

EFFICIENT ADAPTABLE COHERENT FLEXIBLE DURABLE CUSTOMER-FOCUSED FAIR INDEPENDENT OUTCOME-FOCUSED PREDICTABLE

First Rate Regulator Initiative Survey of the professions

On behalf of the Royal College of Veterinary Surgeons



Sally Williams & Associates
February 2013

This research report has been prepared for the Royal College of Veterinary Surgeons (RCVS) by Sally Williams and Andrew Smith of Andrew Smith Research. It is part of the RCVS First-Rate Regulator initiative, which seeks to deliver improvements across the organisation to ensure that it is regulating as effectively as possible.

The RCVS has sought to understand how it is perceived by veterinary surgeons, veterinary nurses and practice managers. The RCVS has over 20,000 registered veterinary surgeons, 10,700 registered veterinary nurses and there are around 5,300 practice premises, of which just under half are accredited under the RCVS Practice Standards Scheme.

Key messages

Key messages

1. The College represents very different audiences. Veterinary surgeons (VS) and nurses (VN) differ markedly as groups demographically and in their expectations of the RCVS.
2. The Practice Standards Scheme covers 56% of practices – and far fewer very small practices. Getting more on board is considered helpful to boost standards, which all want.
3. The professions want the RCVS to perform better in a number of areas, especially: promoting the professions externally, providing informed advice, and protecting animal welfare. There is a general expectation that the RCVS should have a broader remit.
4. The RCVS is not widely considered to be ‘in touch’ with clinical practice, nor staffed by enough people with recent ‘front line’ experience. The Council is seen as ‘old school’.
5. Complaint handling is regarded as thorough, but too slow and in need of modernising. More contact and assessment by email/video conferencing is sought, to minimise the stress.
6. RCVS staff are considered to be polite and professional, but quite often poorly informed and unable to help (especially on professional conduct/complaints enquiries).
7. More than half use the website infrequently or not at all. Those who do, rate it positively. Respondents identified a need to improve navigation and topical feature content.
8. The main suggested priorities are addressing public image, engagement and communication, and being more in touch/modern.

Key differences between the professions

Veterinary surgeons

- 6 in 10 male; very wide age range
- 1 in 7 no longer practicing and a further 1 in 7 practice overseas
- Of those working, 7 in 10 work at a practice
- Mostly small or mixed practices, in urban or semi-urban areas
- Perceive RCVS more for complaints, maintaining educational standards & external promotion
- UK practicing vets aged 25-65 are the least supportive/positive – on many measures
- As a whole are more negative and likely to want change, especially engagement with members
- Significantly more negative about RCVS Council than veterinary nurses
- Over 1 in 20 faced a complaint in recent years; mixed reactions about RCVS's performance & processes
- Receive more RCVS communications about professional conduct

Veterinary nurses

- Almost all female; over 80% under 45
- All UK based, and currently working
- 8 in 10 at a clinical practice
- Rarely work at large animal/equine practices; almost all work at small/mixed animal practices
- Perceive RCVS more for maintaining a register of who can practice, and animal welfare
- Are more positive about the RCVS on a wide variety of measures
- Very rarely complained about to RCVS
- Receive more RCVS communications about education and training, and registration
- Use the RCVS website more widely and often, and rate it somewhat more highly

Research objectives

Research objectives – as explained to those asked for help



A message from the President and Chief Executive

28 November 2012

First-class delivery? Your views, please

Dear Colleague

We would like to understand your perceptions of the Royal College of Veterinary Surgeons; how you feel it safeguards the health and welfare of animals through the regulation of veterinary surgeons and veterinary nurses; and, where it could improve.

This is part of our **First-Rate Regulator initiative**, which seeks to deliver improvements across the organisation to ensure that we are regulating as effectively as possible.

We have commissioned independent market research consultants to survey veterinary surgeons, veterinary nurses and practice managers. The survey will take about ten minutes to complete. Your answers will go directly to the market researchers and **will be completely confidential**.

Your opinions are very important, so please take the time to [give us your views](#), by **4 January 2013**.

Please feel free to pass on this email to any other veterinary surgeon, veterinary nurse, practice manager or veterinary/veterinary nurse student who would like to contribute their views. Separate surveys are being carried out with members of the public.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jacquie Molyneux'.

Jacquie Molyneux
President

A handwritten signature in black ink, appearing to read 'Nick Stace'.

Nick Stace
Chief Executive

[Complete the survey](#)



Main survey topics

- Understand perceptions of what the RCVS is and does, and its value to the professions
- Where it should focus energy
- Its role as a regulator, and other roles
- Whether it lives up to its stated values
- How it deals with complaints about veterinary surgeons and nurses
- How effectively it communicates with 'members'
- Website use and engagement
- Sub-group variation, especially between veterinary surgeons and nurses

Method and sample

- All 21,500 veterinary surgeons and nurses, plus to 3,000 practices (targeting practice managers) were invited (by email) to complete a 10 minute online survey
- The survey was also publicised on the RCVS website, in a press release, and using social media (Twitter)
- Three reminder emails were sent out over the survey period
- About 20 paper survey requests were made and completed
- The survey was in the field for 6 weeks (28 November 2012 – 7 January 2013)
- In total **4,897 responses were received** – a very robust sample base indeed, representing around 20% of all invited
- About 80% of those starting the survey finished it, and 20% part completed it
- Response was strongest from veterinary surgeons, and weaker from veterinary nurses and practice managers (although difficult to know exactly how many dedicated practice managers there are).

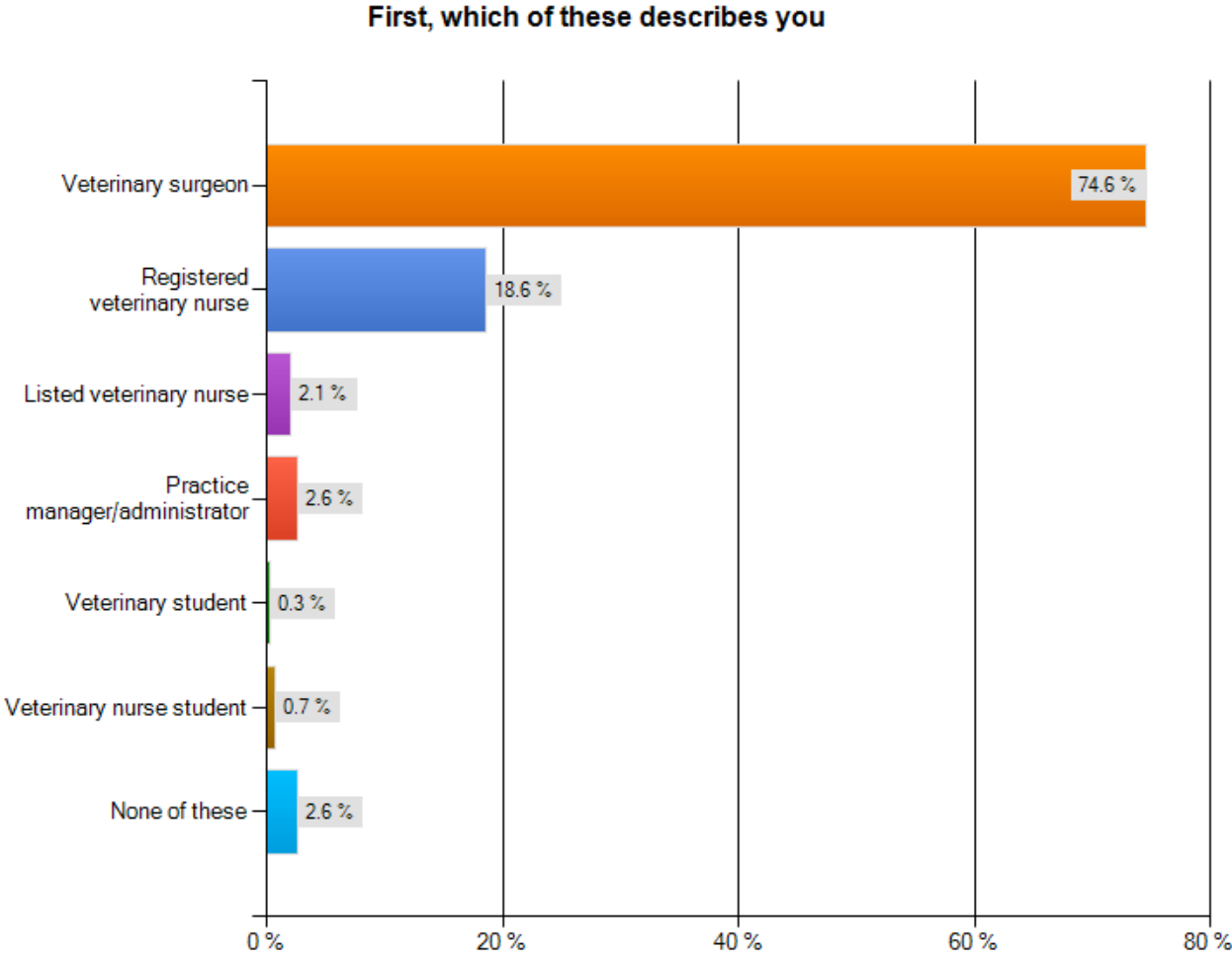
Survey outputs

- This charted report – summarises the main findings & conclusions
- A detailed data report – containing all questions and a wide range of sub-group statistical comparisons
- An Excel verbatim answers database – containing all open text responses, which can be filtered by key variables (e.g. practice type)

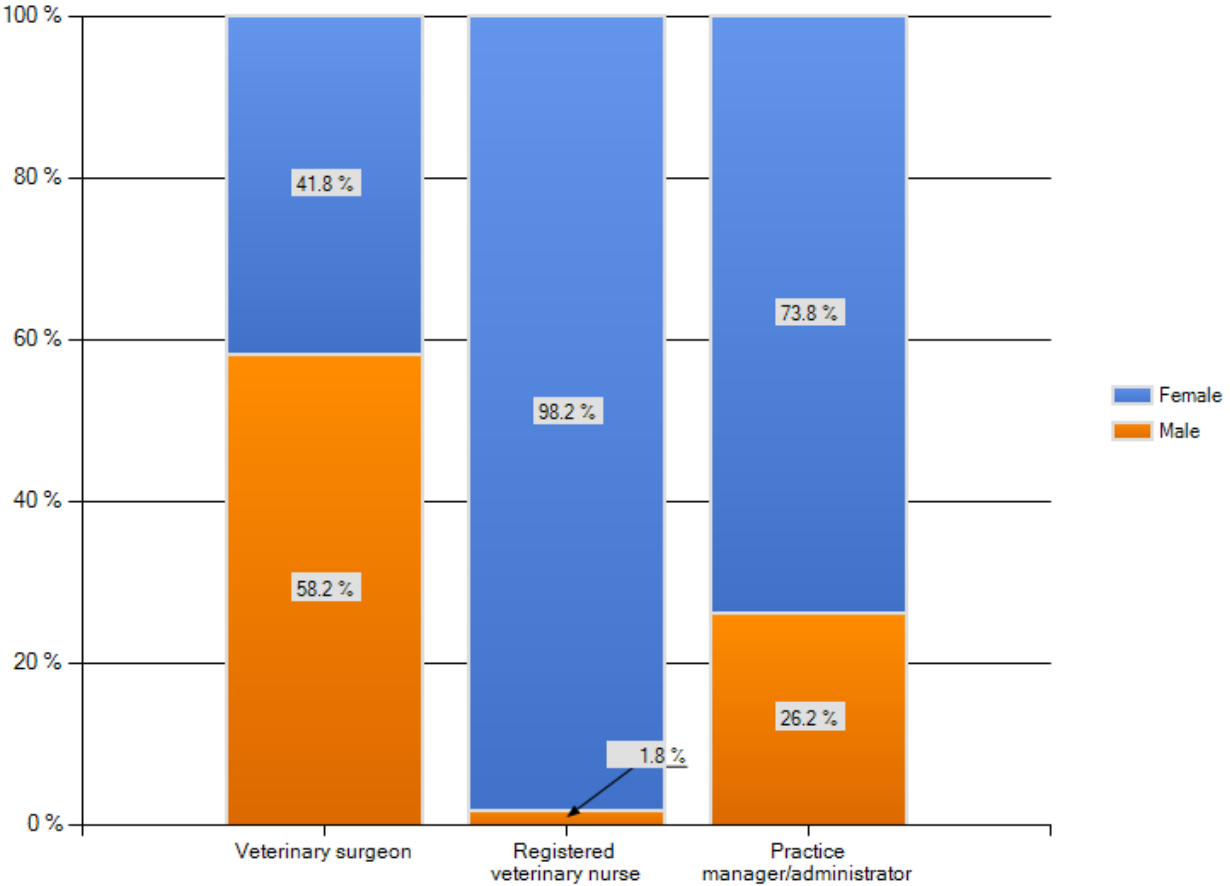
Profile of respondents

Survey response was dominated by veterinary surgeons and nurses

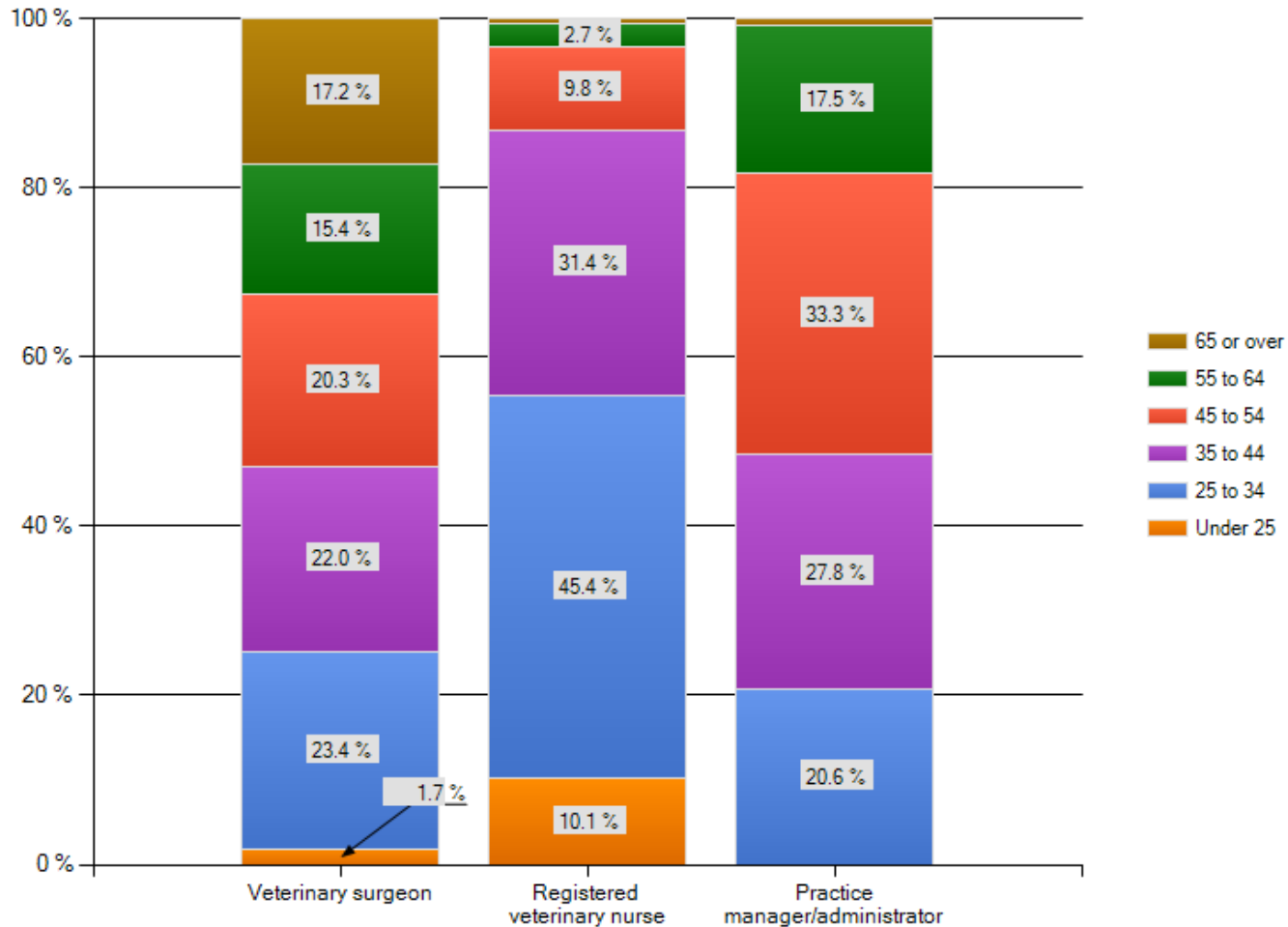
NB nurses are under-represented, and relatively few practice managers and students took part
(should be remembered when looking at total sample results)



