

Member Satisfaction Survey 2021

RANZCOG conducted two membership satisfaction surveys in 2021, one for Fellows and one for Diplomates and Certificants. The surveys were released in late September, remaining open for three weeks. The surveys focused on member satisfaction and feedback in the following key areas:

- College Communications
- College Services, Resources and Support
- Educational Programs and Events
- Member Opportunities and Benefits
- Transition to Retirement
- Specialist International Medical Graduate (SIMG) Pathway

Who responded to the survey?

The surveys were completed by 337 Fellows, 77 Diplomates and ten Certificants, equating to a **10%** response rate for Fellows, and a **3%** response rate for Diplomates and Certificants. Further demographic characteristics are presented in Figure 1.

Member Satisfaction

- Members across both surveys were mostly satisfied with the services, resources and support provided by RANZCOG (**42%** satisfied, **10%** very satisfied) (Figure 2).
- Over **60%** of survey respondents indicated that they were satisfied or very satisfied with RANZCOG communications (Figure 2).
- When asked about educational programs and events, members indicated that these are highly important and well delivered by RANZCOG (Figure 2).
- Members who went through the SIMG program to attain Fellowship rated their experience of the SIMG program as neutral (**42%**) (Figure 2).
- The majority of Retired Fellows who completed the survey rated their transition to retirement and the support provided by RANZCOG as neutral (**37%**) to satisfied (**28%**) (Figure 2).

Figure 1: Demographic characteristics of survey respondents

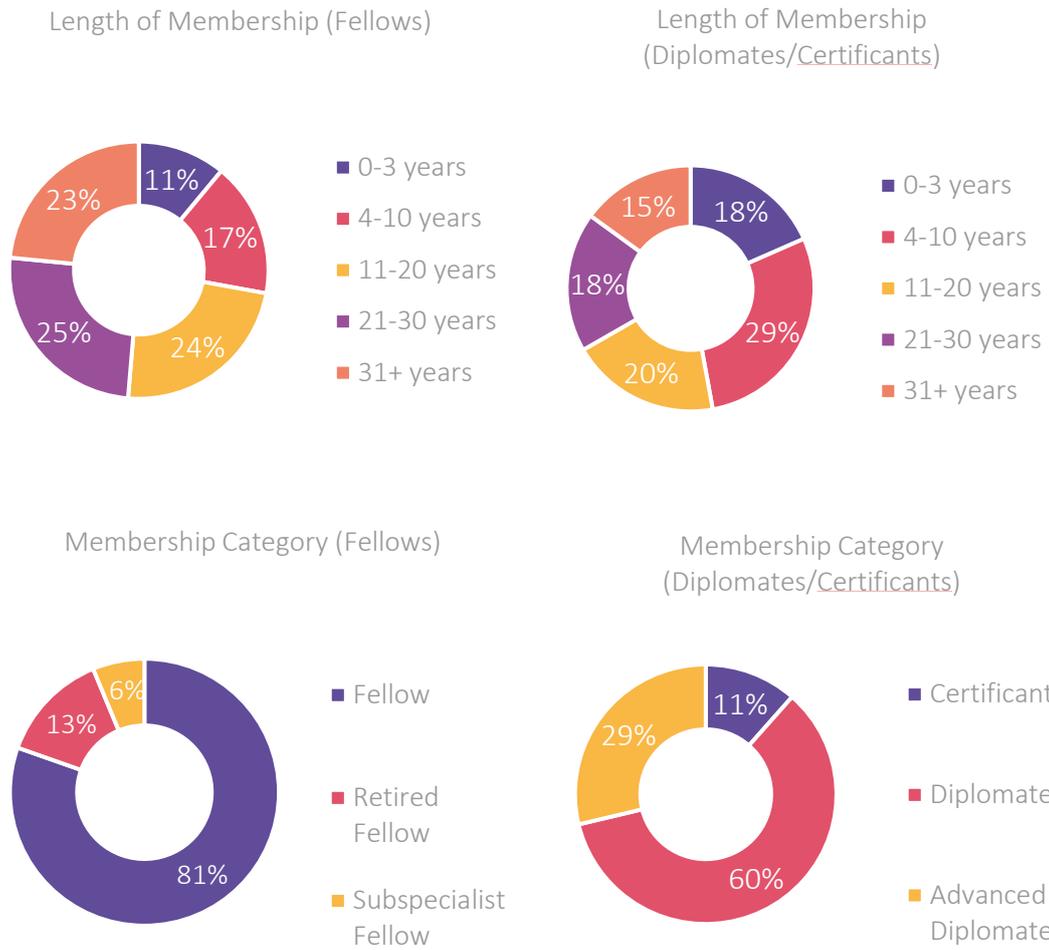
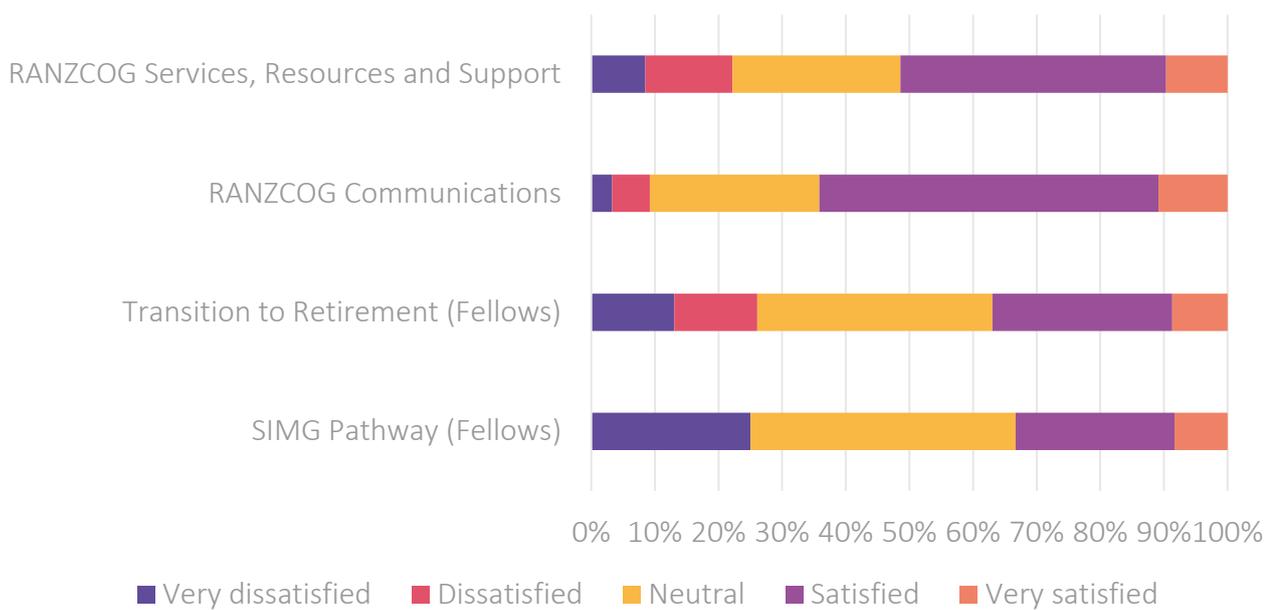


