SAS Doctor (284 respondents); Core Trainee (292 respondents); Retired (481 respondents).

Ease of navigating the College website

How easy is it to find the information you are looking for on the College website?
By Total



Q28. How easy is it to find the information you are looking for on the College website? Base: RCPsych Total (3,429 respondents).

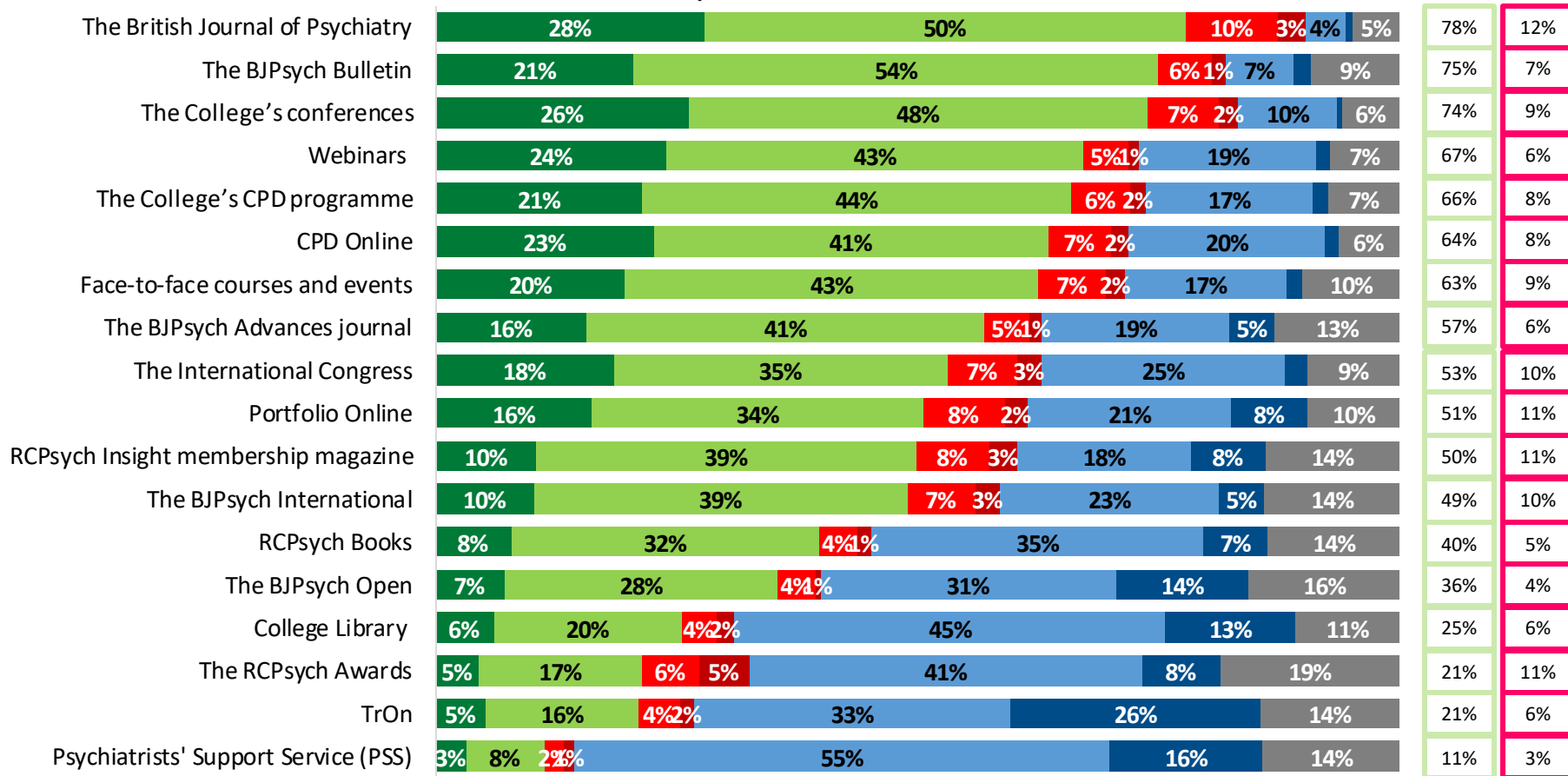
Where is the College now?

- Usage and value of benefits and services



Satisfaction with benefits and services

Satisfaction with Benefits and Services By Total



■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied
 ■ I have not used this benefit / service
 ■ I am not aware of this benefit / service
 ■ Unsure

Q29. How satisfied are you with how the College delivers the following membership benefits and services? Base: RCPsych Total (3,371 – 3,366 respondents).

Most valued benefits and services

Which RCPsych service and benefit do members value the most? Please select up to 5.

By Total



Q30. Which of the following membership benefits and services do you value the most? Please select up to 5.
 Base: All members except those who are not aware of any benefits / services at Q29. (3,320 respondents).

5 most valued benefits and services – by membership status

	PMPT	Affiliate	Associate	Member	Fellow (inc. Honorary)
1	70% Portfolio online	71% CPD online	51% The British Journal of Psychiatry	45% CPD online	63% The British Journal of Psychiatry
2	52% TrOn	53% The College's CPD programme	45% CPD online	44% The British Journal of Psychiatry	43% The College's conferences
3	48% Webinars	48% Webinars	45% Webinars	42% The College's conferences	40% The BJPsych Bulletin
4	37% The British Journal of Psychiatry	35% The College's conferences	39% The College's CPD programme	35% Webinars	32% CPD online
5	33% CPD online	33% The British Journal of Psychiatry	34% The College's conferences	33% The College's CPD programme	31% The College's CPD programme

Q30. Which of the following membership benefits and services do you value the most? Please select up to 5.
Base: All members except those who are not aware of any benefits / services at Q29. (3,320 respondents).