There is a clear male majority amongst veterinary surgeons; almost all nurses and most practice managers are female

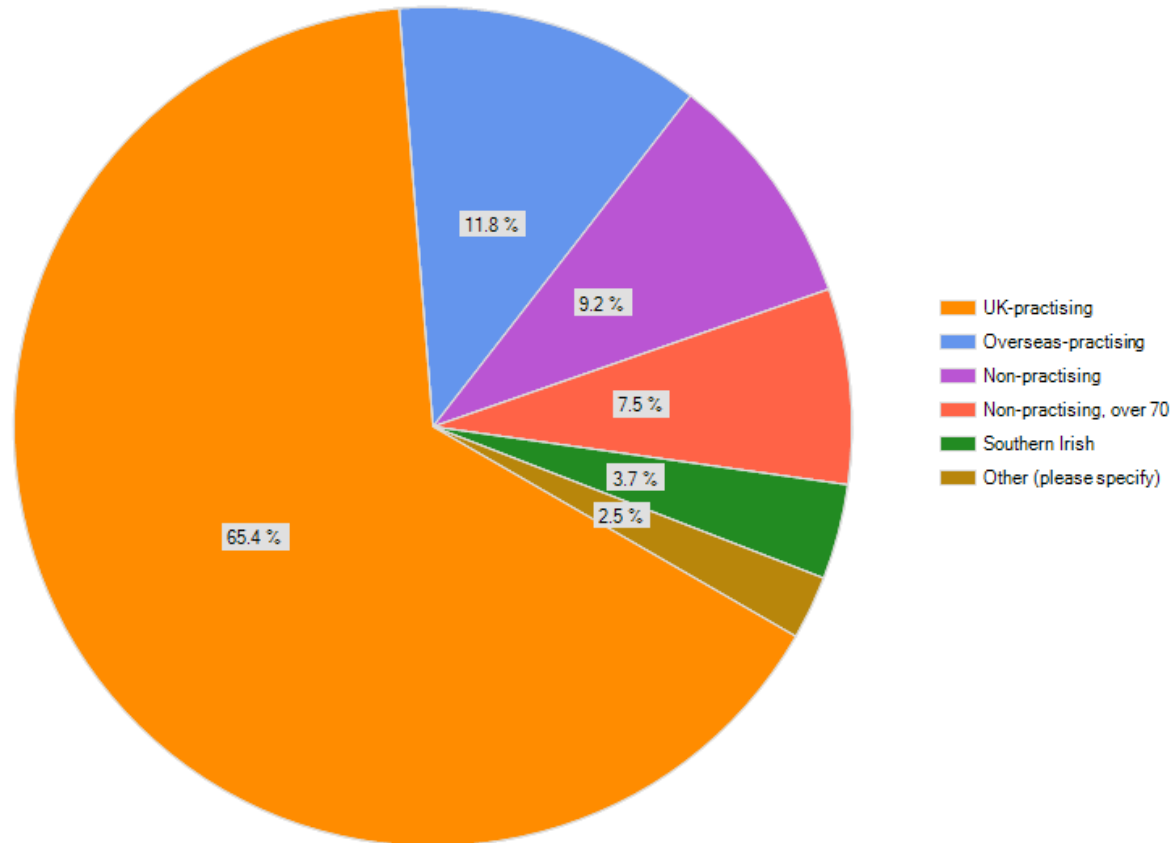


The age profile of the 3 main career groups is also very different; veterinary nurses especially are a lot younger

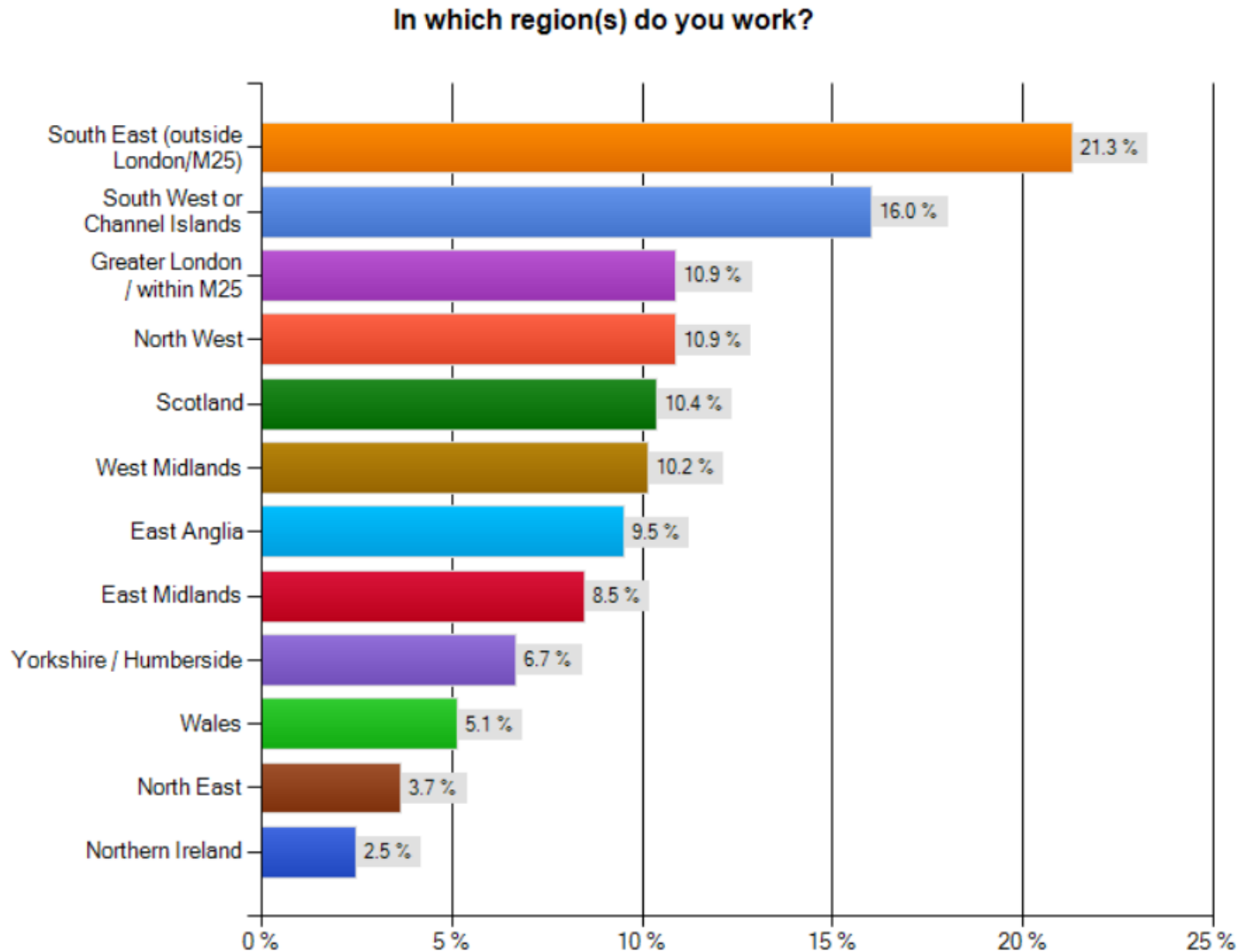


Most are UK practicing; 15% work overseas and 17% are non practicing

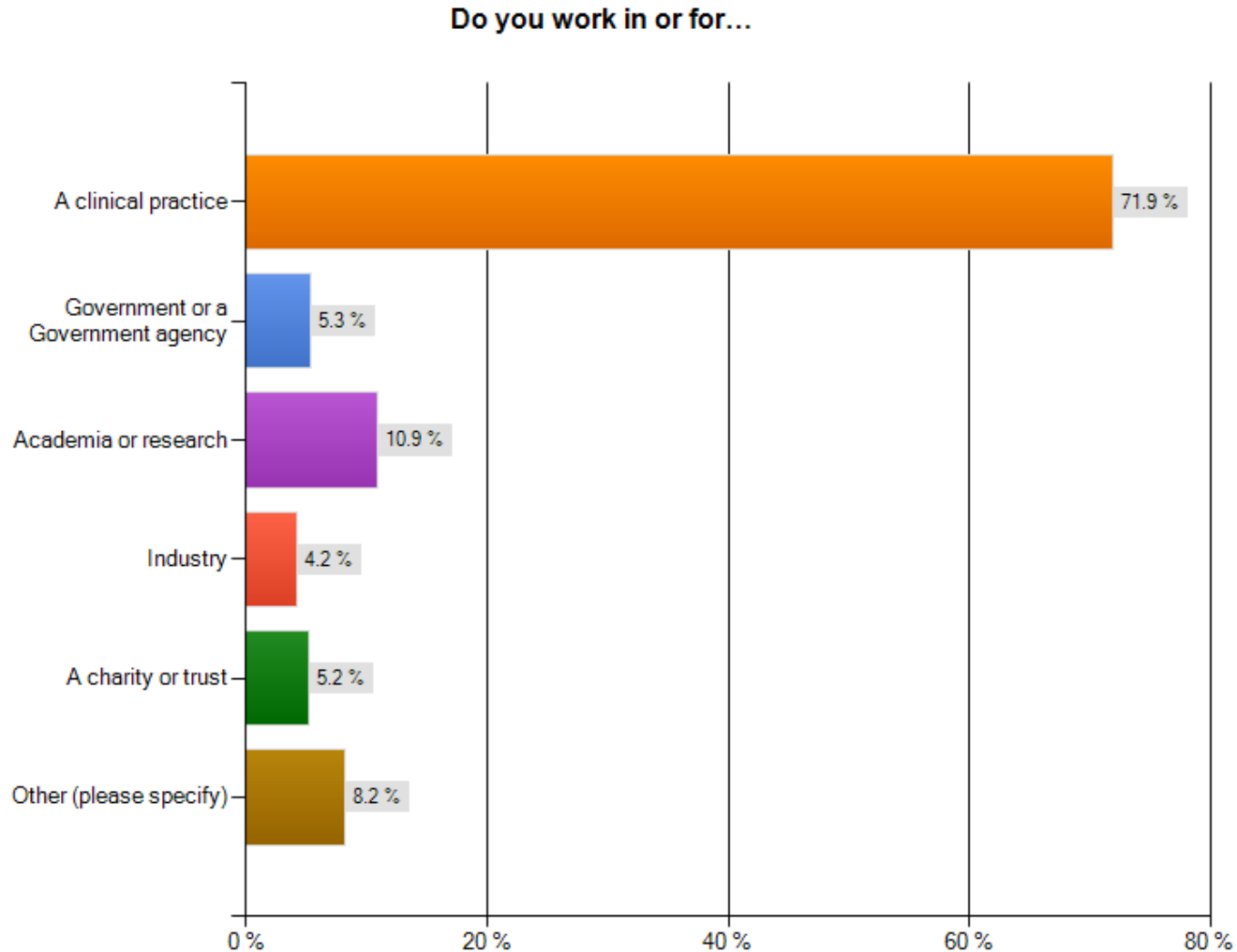
To which category of RCVS membership do you belong



Regional spread of those working in the UK

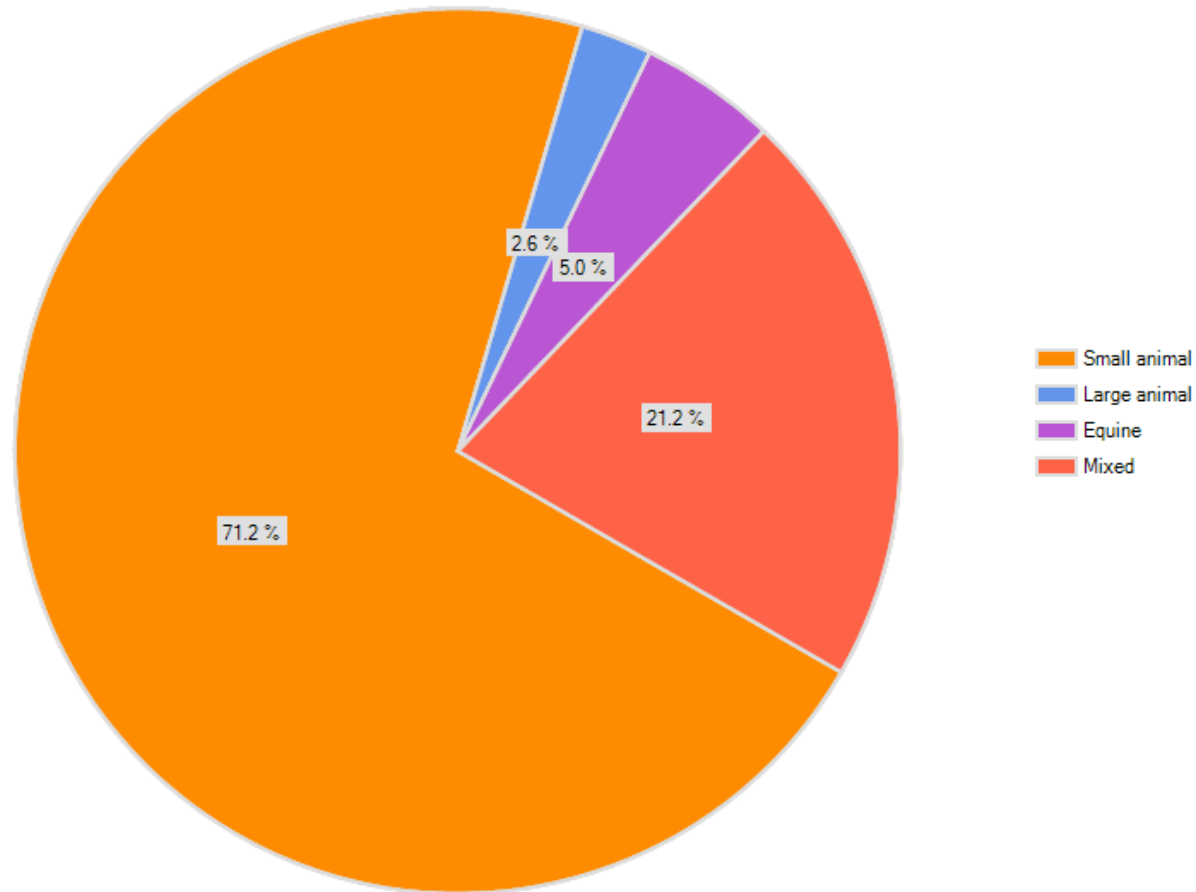


The majority work at a clinical practice, although almost 3 in 10 work somewhere else



The great majority of vet practices are small animal, although 1 in 5 are mixed

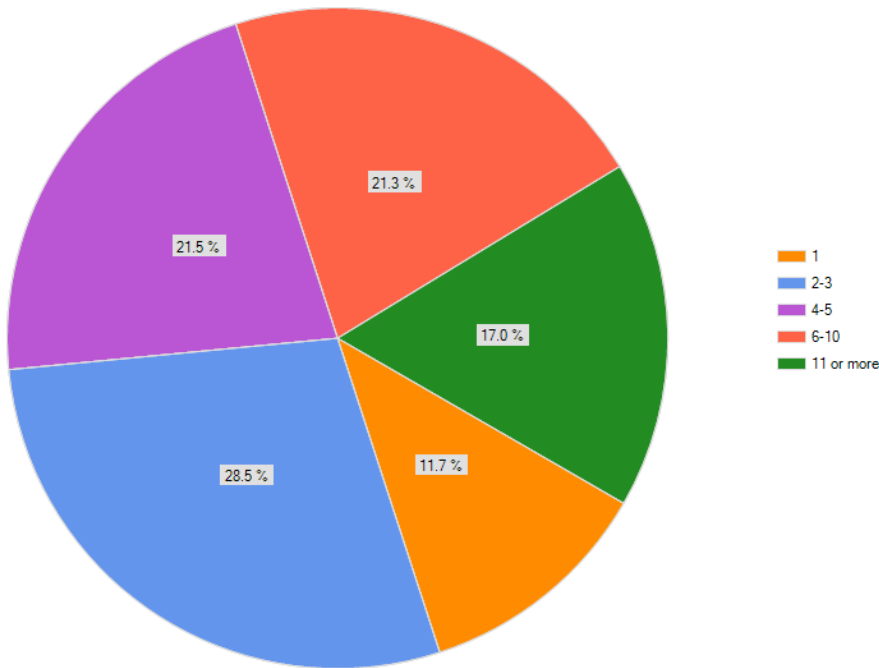
Is your veterinary practice ...