Figure 2: Member satisfaction across key areas



What can we do better?

Area of Interest	Key opportunities for improvement
College Communications	Members wanted to receive targeted communication based on their membership type and location.
College Services, Resources and Support	<p>Members wanted a more accessible and easier to navigate website with an improved “Find a Women’s Health Doctor” directory.</p> <p>There were many members who noted that they were unaware of the resources mentioned in the survey, and they asked for increased accessibility and awareness of these resources.</p> <p>Some members experienced technical issues with the College database, Integrate, after its launch. They wanted to see an improvement to its functionality and usability.</p> <p>Members wanted to see more comprehensive, up to date and evidence-based RANZCOG Statements and Guidelines.</p> <p>Fellows wanted a more user friendly and simplified CPD program and reporting system.</p> <p>Members wanted a more objective and transparent hospital accreditation process. They would also like hospital accreditation processes to address workplace culture, bullying and opportunities for diverse practice.</p>
Educational Programs and Events	<p>Members wanted to see accessible educational programs and events including the continued use of technology in delivering hybrid events.</p> <p>Diplomates and Certificants wanted more educational resources relevant to their scope of practice.</p> <p>When asked about RANZCOG Publications, members wanted to see more original research and more gynaecology content.</p> <p>Members wanted Patient Information Resources to have up to date and evidence-based content and be made available at no cost.</p>
Transition to Retirement	Retired Fellows wanted to see more mentoring, support, volunteering opportunities and engagement from RANZCOG.
Specialist International Medical Graduate Pathway	Fellows who had been through the SIMG pathway identified issues including the length and cost of the process.

What have we done in response to feedback from this survey?

Since the release of the 2021 Membership Satisfaction survey, there have been numerous developments and actions across the College to improve member satisfaction, including:

- Development and launch of the new College website, including new “Find a women’s Health Doctor” directory
- Development and launch of the new E-Learning platform, ACQUIRE
- Further development of the new member database, Integrate, with new CPD portal enhancing user experience
- Launch of the Discrimination, Bullying and Sexual Harassment (DBSH) Survey and development of the associated Fostering Respect Action Plan
- Further development and delivery of hybrid events and educational resources
- Patient Information Pamphlets made available in print friendly version on our website

What are we doing in response to feedback from this survey?

- Development of new RANZCOG Statements and Guidelines
- Ongoing development of the member database, Integrate
- Implementation of a more streamlined and efficient College communications approach
- Increasing opportunities for mentoring and networking for members
- Improved scope and monitoring of accreditation standards across all training programs
- Continued engagement with health services about prevention of DBSH, and establishing processes and systems to identify and address unacceptable behaviour
- Continued advocacy across all matters pertaining to women’s health and maternity care