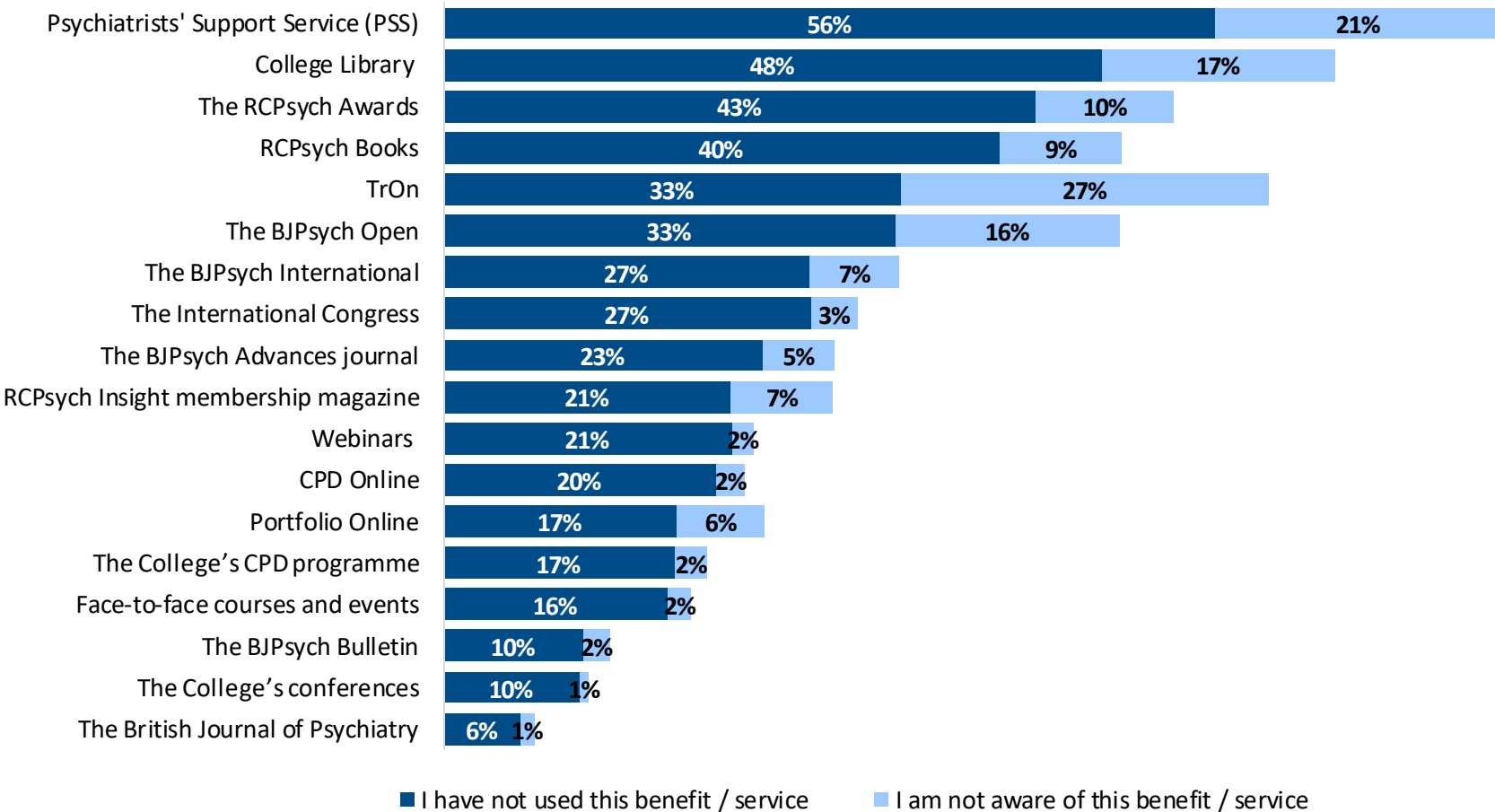
5 most valued benefits and services – by post-type

	Core Trainee	Advanced Trainee	SAS Doctor	Consultant	Retired
1	77% Portfolio online	65% Portfolio online	69% CPD online	50% CPD online	66% The British Journal of Psychiatry
2	48% TrOn	51% The British Journal of Psychiatry	49% The College's CPD programme	46% The British Journal of Psychiatry	43% The BJPsych Bulletin
3	40% Webinars	47% The College's conferences	47% Webinars	46% The College's conferences	32% The College's conferences
4	35% The British Journal of Psychiatry	38% Face-to-face courses and events	36% The College's conferences	42% The College's CPD programme	23% CPD online
5	27% The College's conferences	37% Webinars	35% The British Journal of Psychiatry	35% Webinars	23% Face-to-face courses and events

Q30. Which of the following membership benefits and services do you value the most? Please select up to 5.
Base: All members except those who are not aware of any benefits / services at Q29. (3,320 respondents).

Usage/awareness of benefits and services – by those rating RCPsych poor value for money

Satisfaction of College Benefits and Services
By Those who feel RCPsych is poor value for money



Q29. How satisfied are you with how the College delivers the following membership benefits and services? *Base: All those who feel RCPsych is poor value for money (1,124 – 1,122 respondents).*

Future focus: Where does the College need to be?

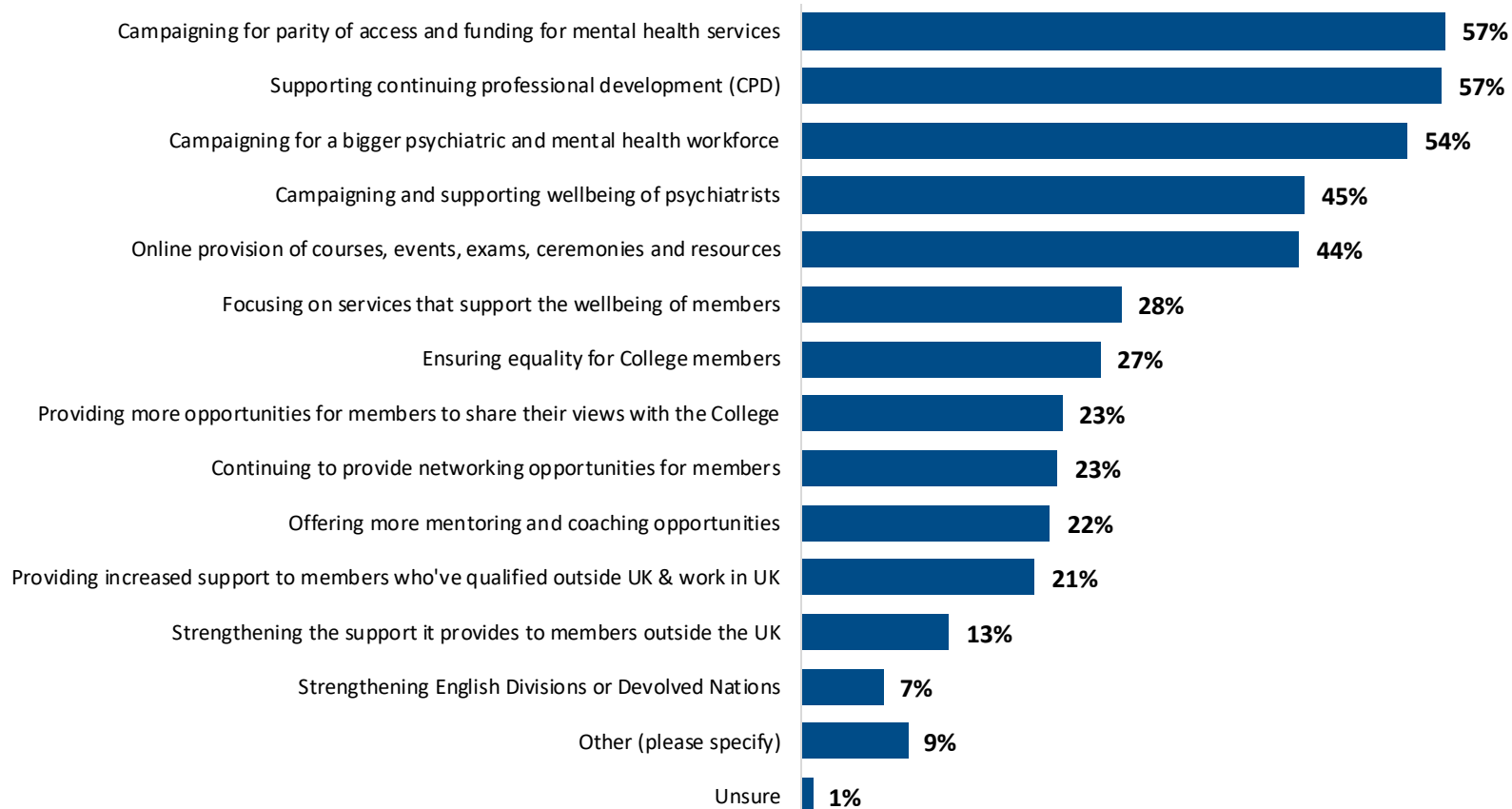
- Future priorities for members



Future priorities

What do you believe should be the priorities of the Royal College of Psychiatrists over the next five years? Please select up to 5

By Total



Q13. What do you believe should be the priorities of the Royal College of Psychiatrists over the next five years?
Please select up to 5. Base: RCPsych Total (3,429 respondents).