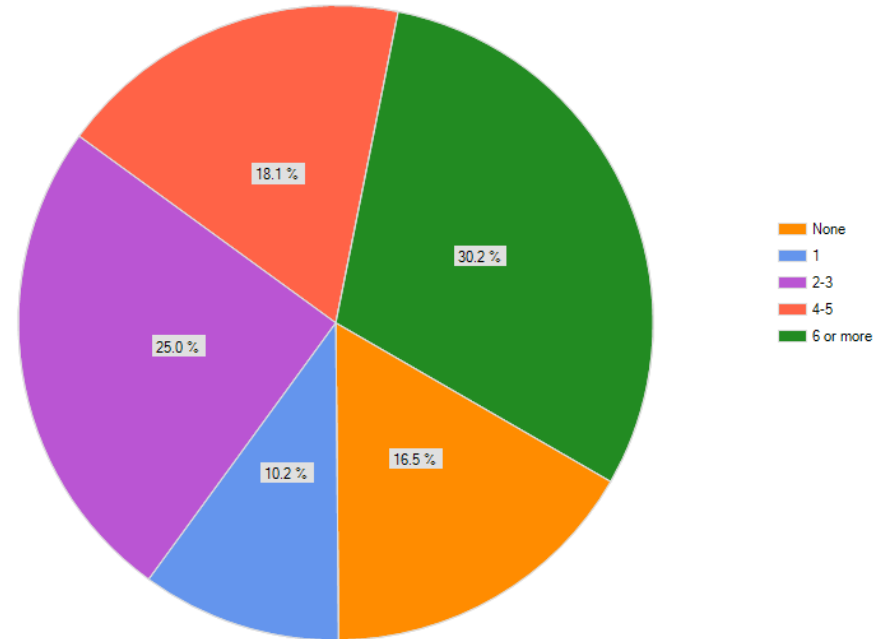
The survey represented a very wide spread of practices by size

The great majority of practices employ veterinary nurses. NB several veterinary surgeons also report that they work as locums at a variety of different sized practices, and that this is becoming more common.

How many veterinary surgeons work at your practice premises?

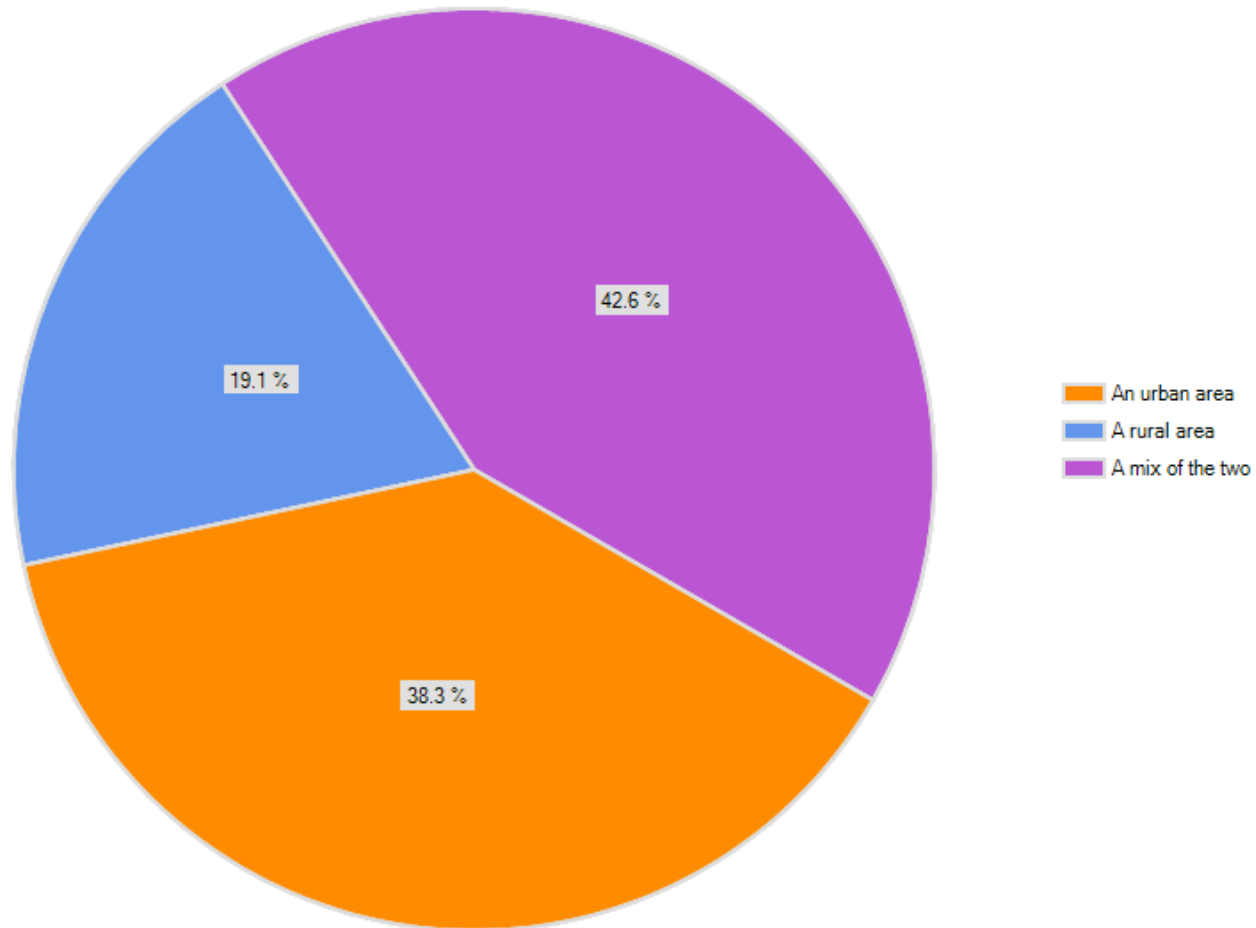


And how many registered, listed or enrolled student veterinary nurses work at your practice premises?



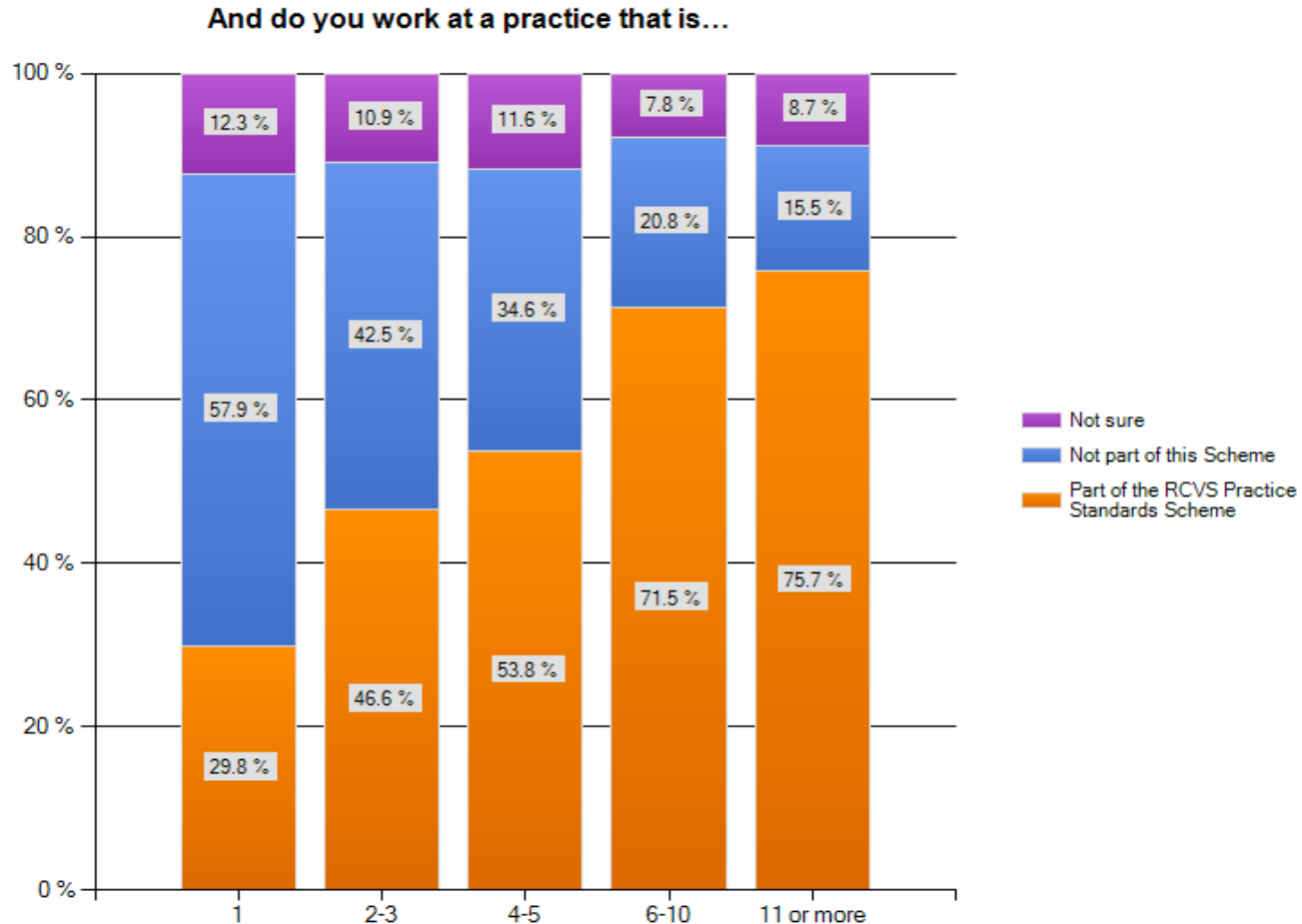
Most practices serve urban or semi-urban areas

Would you describe your practice as mainly serving...



In total, 56% of practices report being part of the Practice Standards Scheme; 33% are not and 10% don't know

The larger the practice, the more likely it is that it will be part of the Scheme



Perceptions of the RCVS

Verbatim database of text answers

This is a very illuminating tool, which can be used to compare typical comments by sub-group

Text answers database - RCVS prof survey Jan 2013 - Microsoft Excel non-commercial us

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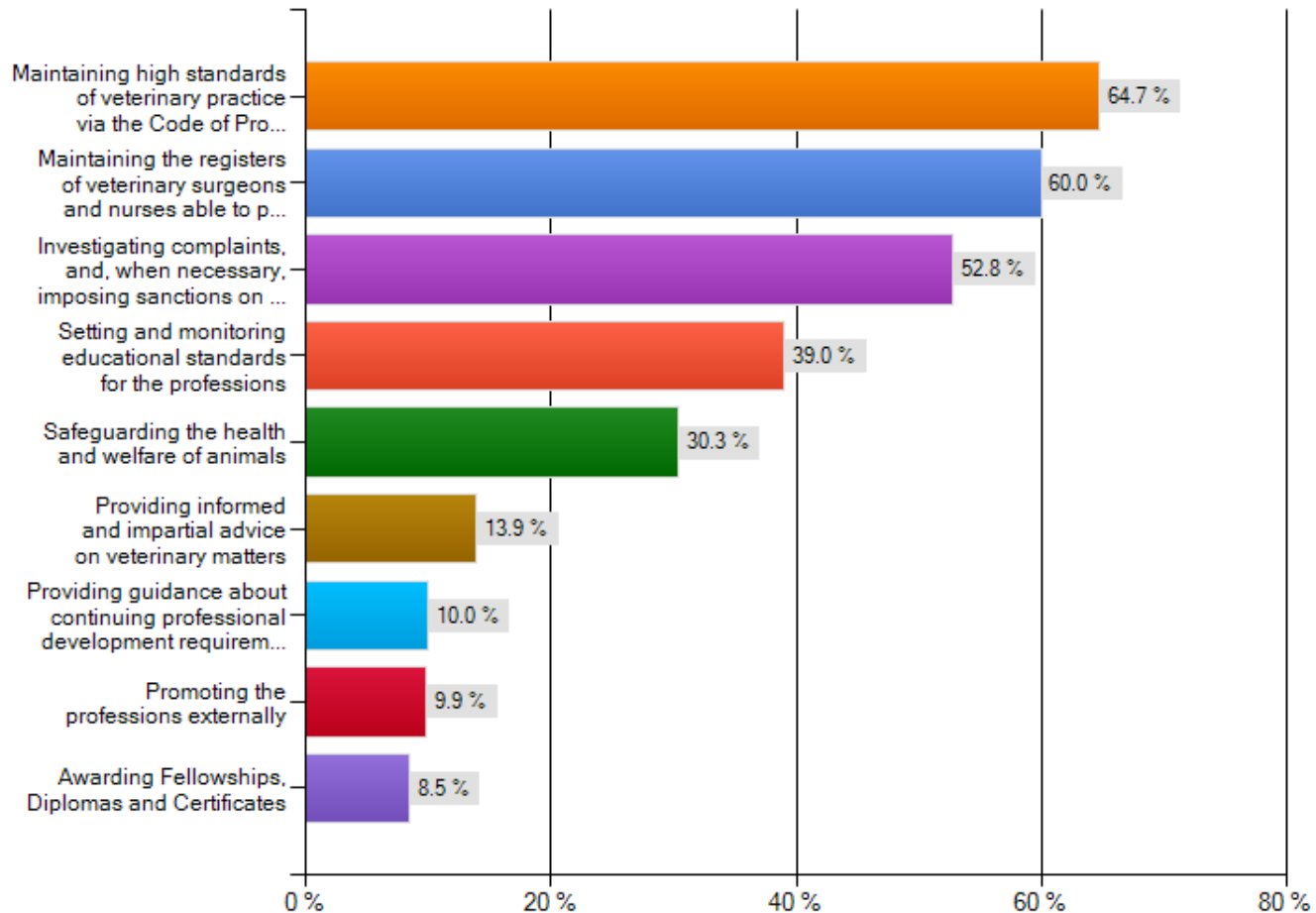
Clipboard Font Alignment Number Styles

C1 RCVS member cat Q2

	B	D	E	O	U	V
1	Job category Q1	Gender	Age Q	Q13-1st description of RCVS	Q32 improvements - RCVS contact	Q37 one priority change to become a FRR
2	Veterinary surgeon	Male	25 to 34	Antiquated		Online CPD recording, fee payment, administration etc.
3	Veterinary surgeon	Female	25 to 34			
4	Veterinary surgeon	Female	35 to 44		Use email rather than mail even when requesting information regarding complaints	Better at ensuring foreign european vets are well enough qualified and speak English to a level that is expected by the paying customer
5	Veterinary surgeon	Female	35 to 44	Organized		I do not really know
6	Veterinary surgeon	Female	35 to 44			
7	Veterinary surgeon	Male	45 to 54	professional		Not sure, but there is a need for clearer distinction of roles and responsibilities between the RCVS and the BVA.
8	Veterinary surgeon	Female	25 to 34	regulatory		Listen more to in the field vets.
9	None of these	Not stated	Not state			
10	Veterinary surgeon	Female	35 to 44			
11	Veterinary surgeon	Female	45 to 54	Veterinary		Focus on what is important in protecting the health and welfare of
12	Veterinary surgeon	Male	55 to 64	dinosaur	Officers should take responsibility for their actions, should be prepared to give definite views and the practice standards team should	Get in touch with the real world

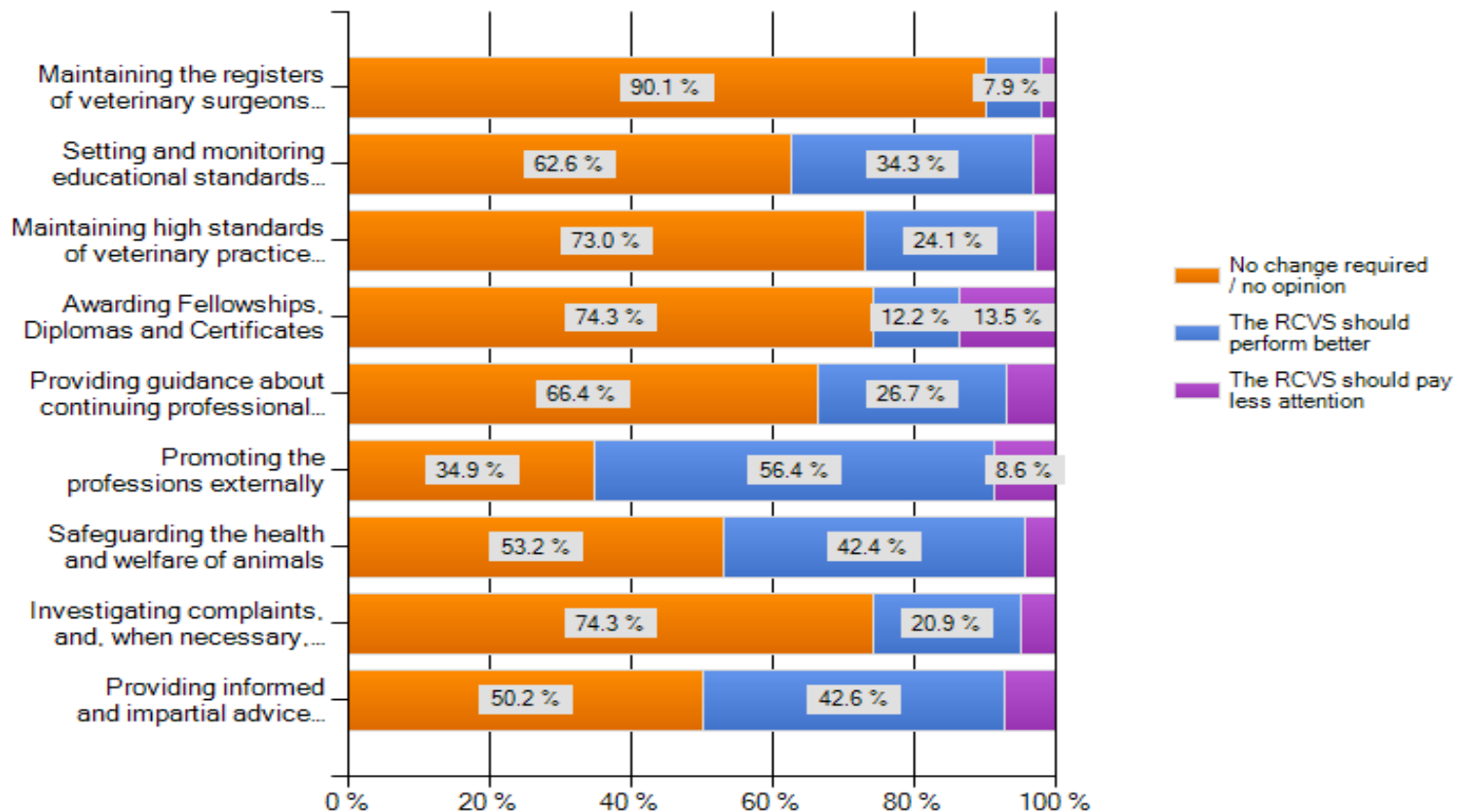
Upholding standards and maintaining the registers are seen as the main RCVS functions

Which of the following do you regard as the MAIN FUNCTIONS of the RCVS – please pick up to three.



Areas where the RCVS could perform better: promoting the profession externally, providing advice, and animal welfare

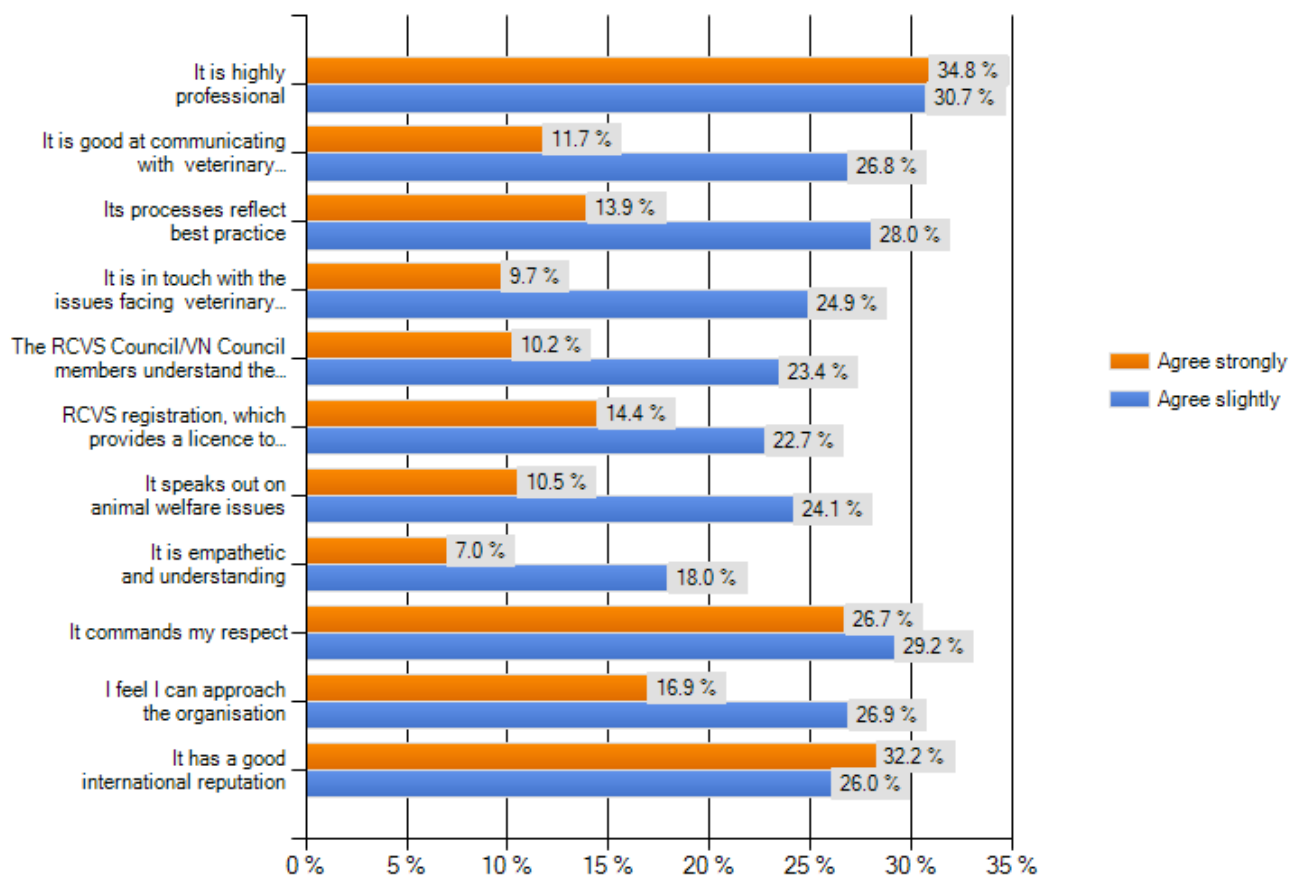
Please now consider these roles and functions of the RCVS again. For each one please indicate if the RCVS should perform it better, pay less attention to it, or that no change is required/no opinion. SELECT ONE BOX PER ROW PLEASE



The RCVS is perceived as professional, commanding respect and with a good international reputation

Other desirable characteristics gain more muted agreement

How strongly do you agree or disagree with each of these perceptions of the RCVS? Please give a rating for each based on your impression, even if you do not have much contact. PLEASE SELECT ONE OPTION ON EACH ROW



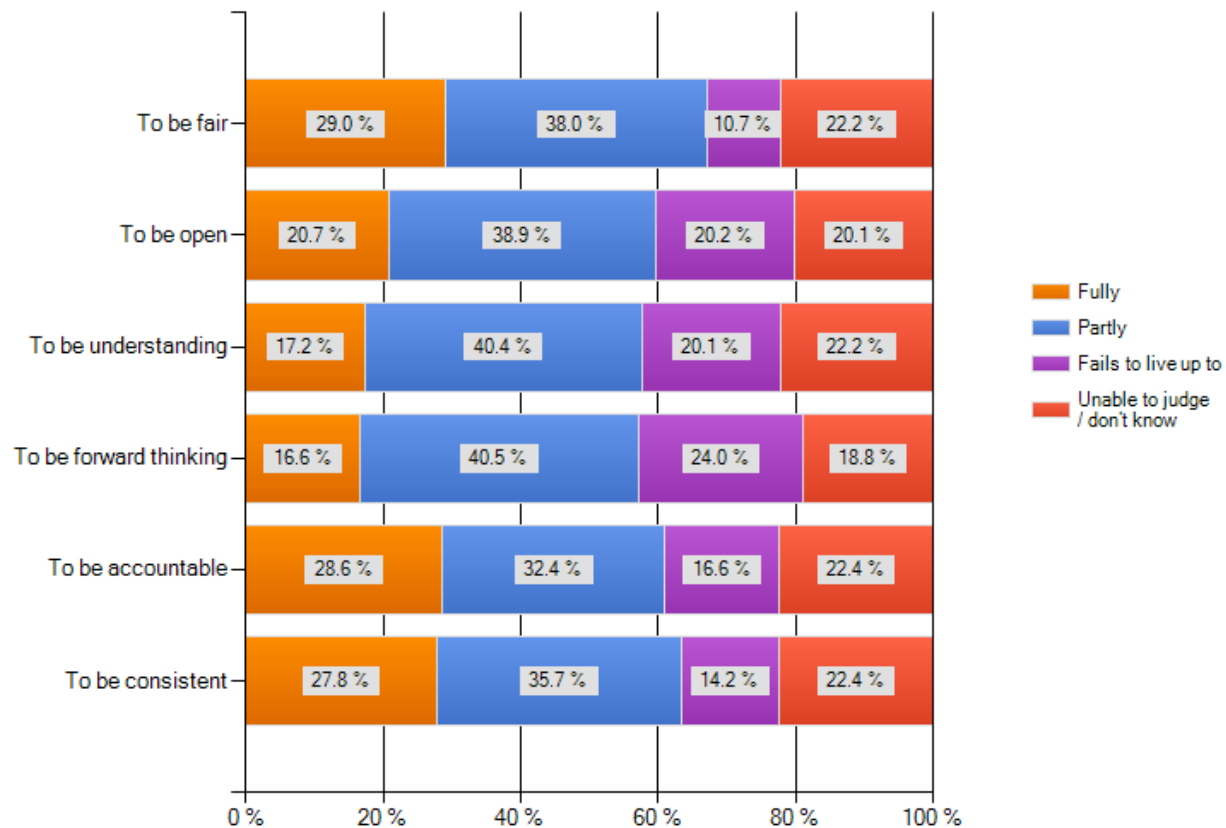
Veterinary nurses are more supportive of the RCVS than are veterinary surgeons on a range of key measures

	Veterinary nurses – total agree %	Veterinary surgeons – total agree %
It is highly professional	75%	63%
Its processes reflect best practice	50%	39%
Council members understand the challenges of modern veterinary work	44%	30%
It speaks out on animal welfare issues	37%	33%
I feel I can approach the organisation	49%	42%

Most believe the RCVS lives up to its six stated values

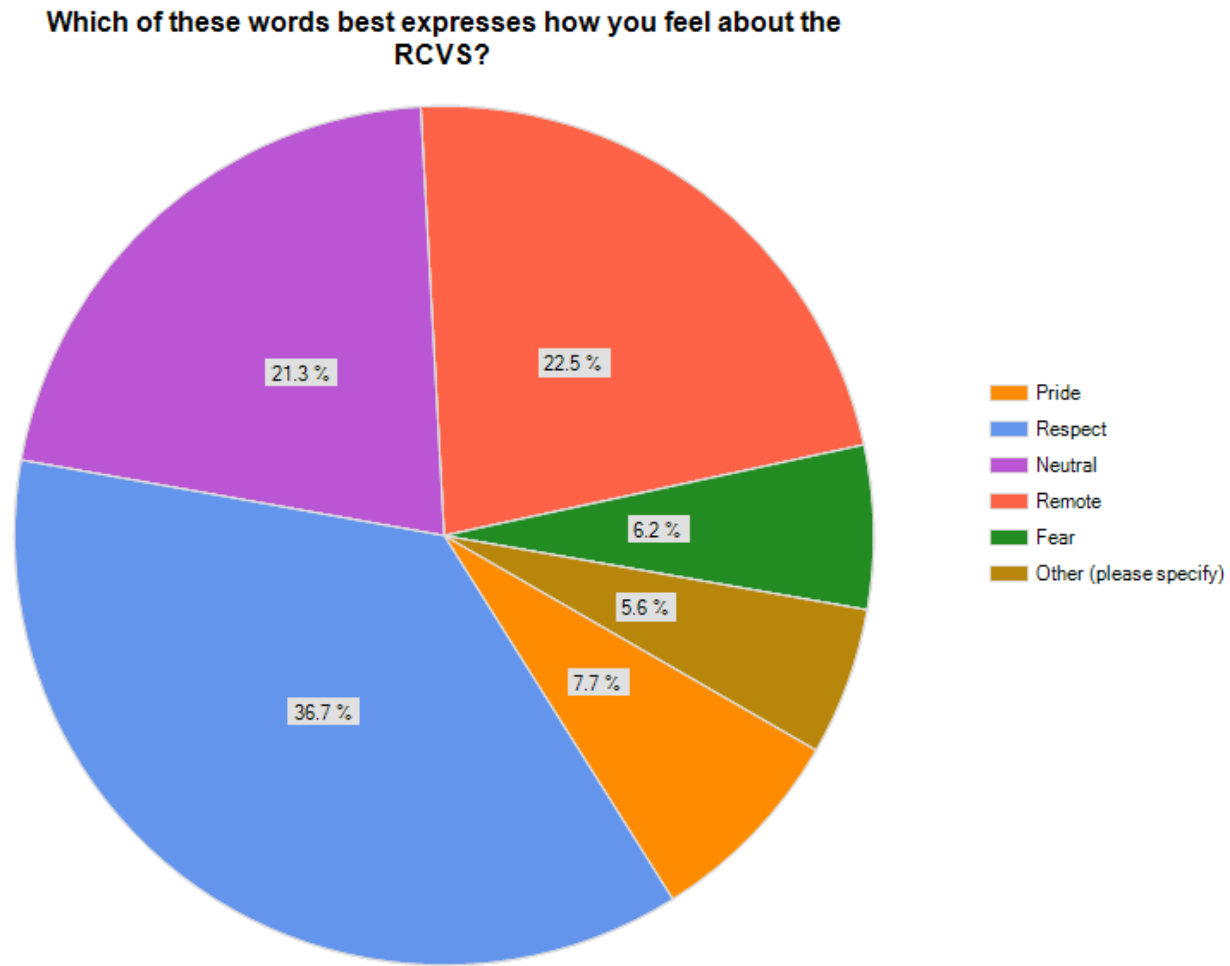
However, 1 in 4 think the RCVS is NOT forward thinking, and 1 in 5 think it is NOT open or understanding – these are relatively high proportions

The RCVS has a number of stated values it aspires to as an organisation. In your interactions with the RCVS, how well does it live up to each of these stated aims? PLEASE SELECT ONE ANSWER OPTION PER ROW



Words that best describe how the professions feel about the RCVS

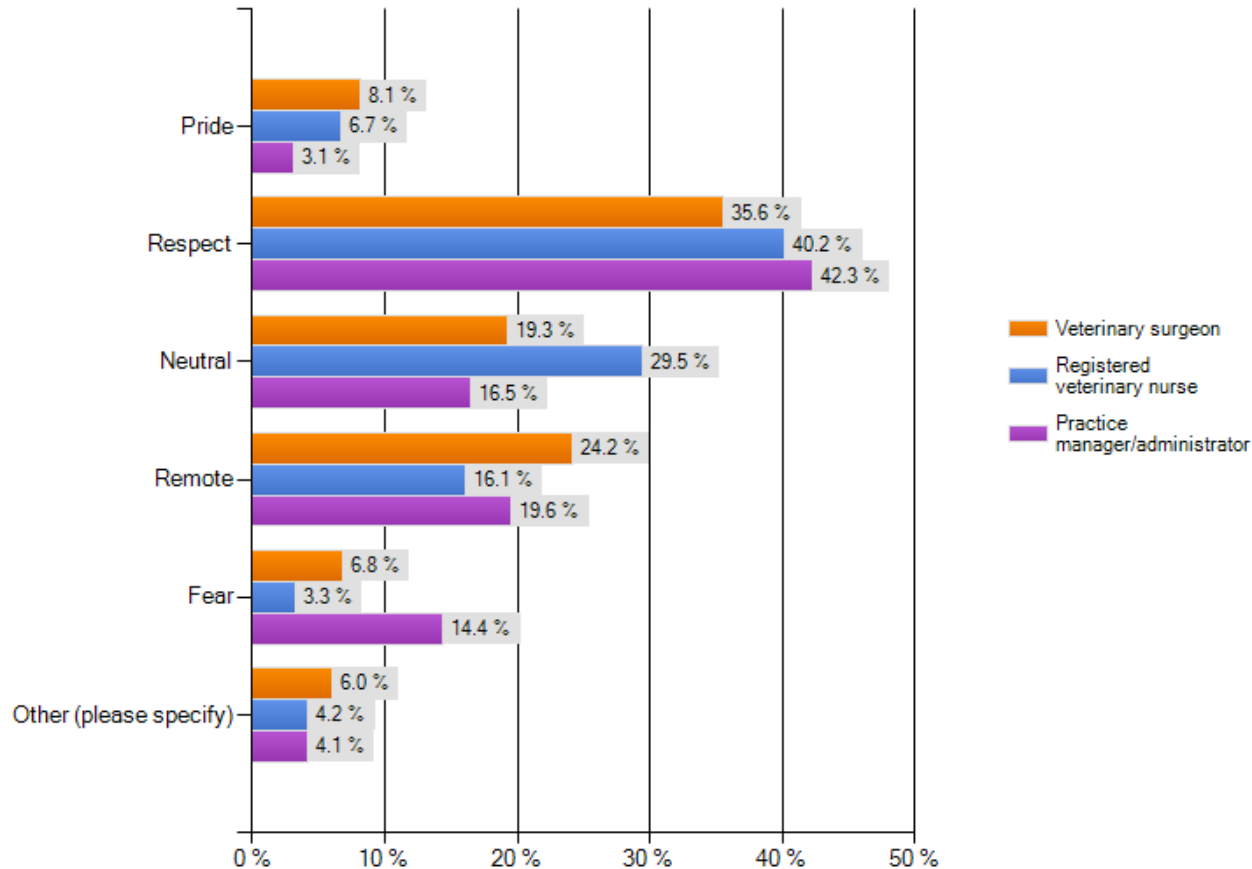
The choice provided was limited, however 'respect' comes out highest, whilst over 1 in 5 chose 'remote'



Words that best describe how the professions feel about the RCVS

As elsewhere on the survey, veterinary surgeons are more negative than nurses

Which of these words best expresses how you feel about the RCVS?