Future priorities – by membership status

Top 3 future priorities of the College

	PMPT	Affiliate	Associate	Member	Fellow (inc. Honorary)
1	53% Campaigning and supporting wellbeing of psychiatrists	57% Supporting continuing professional development (CPD)	56% Supporting continuing professional development (CPD)	60% Campaigning for parity of access and funding for mental health services	62% Campaigning for parity of access and funding for mental health services
2	43% Online provision of courses, events, exams, ceremonies and resources	46% Online provision of courses, events, exams, ceremonies and resources	44% Online provision of courses, events, exams, ceremonies and resources	56% Supporting continuing professional development (CPD)	62% Supporting continuing professional development (CPD)
3	42% Supporting continuing professional development (CPD)	44% Campaigning and supporting wellbeing of psychiatrists	43% Campaigning and supporting wellbeing of psychiatrists	55% Campaigning for a bigger psychiatric and mental health workforce	59% Campaigning for a bigger psychiatric and mental health workforce

Q13. What do you believe should be the priorities of the Royal College of Psychiatrists over the next five years? Please select up to 5. Base: Affiliate (209 respondents); Fellow (814 respondents); Member (2,118 respondents); PMPT (137 respondents); Associate (122 respondents).

Future priorities – by post-type

Top 3 future priorities

	Core Trainee	Advanced Trainee	SAS Doctor	Consultant	Retired
1	55% Campaigning and supporting wellbeing of psychiatrists	61% Campaigning for parity of access and funding for mental health services	60% Supporting continuing professional development (CPD)	62% Campaigning for parity of access and funding for mental health services	67% Supporting continuing professional development (CPD)
2	50% Online provision of courses, events, exams, ceremonies and resources	56% Campaigning for a bigger psychiatric and mental health workforce	45% Online provision of courses, events, exams, ceremonies and resources	59% Supporting continuing professional development (CPD)	64% Campaigning for parity of access and funding for mental health services
3	46% Campaigning for a bigger psychiatric and mental health workforce	53% Campaigning and supporting wellbeing of psychiatrists	43% Campaigning and supporting wellbeing of psychiatrists	59% Campaigning for a bigger psychiatric and mental health workforce	55% Campaigning for a bigger psychiatric and mental health workforce

Q13. What do you believe should be the priorities of the Royal College of Psychiatrists over the next five years? Please select up to 5. Base: Advanced Trainee (275 respondents); Core Trainee (292 respondents); Consultant (1,896 respondents); SAS Doctor (284 respondents); Retired (481 respondents).

Further analysis of Core/Advanced Trainees

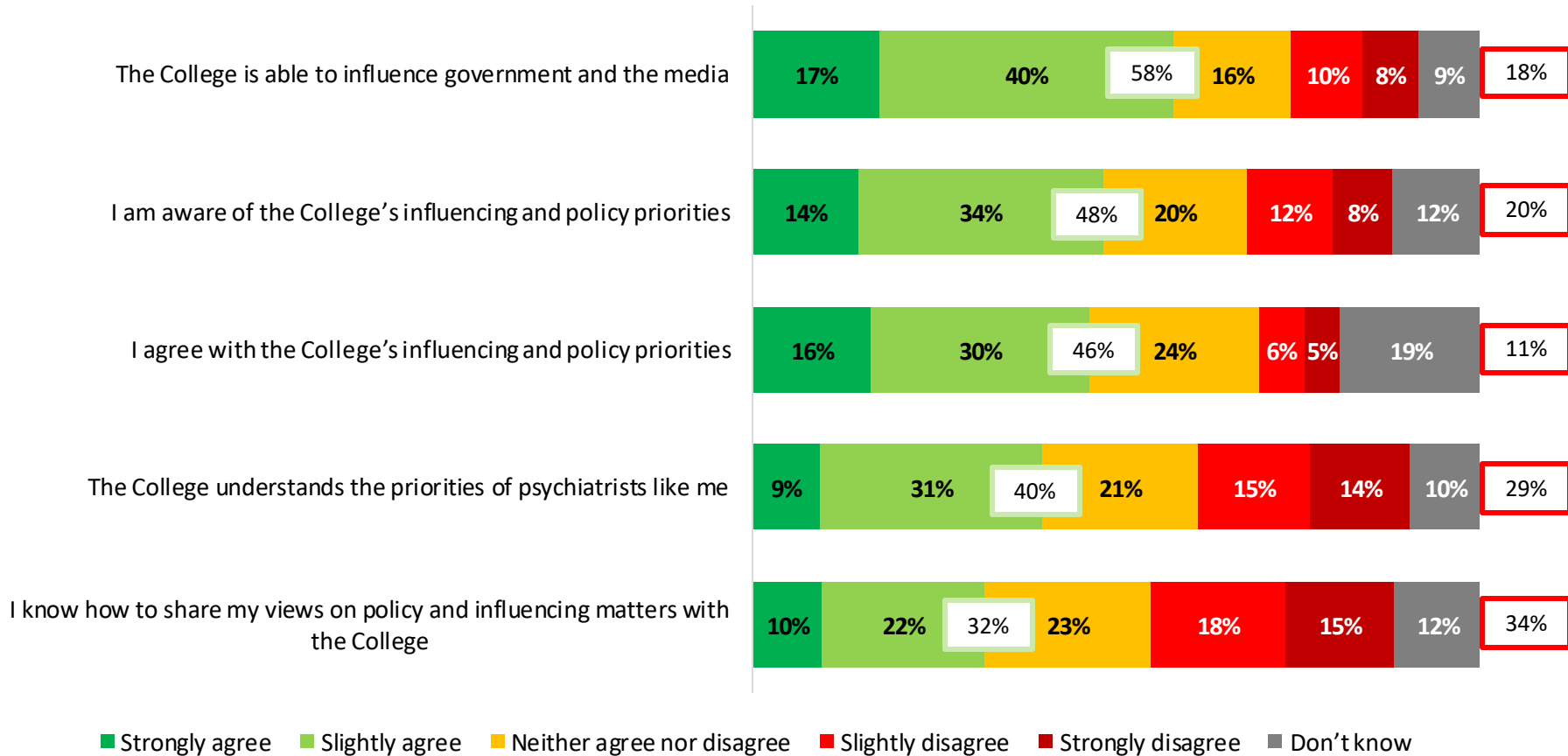
Both **Core Trainees** and **Advanced Trainees** are significantly more likely to select the following as future priorities of the College:

- 01 **Campaigning and supporting wellbeing of psychiatrists**
- 02 **Focusing on services that support the wellbeing of members**
- 03 **Ensuring equality for College members**
- 04 **Offering more mentoring and coaching opportunities**
- 05 **Providing increased support to members who have qualified outside the UK and now work in the UK**

Q13. What do you believe should be the priorities of the Royal College of Psychiatrists over the next five years?
Please select up to 5. Base: Advanced Trainee (275 respondents); Core Trainee (292 respondents).