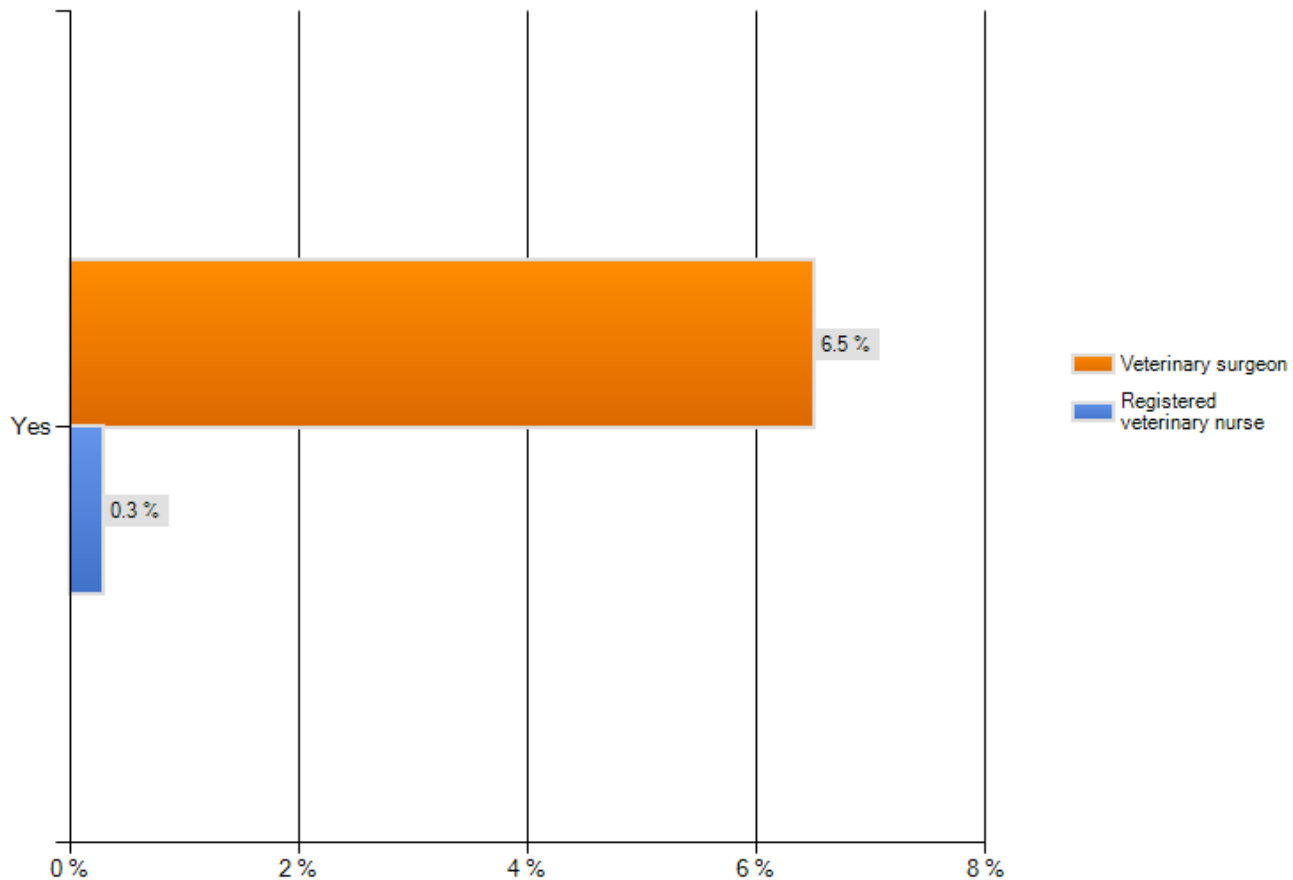


Complaint handling

Over 1 in 20 have had a complaint made about them to the RCVS

This represents about 200 respondents, mostly veterinary surgeons

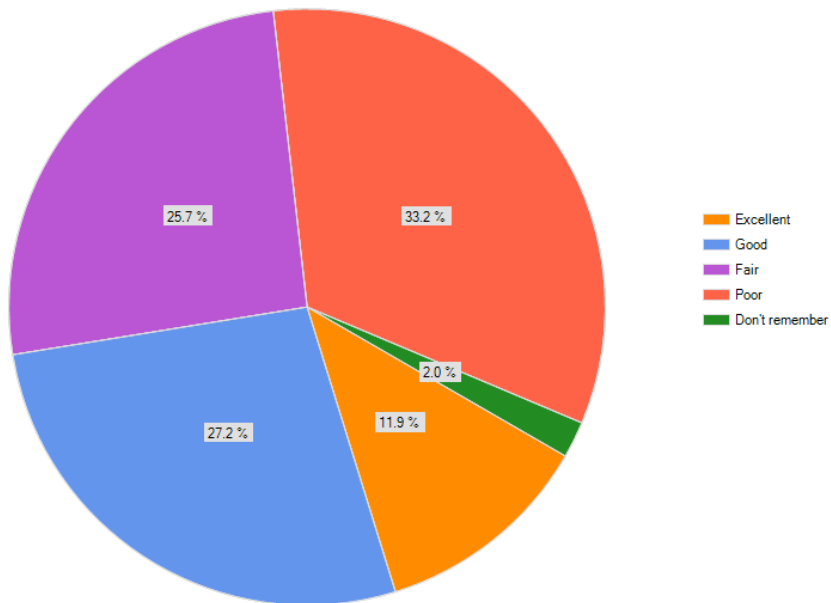
Over the last two years or so have you had a complaint made against you to the RCVS?



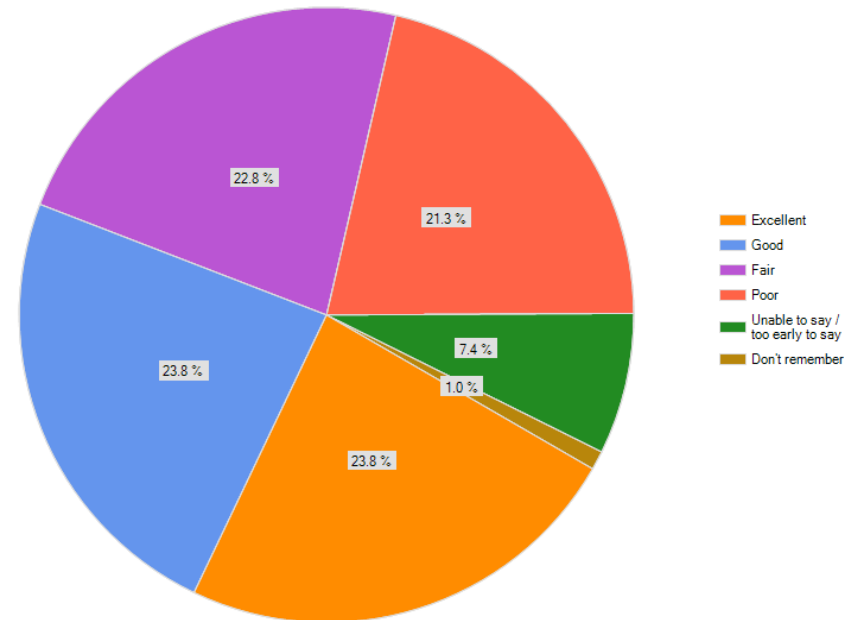
Those who have been complained about report very mixed experiences of how it was handled by the RCVS

One third regard speed of handling as poor; 1 in 5 regard resolution ability as poor

And how would you rate the speed with which the RCVS dealt with the complaint?

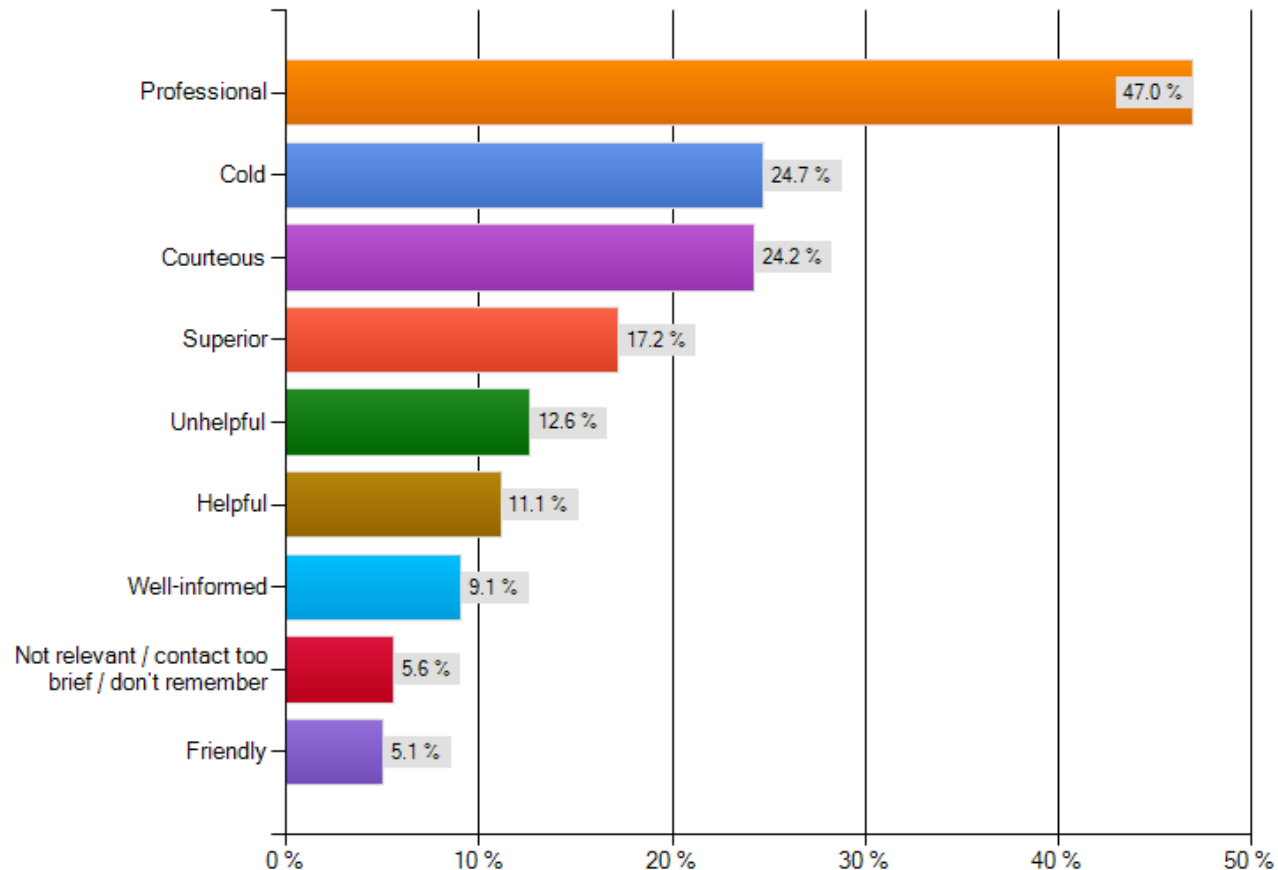


And how would you rate their ability to resolve the complaint/issue?



RCVS complaint handling staff widely considered to be professional, but also quite often cold, superior and unhelpful

And which of these words best describe their tone and attitude when they dealt with you?



Example issues highlighted (see database – Q23)

'Whilst I recognise and understand the RCVS must respond to complaints I found the whole process daunting. I was given little time to present my side of the situation whilst the RCVS was able to take as long as it wanted'

'The RCVS dealt with the complaint and dismissed and then informed me. The letter was helpful, balanced, and well informed'

'The RCVS were remote and gave the impression of favouring the complainant. Personal contact from an early stage to communicate the likely seriousness would be helpful'

'Thoroughly investigated and very transparent. Process seemed extremely drawn out and only resolved 4 months from the first complaint by our client to the RCVS This may be perfectly acceptable in legal circles but was quite a drain on our team'

'Wholly biased in favour of the complainant. The RCVS could not disguise their distress that they could not take the complaint further'

'I thought the final response to the complaint rather beat-about-the-bush. It left me feeling that the primary interest was in being seen to pursue a process so that all parties felt 'listened to' rather than a pursuit of the truth'

Summary of the complaint handling process and how it could be improved

The word cloud below pulls out the most prominent words, with size of font representing the strength of association. Word clouds give a very top-line view of the ideas emerging, and not all words will be meaningful

Able to Dismiss Basically **Case Complainant**
Complaint was Thrown Council Court Delay Efficient Empathy
Experience **Fears Friendly Impartial Issue Letter**
Practice Presumption **Process Professional**
Rapid Reach **Reasonable Saying Thoroughly Trial** Unable
Understand

A more detailed reading indicates that a faster process, aided by more modern technology to reduce the stress of facing a complaint, are the main areas for improvement

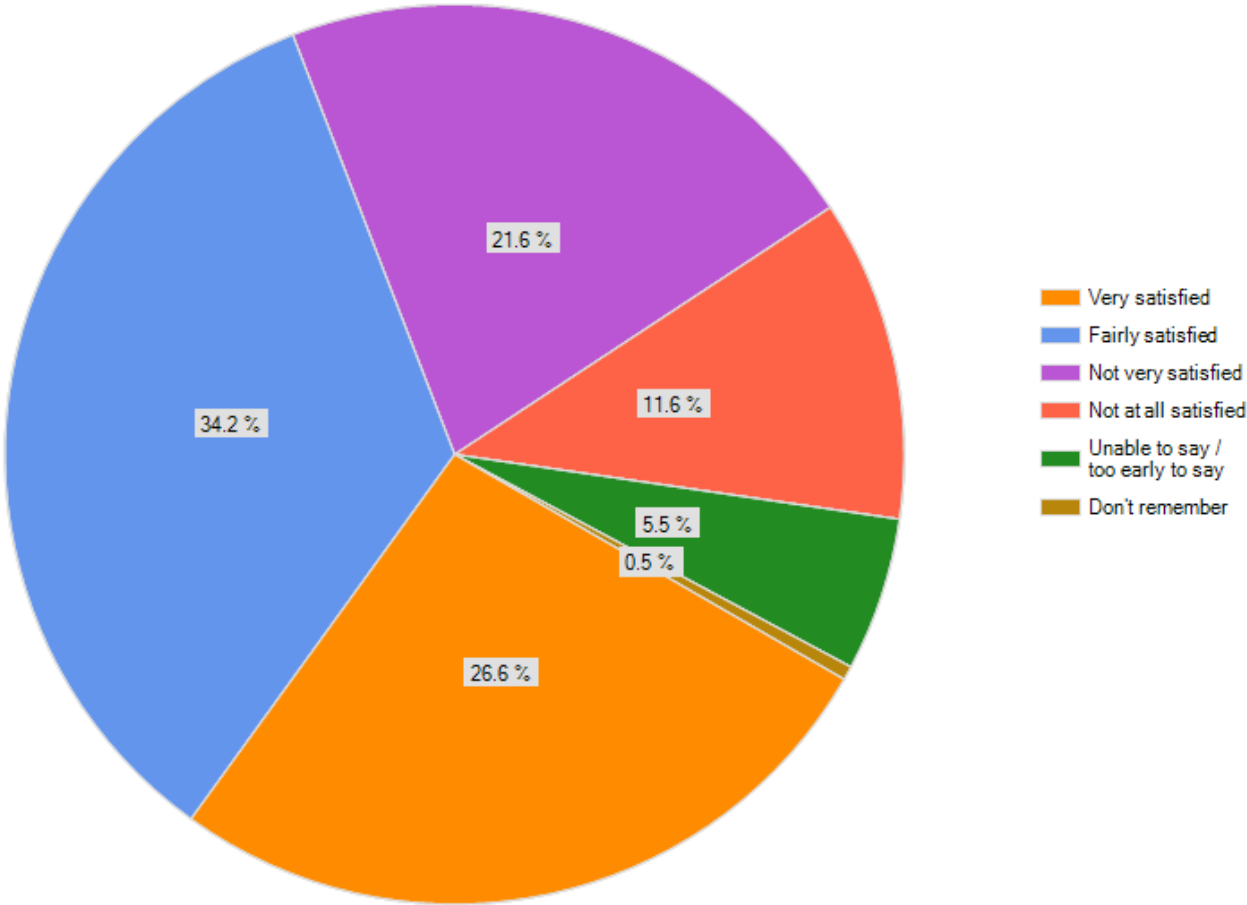
The example below illustrates the point

'An assistant had a complaint against him last year that went to the disciplinary prelim investigation - the RCVS was very helpful when I called them for advice but my assistant was very upset and stressed by the length of time the investigation took. He was cleared of any professional misconduct but we could nearly have lost a very good member of the profession; he was so stressed by the whole affair he was seriously thinking of quitting. If I had been in his shoes I would have been stressed. I understand the need to investigate thoroughly but surely in the days of email, video conferences, etc, these can be dealt with more quickly, even if we have to pay a little more on our subs to cover the cost of the committee's time in doing so?'