Agreement with attitudinal statements

To what extent do you agree or disagree with the following statements?



Q24. To what extent do you agree or disagree with the following statements? Base: RCPsych Total (3,429 respondents).

Future focus: Where does the College need to be?

- Future interaction with RCPsych



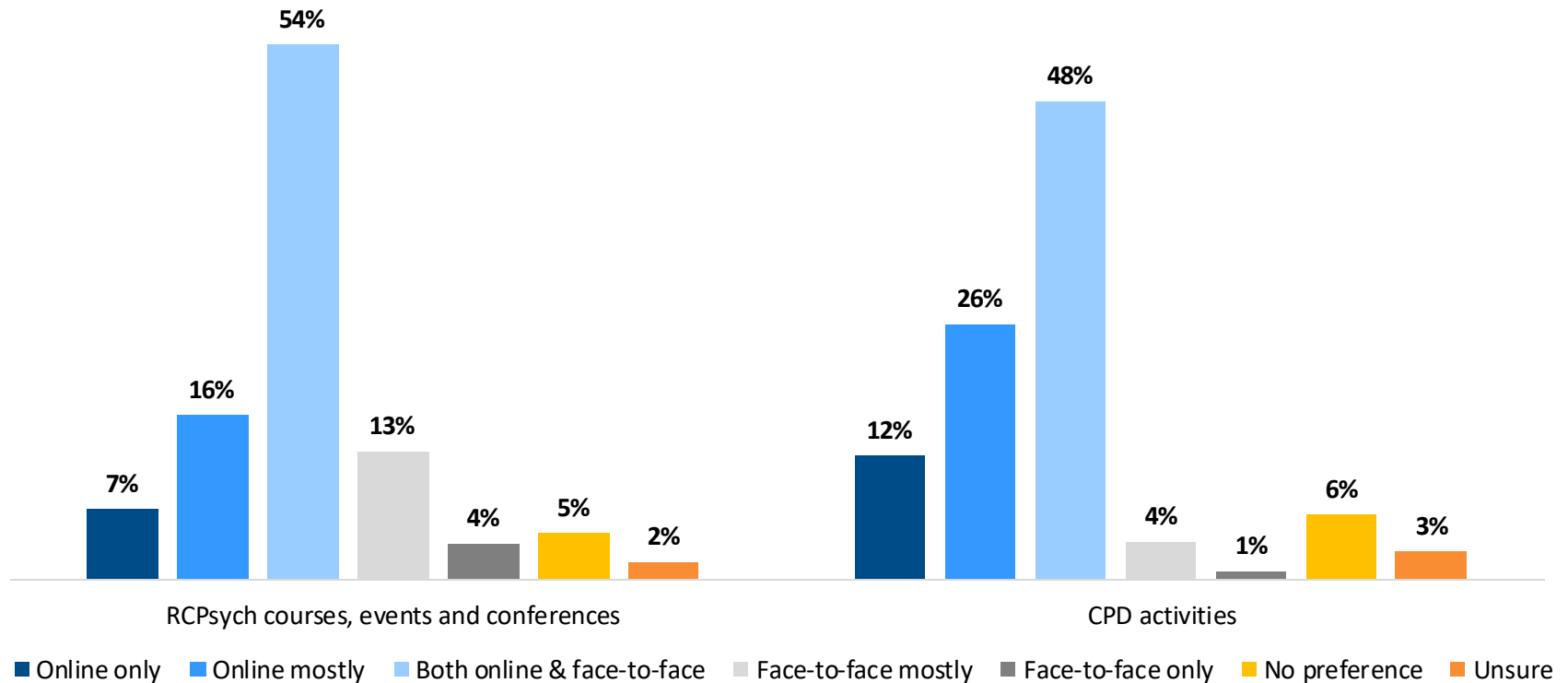
Preferred ways to interact with RCPsych

Preferred ways to interact with RCPsych:

By Total

90% online (to some extent)

90% online (to some extent)



RCPsych courses, events and conferences

CPD activities

■ Online only ■ Online mostly ■ Both online & face-to-face ■ Face-to-face mostly ■ Face-to-face only ■ No preference ■ Unsure

Q32. For each of the following, indicate how you would like it to be delivered. *Base: RCPsych Total (3,286 respondents).*

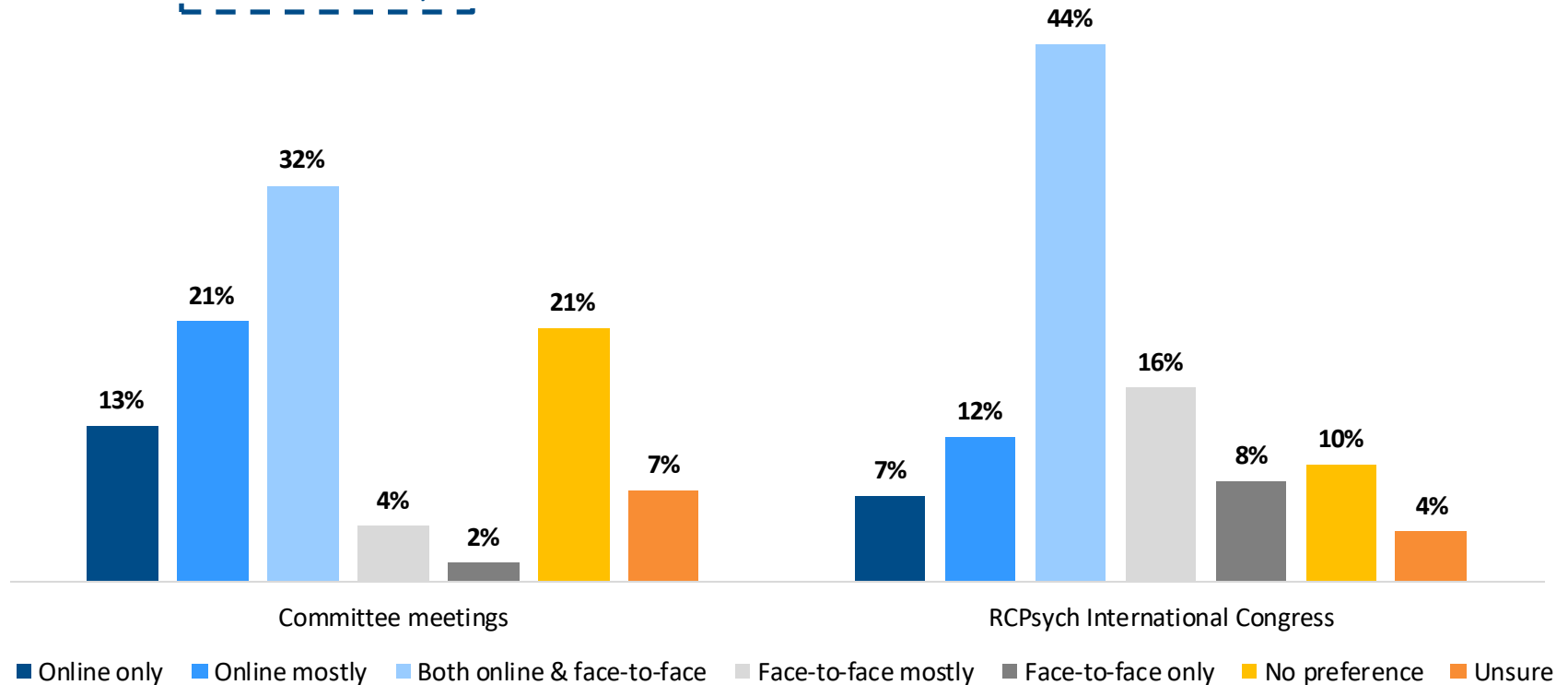
Preferred ways to interact with RCPsych

Preferred ways to interact with RCPsych:

By Total

70% online (to some extent)

78% online (to some extent)

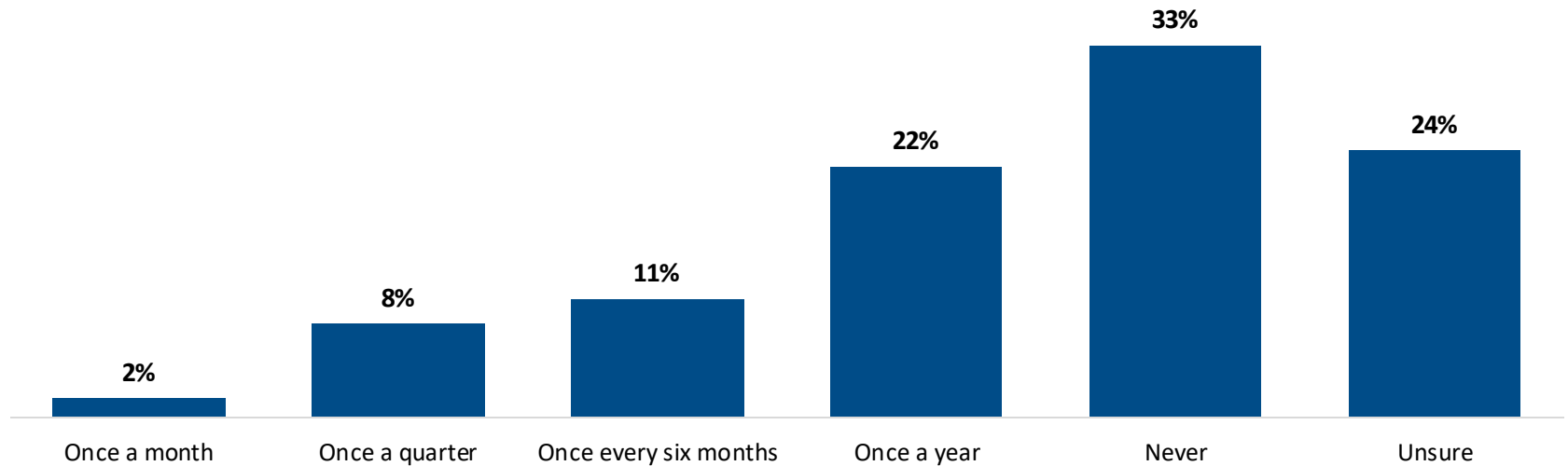


Q32. For each of the following, indicate how you would like it to be delivered. *Base: RCPsych Total (3,286 respondents).*

Envisaged frequency of visiting the College headquarters after the pandemic

How frequently do you envisage visiting the College headquarters at Prescot Street in central London after the pandemic?

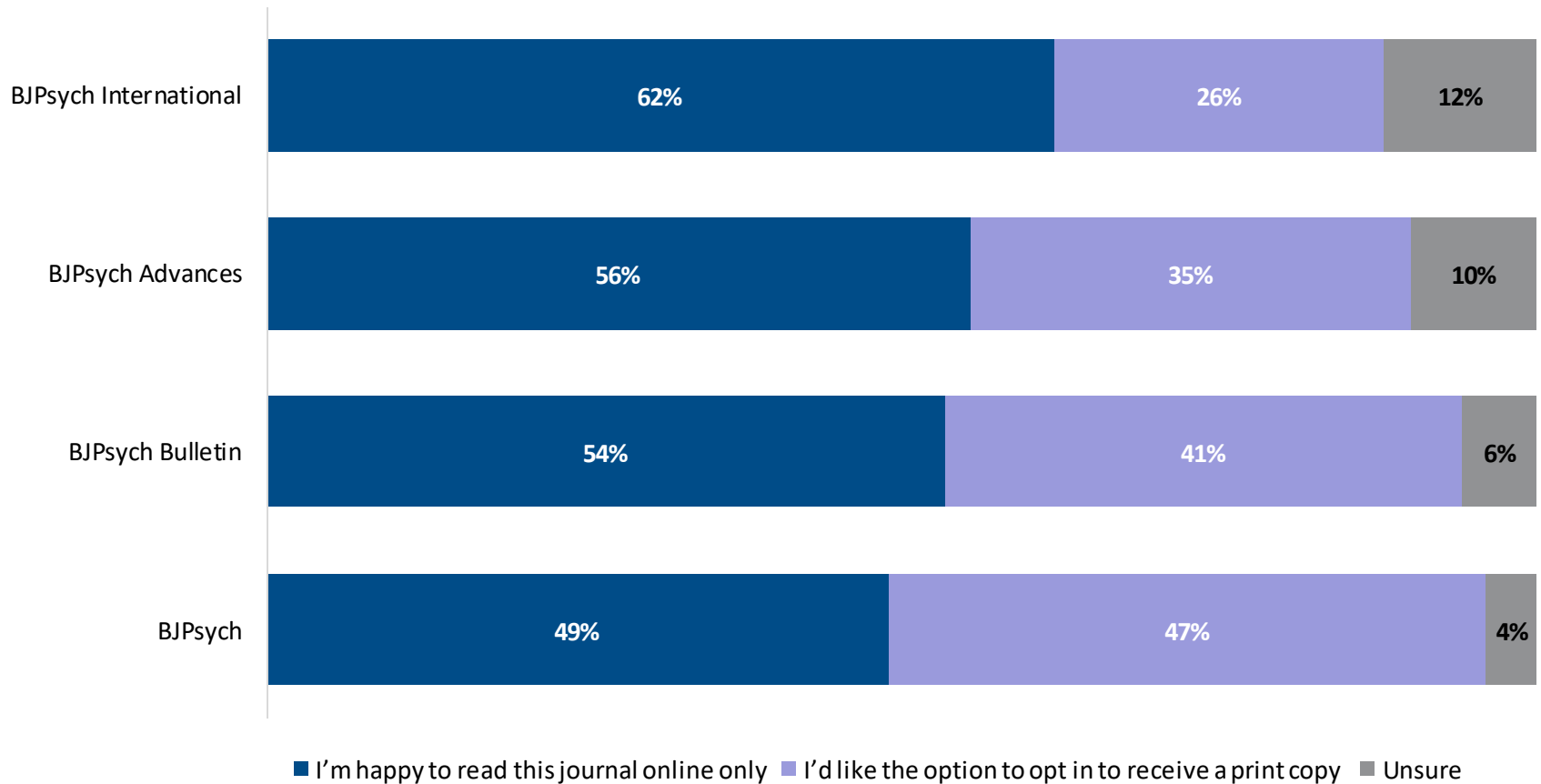
By Total



Q34. How frequently do you envisage visiting the College headquarters at Prescot Street in central London after the pandemic? Base: RCPsych Total (3,276 respondents).