The majority are satisfied with the RCVS complaints process

One third are dissatisfied. The length of process seems to be the main issue

Overall, how satisfied have you been with the professionalism of the RCVS in its dealings with you about this complaint?

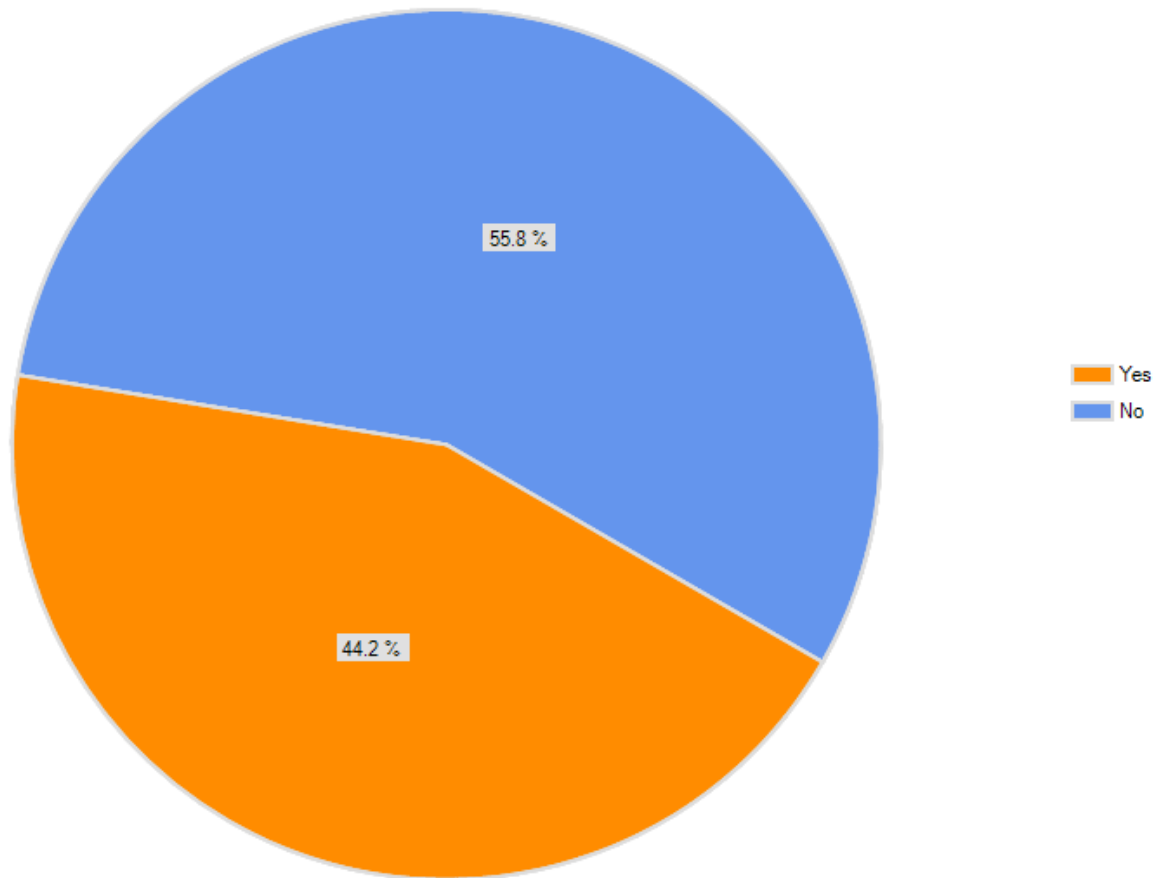


Communications and customer service

Just under half have communicated with the RCVS over the last year

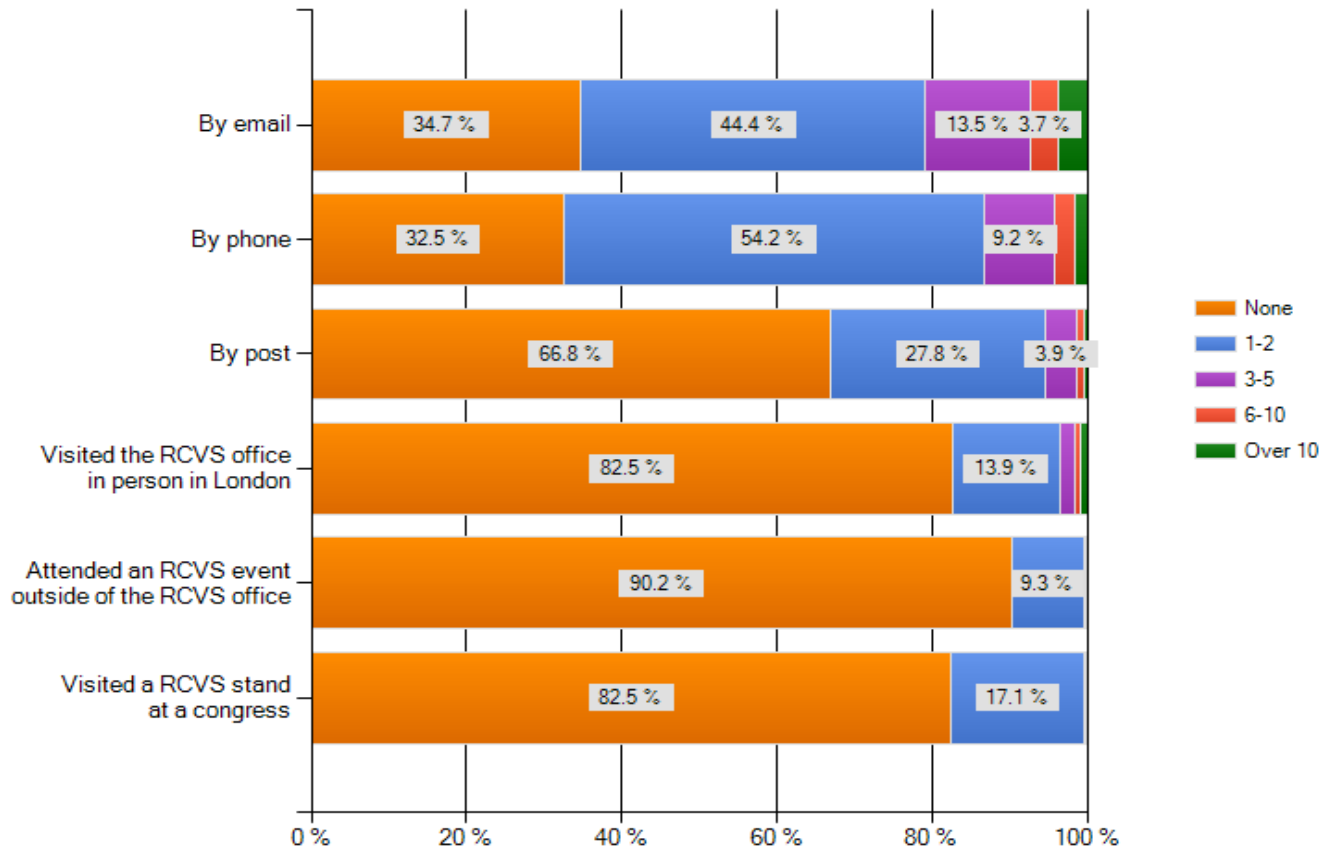
Similar contact for veterinary surgeons and nurses; about 3 in 4 practice managers have been in touch

Over the last year or so have you made contact with the RCVS, in any way at all?
(Don't include standard items sent from the RCVS to you)



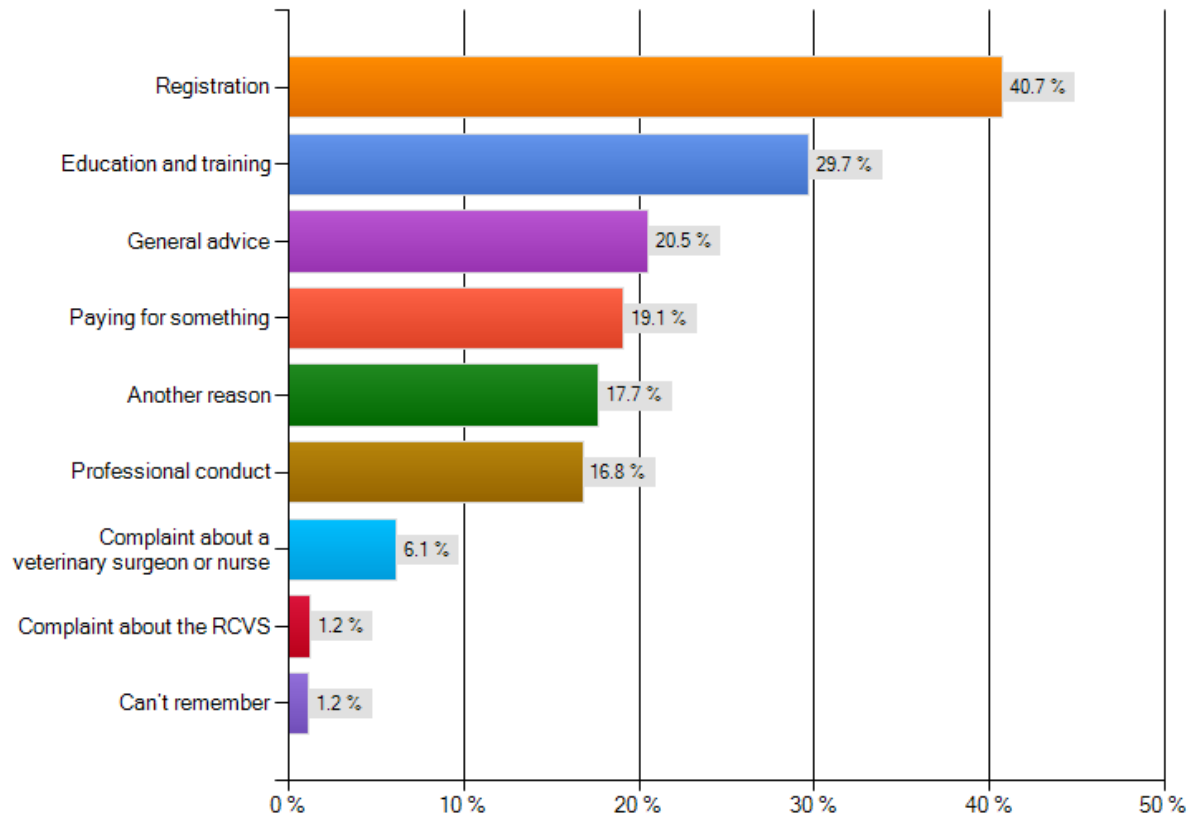
Most contact the RCVS using email or telephone

How often have you made contact with the RCVS over the last year, in each of these ways? PLEASE SELECT ONE OPTION PER ROW



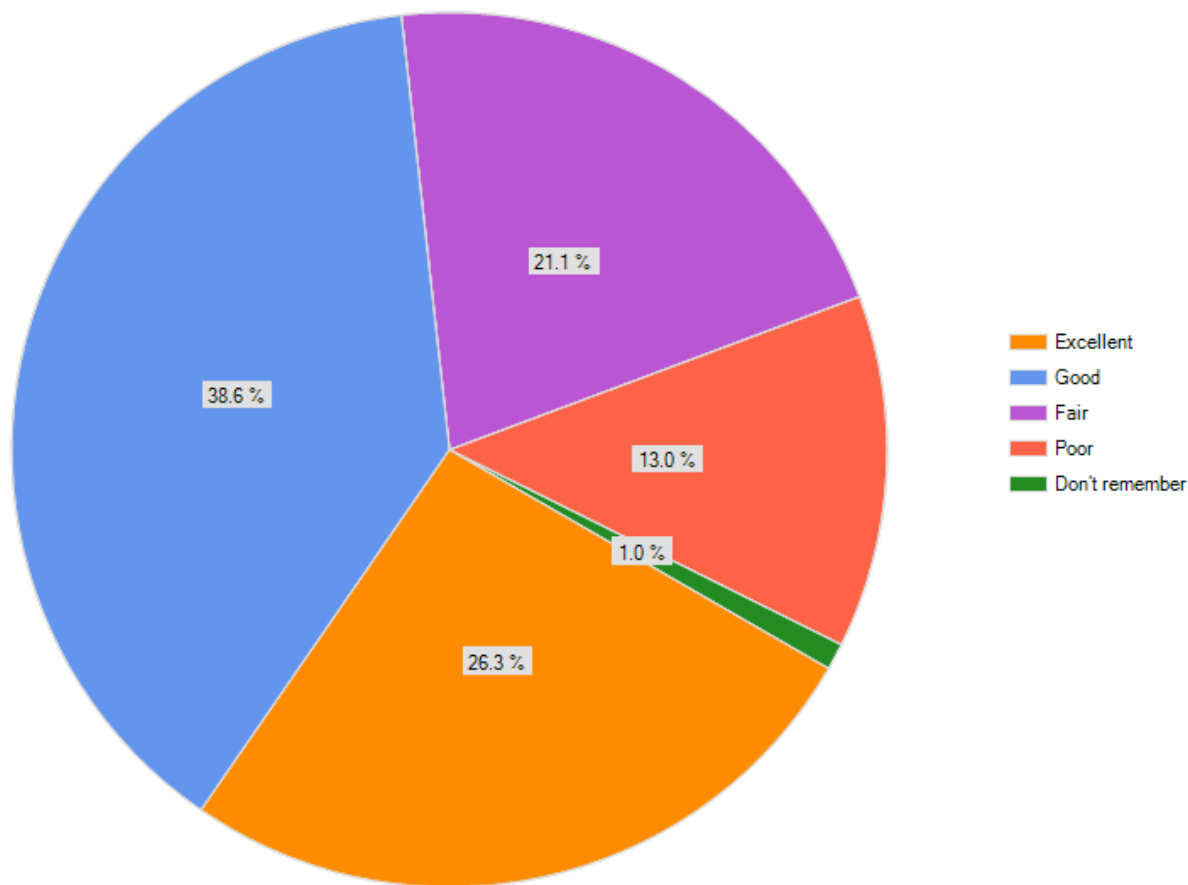
Most contacts with the RCVS are for advice on registration, education and training

When you made contact with the RCVS, what was the nature of the advice you needed?
Was it about...