Preferred method of engagement

For each of the following options, please select your preferred method of engagement:



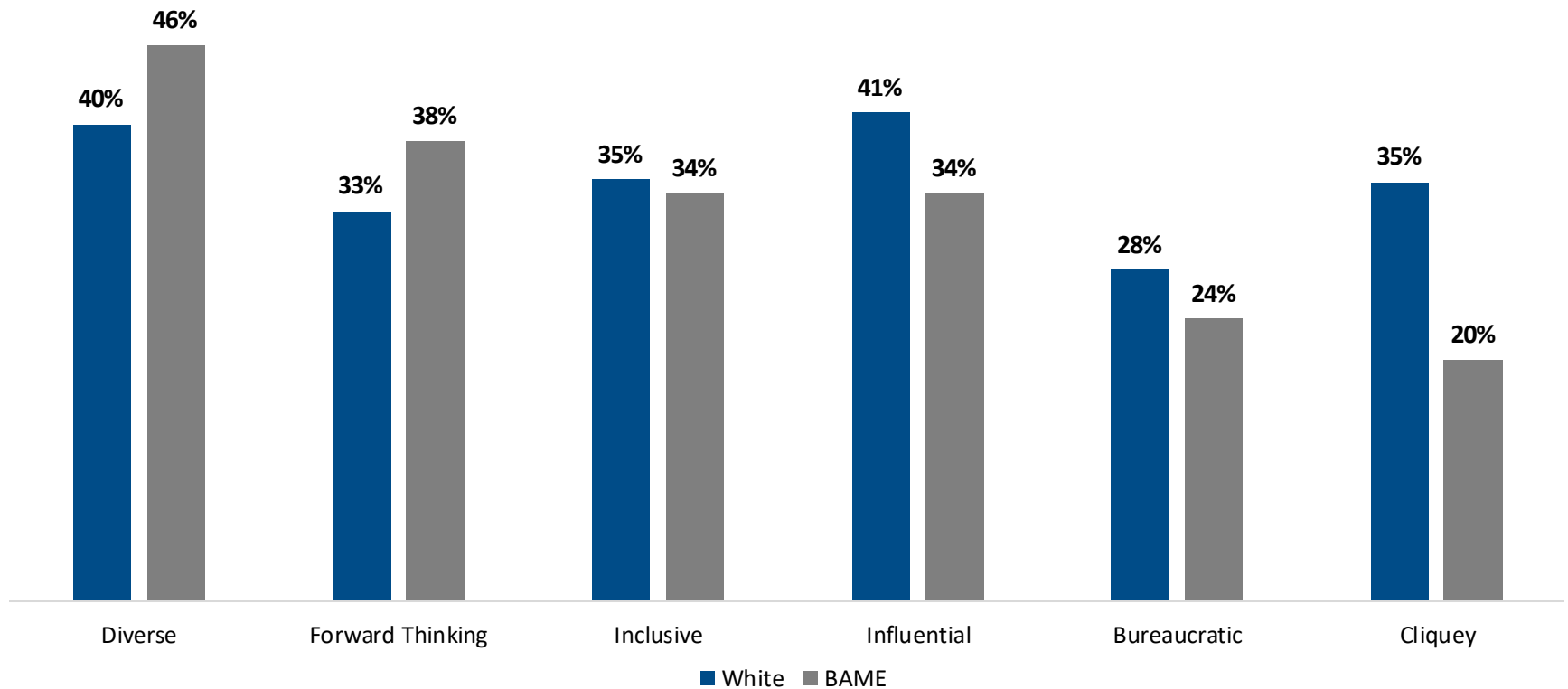
Q33. For each of the following options, please select your preferred method of engagement. Base: RCPsych Total (3,277 respondents).

Drilling down further into equality, diversity and inclusion



Words or phrases that are chosen to best describe RCPsych – by ethnicity

Which of the following words or phrases would you use to best describe the RCPsych?
(Top 6 by BAME Members)
By Ethnicity

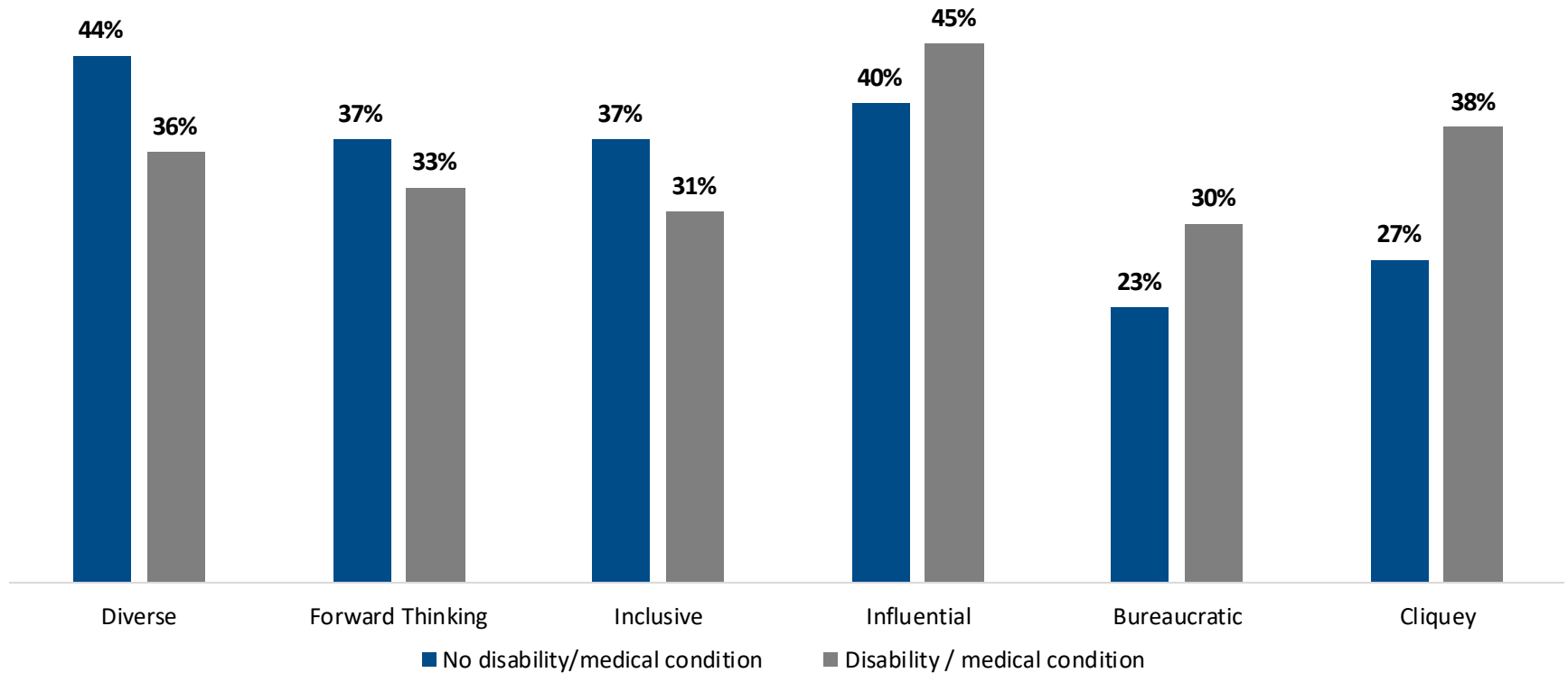


Q10. Which of the following words or phrases would you use to best describe the RCPsych? Base: White (1,971 respondents); BAME (1,277 respondents).

Words or phrases that are chosen to best describe RCPsych – by disability

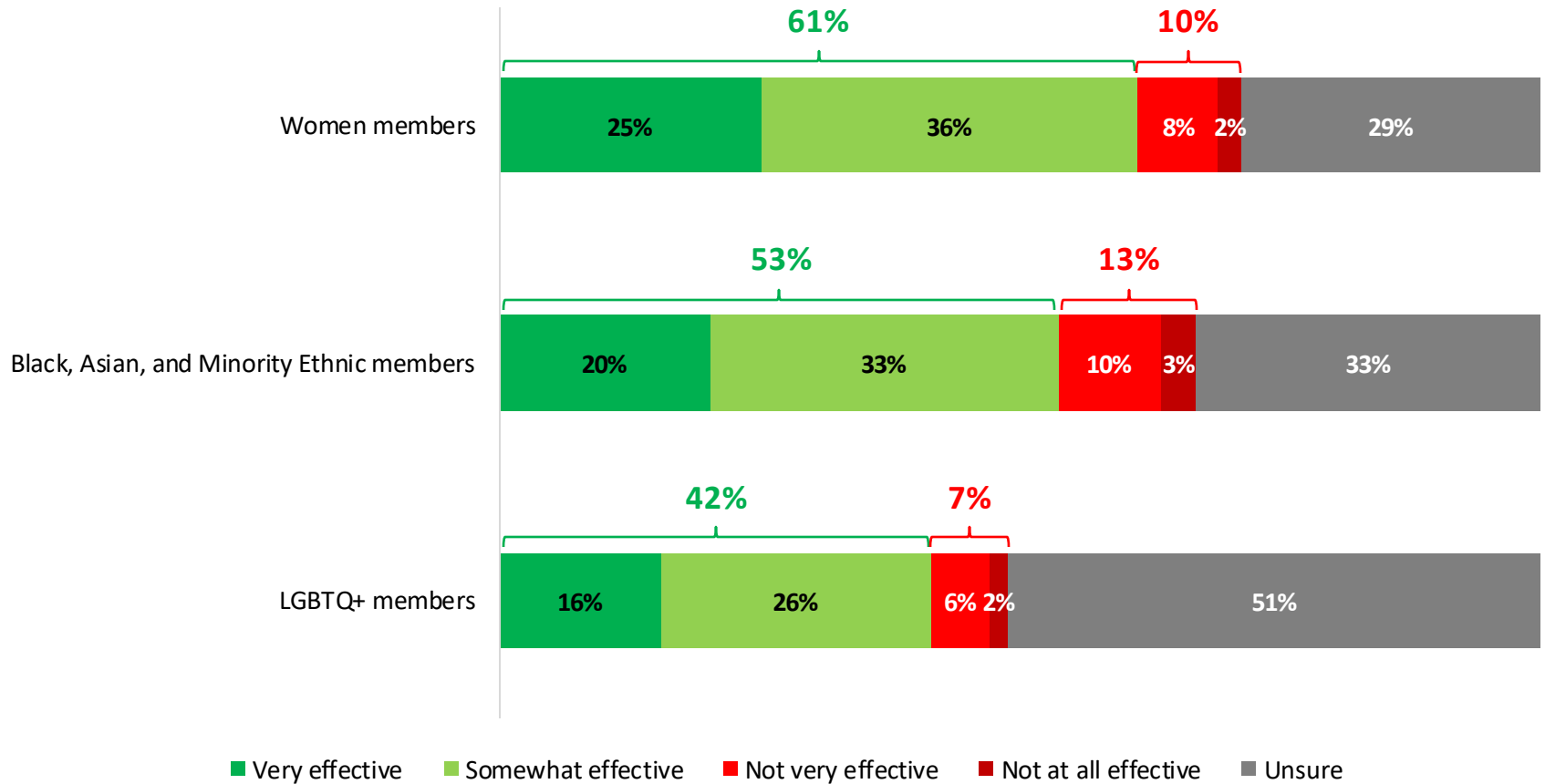
Which of the following words or phrases would you use to best describe the RCPsych?
(Top 6 by Members with a Disability)

By Disability



Effectiveness of the College in promoting equality, diversity and inclusion

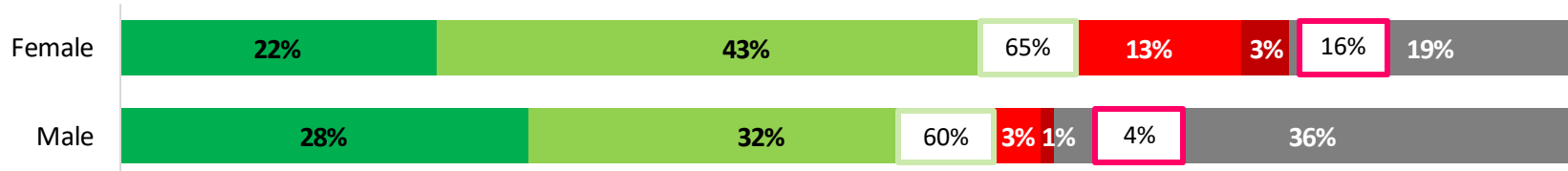
How effective is the College in promoting equality, diversity and inclusion for:



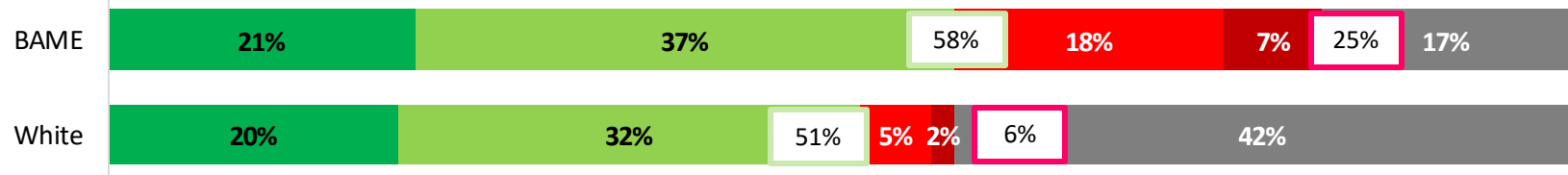
Q21. How effective is the College in promoting equality, diversity and inclusion for... Base: RCPsych Total (3,429 respondents).