Customer service: speed of response is usually considered to be excellent or good, although 1 in 8 rate as poor

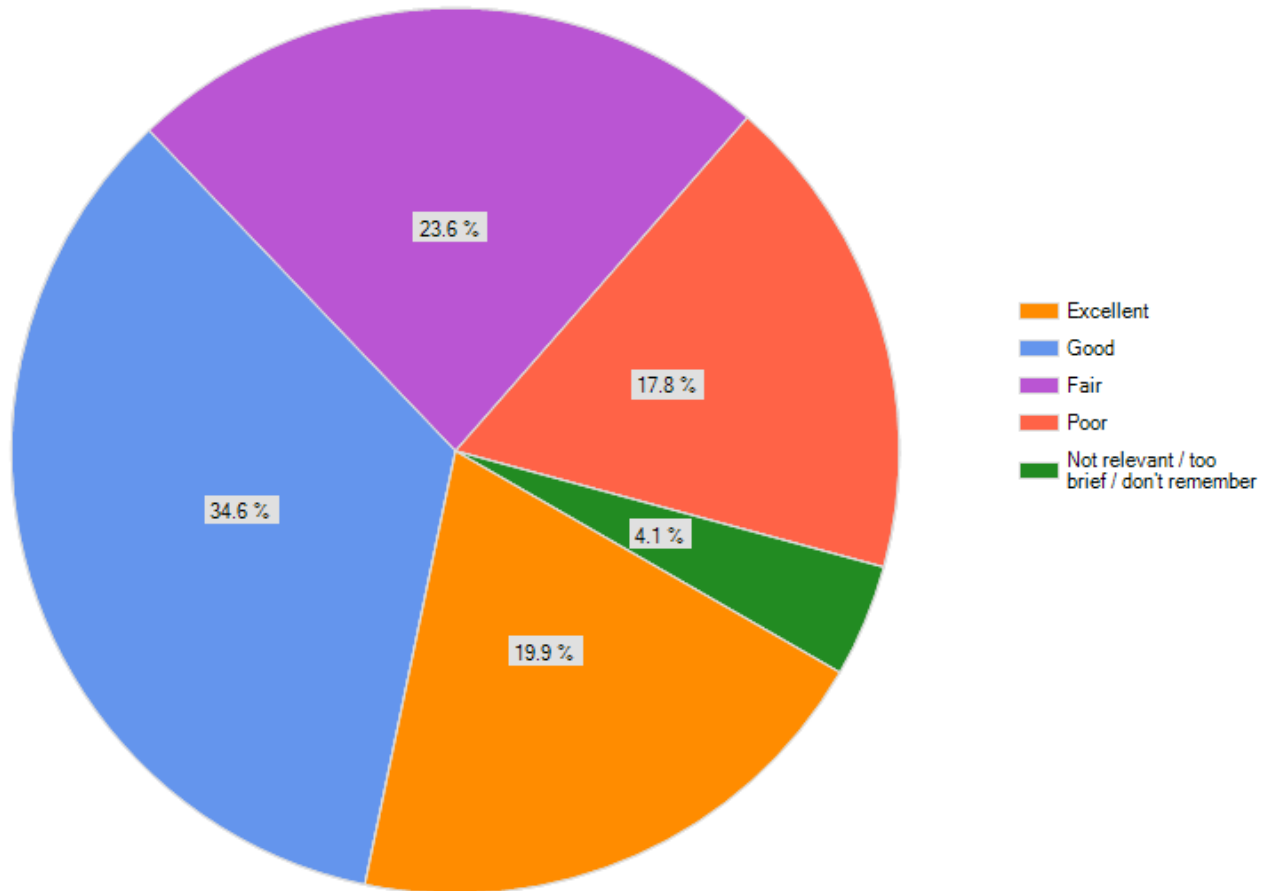
And how would you rate the speed of response generally?



Customer service: ability to solve the problem or issue

Broadly satisfactory, but 1 in 6 rate this as poor – this was more common when the enquiry concerned professional conduct or a complaint

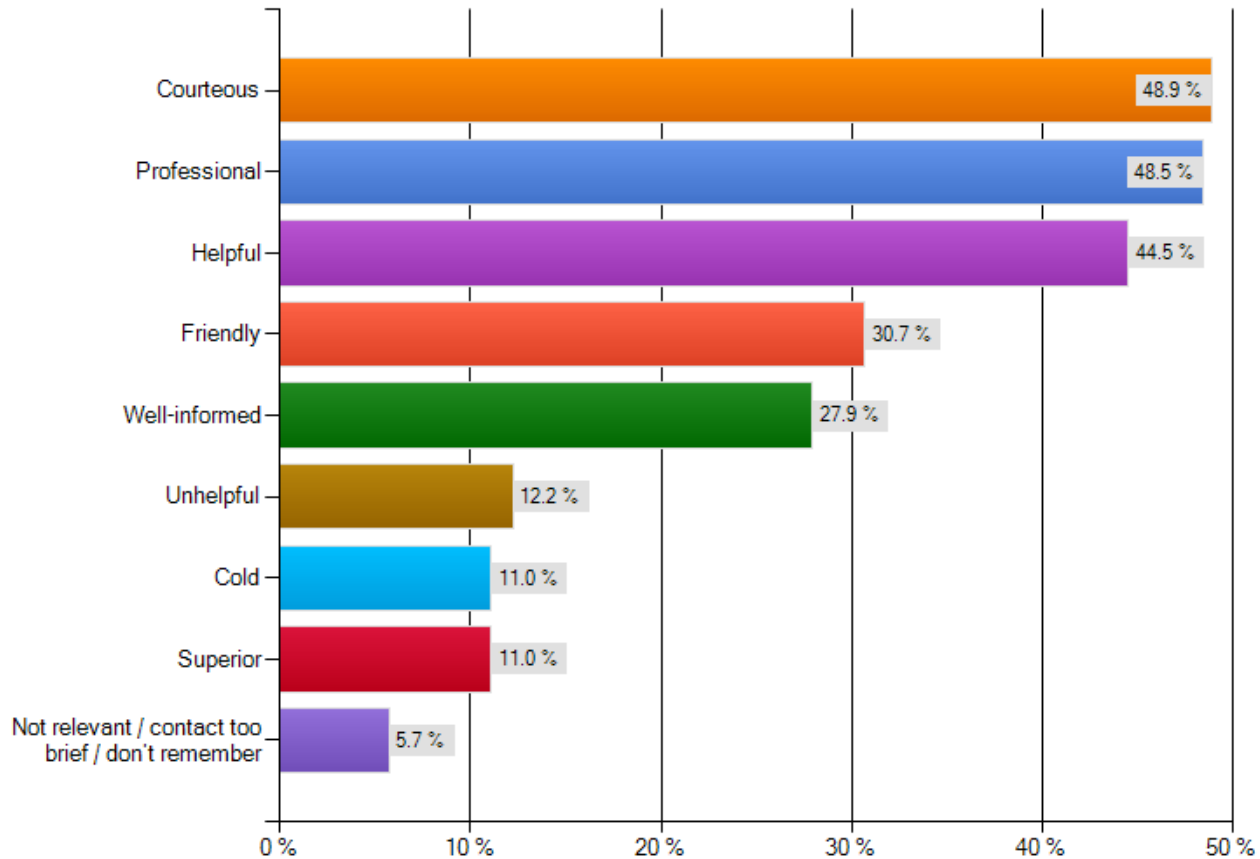
And how would you rate their ability to solve your issue or answer your questions?



Customer service: attitude and ability

Staff are perceived as being highly professional, courteous and helpful.
Around 1 in 10 perceived staff as being unable to help or uncomfortable to deal with

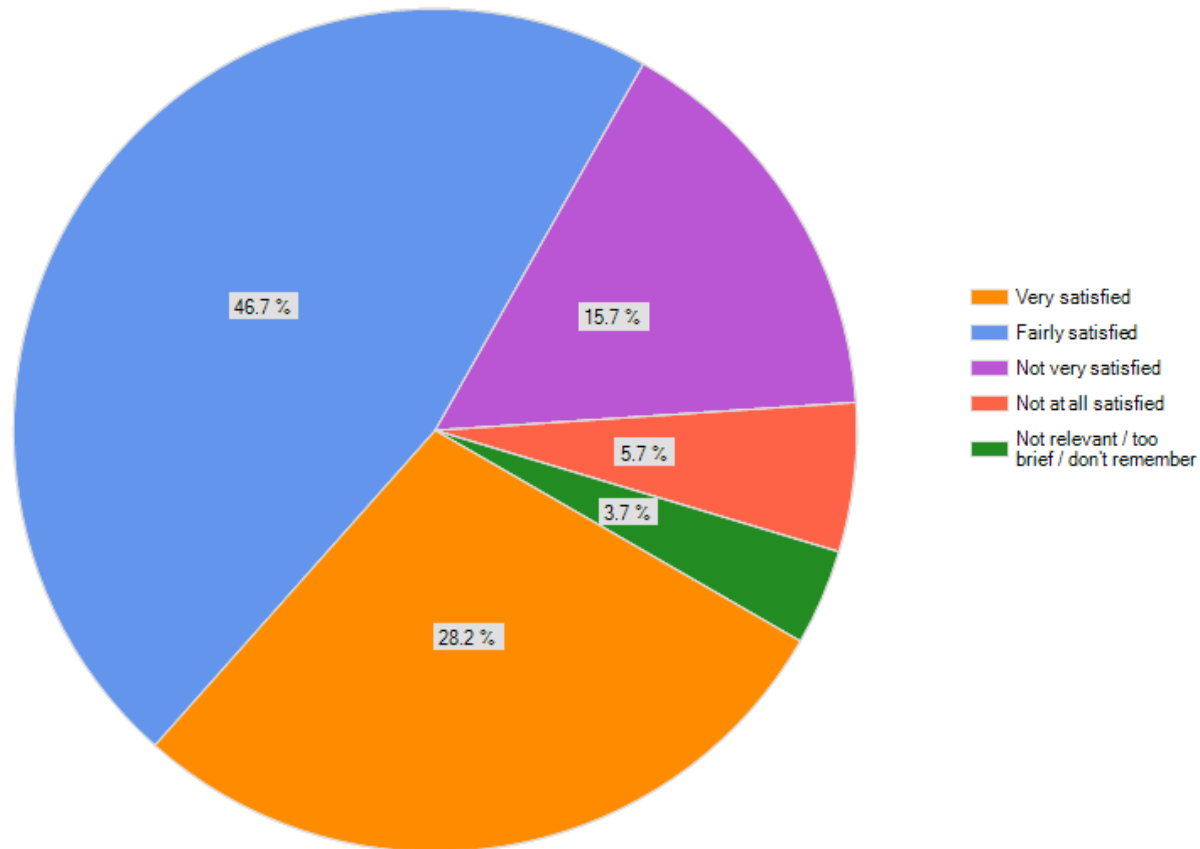
**And which of these words best describe the tone and attitude when they deal with you?
PLEASE SELECT ALL THAT APPLY**



Customer service: overall satisfaction

The majority are fairly satisfied (3 in 4) or very satisfied with the handling of their enquiry
About 1 in 4 are dissatisfied

Overall, how satisfied have you been with the professionalism of the RCVS in its dealings with you?



Examples – positive feedback (see database – Q32)

‘Always nice to know you can talk to somebody when advice is needed.’

‘Some individual employees of the RCVS usually in less senior positions are very helpful and courteous.’

‘They are geared up to help not hinder. That makes me feel positive about going forward to them with an issue. I wouldn't be scared of discussing anything with them.’

‘They took the time to weigh up all the issues related to my request for guidance before coming back to me.’

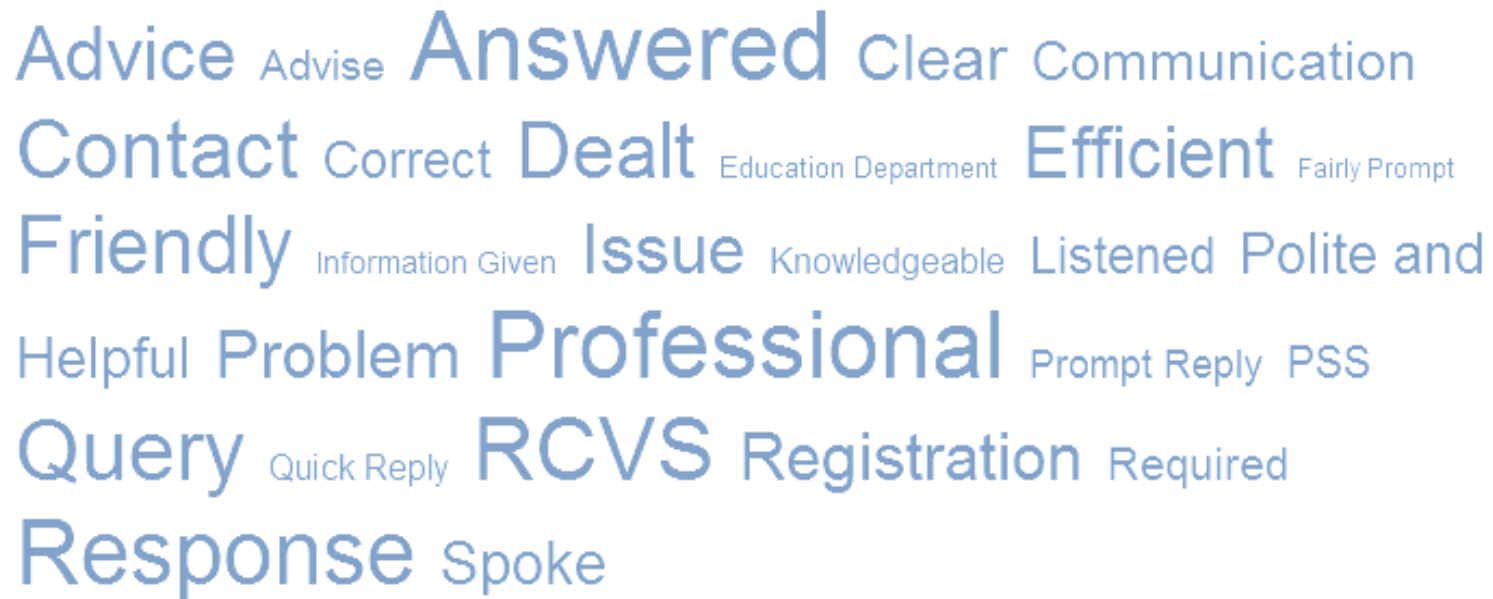
‘Phone answered promptly, transferred quickly, problem understood and again transferred quickly. My problem was solved quickly and well’

‘I had a lot of dealings with RCVS and was very pleased with the professional way the organisation worked.’

Customer service: best attributes

See the text answer database.

The word cloud below pulls out the most prominent words, with size of font representing the strength of the association



Examples – areas for customer service improvement (database – Q33)

'They could be more polite on the telephone. Several very snooty people who didn't seem to want to give me time to explain my problem. Very frustrating!'

'RCVS is magnificently unaware of veterinary practice in the UK. Employing only those who are not members of the profession as staff at RCVS does not help this ignorance.'

'Present less of an intimidating front to vets. Make sure your contact with veterinary students does not leave them fearing you rather than how you would prefer to be viewed.'

'Managing calls outside office hours. Proactive rather than reactive. More transparency.'

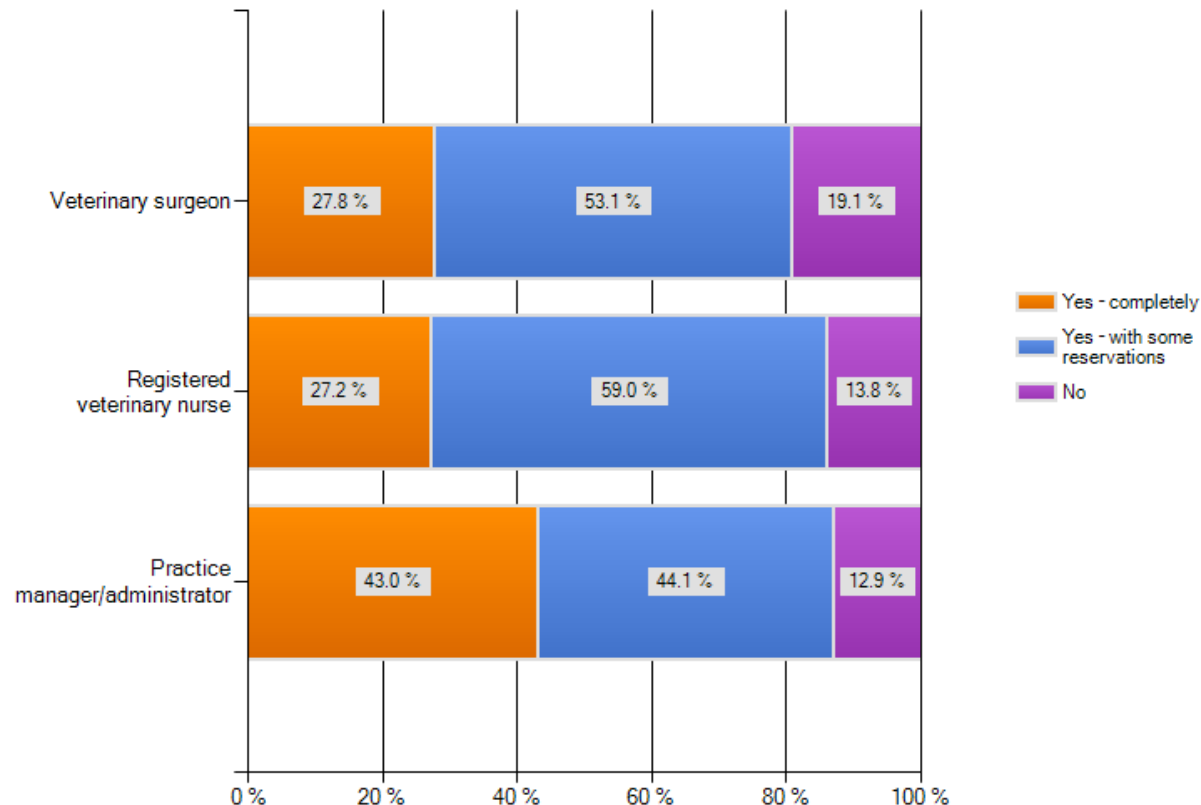
'Having to request the same bank information each year to make sure it hasn't changed for my retention fee was irritating. Being told it would cost me money to do this was even worse & blatantly wrong! I do note that they have finally provided this information so less of a gripe now.'