Effectiveness of the College in promoting equality, diversity and inclusion – by certain protected characteristics

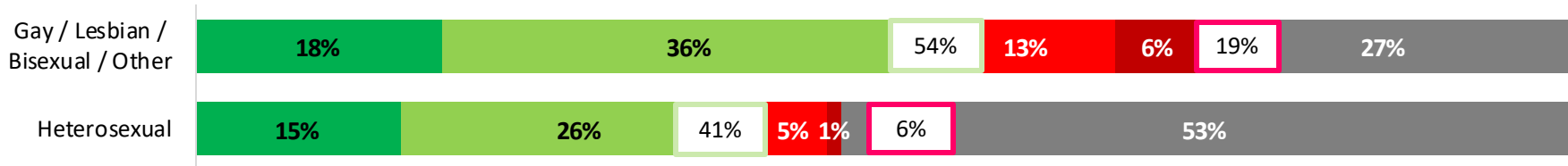
How effective is the College in promoting equality, diversity and inclusion for: Women Members



Black, Asian, and Minority Ethnic members



LGBTQ+ Members

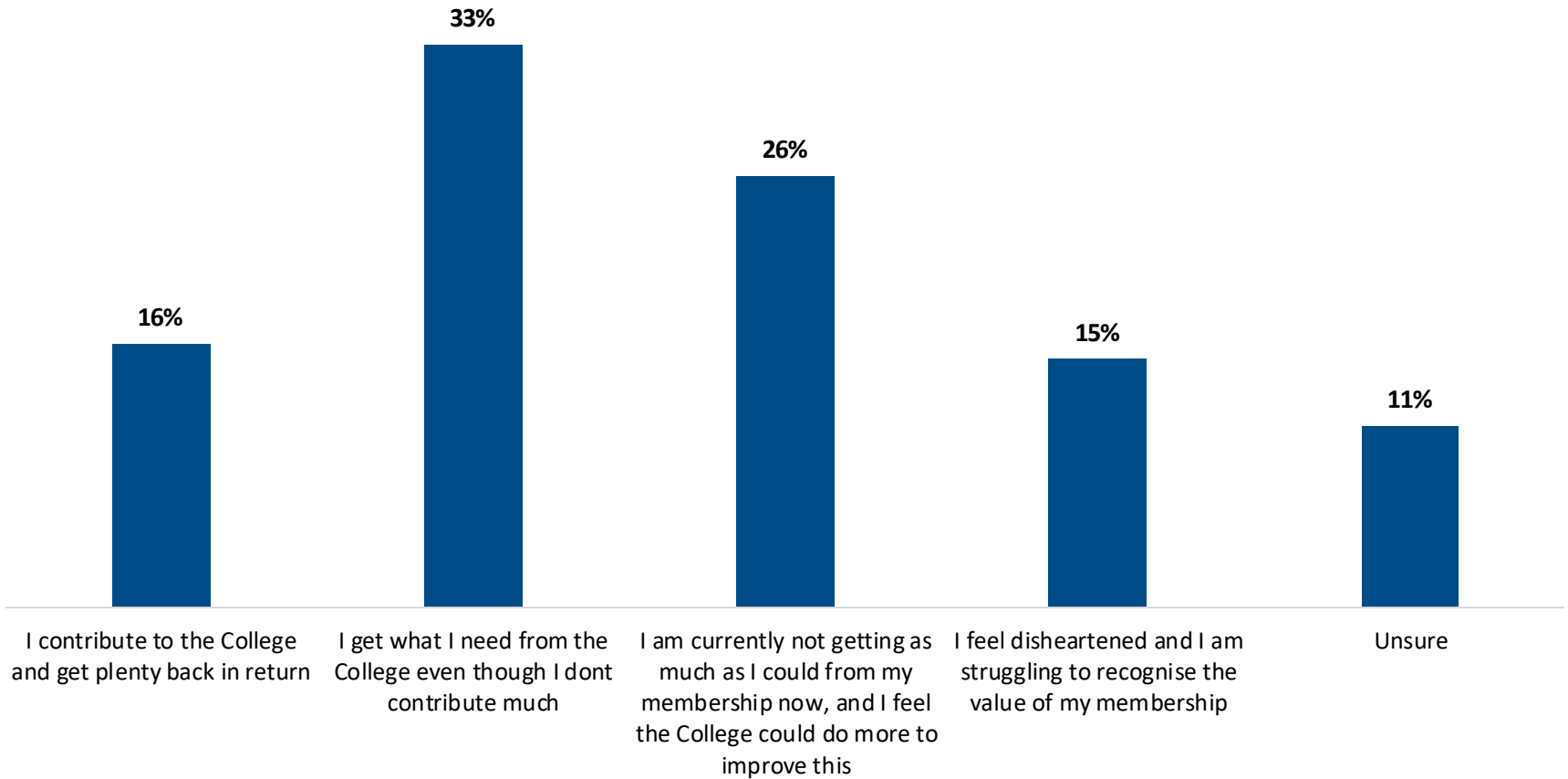


■ Very effective
 ■ Somewhat effective
 ■ Not very effective
 ■ Not at all effective
 ■ Unsure

Q21. How effective is the College in promoting equality, diversity and inclusion for... Base: Female (1,411 respondents); Male (1,731 respondents). White (1,971 respondents); BAME (1,227 respondents). Gay / Lesbian / Bisexual / Other (257 respondents); Heterosexual (2,662 respondents).

Statements which reflect relationship with the College

Which of the following statements best describes your relationship with the College?



Q23. Which of the following statements best describes your relationship with the College? Base: RCPsych Total (3,429 respondents).

Summary

RCPsych Member Research 2021 – Key points

Where is the College now?



- Overall, the survey results are positive.
 - Fellows and Associates, those who have been members for 30+ years, and those based internationally are most positive about the College.
- Over a third rate the College as poor value for money. Low ratings are driven primarily by Trainees (Advanced Trainees in particular).
- The primary role of the College, as understood by members, is to deliver training, education and research.
- The most popular words used to describe RCPsych are ‘diverse’, ‘influential’, ‘forward thinking’ and ‘inclusive’.
- The most valued benefits and services are the British Journal of Psychiatry, CPD online and the College’s conferences

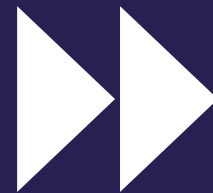
RCPsych Member Research 2021 – Key points

Where does the College need to be?


- Overall, members perceive RCPsych to have 5 clear future priorities, with a strong focus on advocating for the specialty:
 1. Campaigning for parity of access and funding for mental health services
 2. Supporting CPD
 3. Campaigning for a bigger psychiatric and mental health workforce
 4. Campaigning and supporting wellbeing of psychiatrists
 5. Online provision of courses, events, exams, ceremonies and resources
- Campaigning for parity of access/funding is a priority for Consultants and Advanced Trainees in particular.
- Prioritising wellbeing support/campaigning is particularly important to Trainees and SAS doctors.
- Looking at the operational focus moving forward, there is definitely immense appetite for the continuation of online services, particularly with regards to CPD.
- Currently, members do not envisage visiting the headquarters of the College in London frequently at all; over half cite this would be once a year or less.



Conclusions



Conclusions

- ✓ Throughout the research, there are clear signs that the current strategic path that RCPsych is on is both working and resonating with members.
 - ✓ The majority rate the College positively, praising it for its strong CPD, education and training, particularly during the pandemic.
 - ✓ There is clear appetite amongst members for a continuation of online/hybrid services.
 - ✓ Strong communications and engagement with members are also cited, along with the College's inclusive approach.
-  However, there is still a proportion of members who do not feel included, and are negative about RCPsych and its current strategic focus. These members are more likely to rate the College poorly and to question the value of their membership.
- ✓ Moving forward, there are opportunities for the College to strengthen its position even further....