'I had forgotten to pay my registration fee and reminders had been sent to my old place of work. These had not been forwarded on to me. Even though the fault mainly lay with me, the people I spoke to were very unforgiving, rude and short with me...The attitude of the staff needs to be improved.'

Confidence in reporting a concern about professional conduct to the RCVS for investigation

Fewer than 3 in 10 are completely happy to do so; most have reservations.
Practice managers are less hesitant about doing so

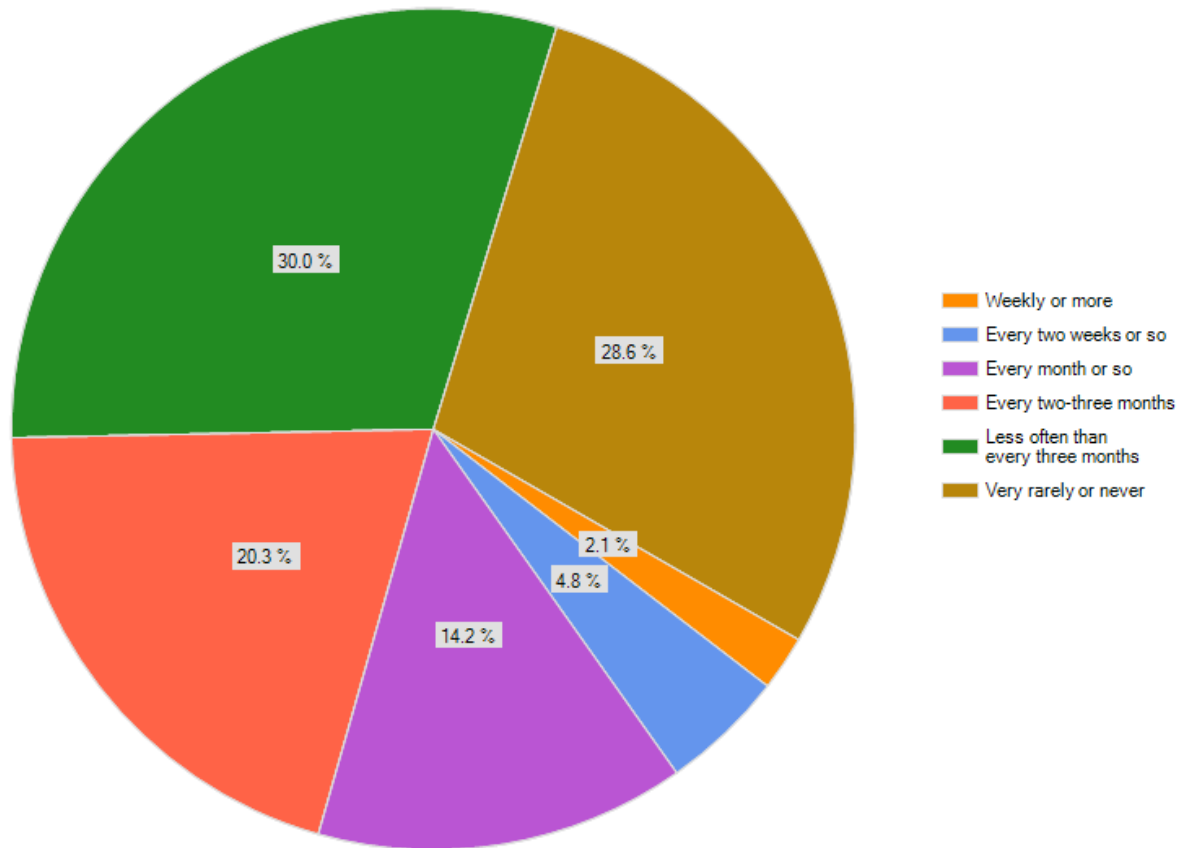
If you wanted to alert the College to a concern about the professional conduct of a colleague which put animal health or the public at risk, would you feel comfortable to do so?



Use of the RCVS website in the past year

About 1 in 4 visit the website every month or more, and almost half at least every three months.
Almost 3 in 10 never use the website

Over the past year, how often have you visited the RCVS website?

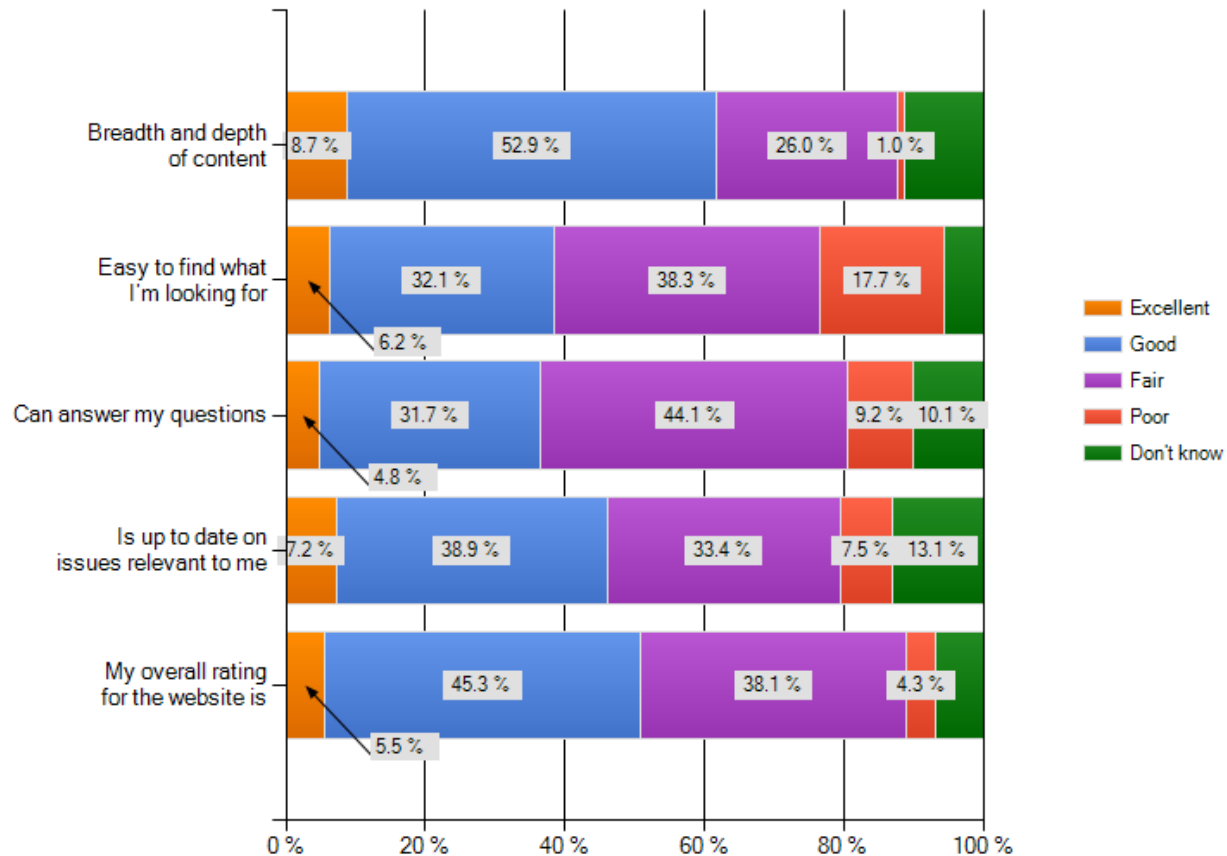


Main attributes of the RCVS website

Content is well rated, as is relevance and being up to date.

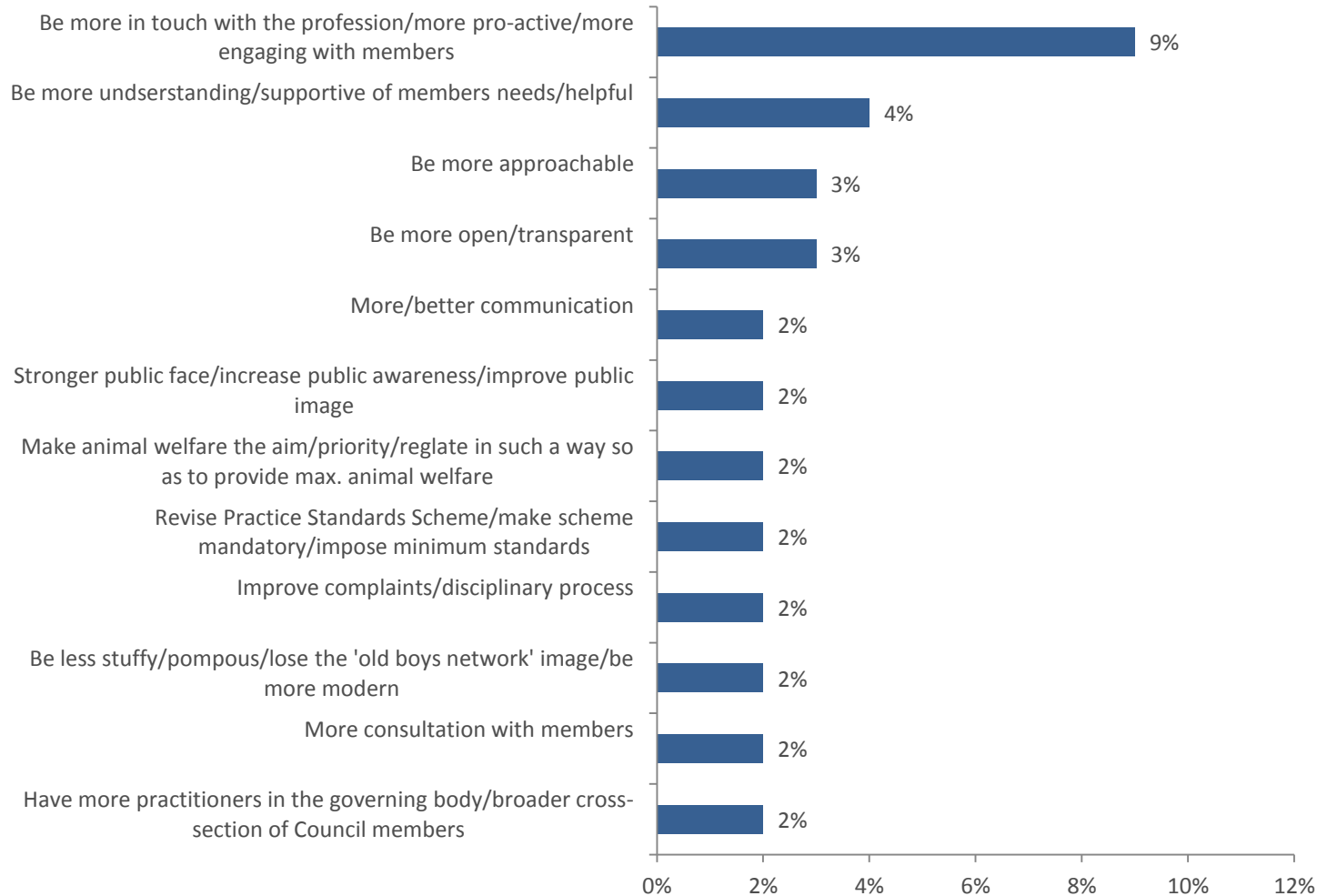
Ease of navigation is least well rated – about 1 in 6 users say navigation is poor

**What rating would you give the RCVS website in terms of...PLEASE
SELECT ONE OPTION PER ROW**



Changes needed for the RCVS to become a First Rate Regulator

This open text question has been analysed in detail and the main themes grouped. The suggestions are very wide ranging, but the most prominent themes address public image, engagement and communication, as well as being more 'in touch' and modern



Changes needed – a few examples (see database Q37)

'It needs to find a way to get the message across politically regarding the true value of veterinary excellence to the UK - and to ensure that the standards obtained by UK and foreign graduates are consistent with that value'

'The College should be transparent and approachable for both the public and veterinary surgeons, through improving its image and offering more of a supportive role rather than a disciplinary one for the profession'

'Needs to have a role more like GMC. Needs to take a position on salary issues, take a firmer line on criminal convictions, alcohol and drug abuse and need to be more transparent'

'Need to achieve trust and credibility with members and the public through increased visibility of regulatory actions in the media/ press and veterinary press'

'To have ALL its Council made up of members who have lived in the real veterinary world - which is a far cry from the privileged world of the small animal practitioner in leafy Surbiton (or its equivalent)'

'Sit down with the BVA and work out who does what ... RCVS should protect veterinary surgery from a death by a thousand cuts. It should tell the public why we are important. We are not simply "another service".'

Appendix – the questionnaire

RCVS First-Rate Regulator Survey

Thanks very much for agreeing to take part in our survey.

We would like to understand your perceptions of the Royal College of Veterinary Surgeons; how you feel it safeguards the health and welfare of animals through the regulation of veterinary surgeons and veterinary nurses; and, where it could improve.

This is part of our First-Rate Regulator initiative, which seeks to deliver improvements across the organisation to ensure that we are regulating as effectively as possible.

We have commissioned independent market research consultants to survey veterinary surgeons, veterinary nurses and practice managers. The survey will take about ten minutes to complete. Your answers will go directly to the market researchers and will be completely confidential.

Your opinions are very important, so please take the time to give us your views, by 4 January 2013.

Please feel free to pass on this email to any other veterinary surgeon, veterinary nurse, practice manager or veterinary / veterinary nurse student who would like to contribute their views. Separate surveys are being carried out with members of the public.

Jacqui Molyneux
RCVS President

Nick Stace
RCVS Chief Executive

1. First, which of these describes you

- Veterinary surgeon
- Registered veterinary nurse
- Listed veterinary nurse
- Practice manager/administrator
- Veterinary student
- Veterinary nurse student
- None of these

2. To which category of RCVS membership do you belong

- UK-practising
- Overseas-practising
- Non-practising
- Non-practising, over 70
- Southern Irish
- Other (please specify)

3. Are you...

- Male
- Female

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4. And are you aged...

- Under 25
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or over

5. Where is your main place of work?

- UK
- Rest of Europe
- Rest of the world
- I'm no longer practising/working

6. In which region(s) do you work?

- South East (outside London/M25)
- Greater London / within M25
- South West or Channel Islands
- East Midlands
- West Midlands
- East Anglia
- Wales
- North West
- Yorkshire / Humberside
- North East
- Scotland
- Northern Ireland

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7. Do you work in or for...

- A clinical practice
- Government or a Government agency
- Academia or research
- Industry
- A charity or trust
- Other (please specify)

8. Is your veterinary practice ...

- Small animal
- Large animal
- Equine
- Mixed

9. How many veterinary surgeons work at your practice premises?

- 1
- 2-3
- 4-5
- 6-10
- 11 or more

10. And how many registered, listed or enrolled student veterinary nurses work at your practice premises?

- None
- 1
- 2-3
- 4-5
- 6 or more

11. Would you describe your practice as mainly serving...

- An urban area
- A rural area
- A mix of the two

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12. And do you work at a practice that is...

- Part of the RCVS Practice Standards Scheme
- Not part of this Scheme
- Not sure

13. Turning to the RCVS, please provide three words or adjectives that most readily describe the RCVS as an organisation

First

Second

Third

14. Which of the following do you regard as the MAIN FUNCTIONS of the RCVS – please pick up to three.

- Awarding Fellowships, Diplomas and Certificates
- Providing guidance about continuing professional development requirements
- Safeguarding the health and welfare of animals
- Maintaining the registers of veterinary surgeons and nurses able to practise in the UK
- Providing informed and impartial advice on veterinary matters
- Promoting the professions externally
- Maintaining high standards of veterinary practice via the Code of Professional Conduct
- Setting and monitoring educational standards for the professions
- Investigating complaints, and, when necessary, imposing sanctions on veterinary surgeons and veterinary nurses

RCVS First-Rate Regulator Survey

15. Please now consider these roles and functions of the RCVS again. For each one please indicate if the RCVS should perform it better, pay less attention to it, or that no change is required/no opinion.

SELECT ONE BOX PER ROW PLEASE

	No change required / no opinion	The RCVS should perform better	The RCVS should pay less attention
Maintaining the registers of veterinary surgeons and nurses able to practise in the UK	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Investigating complaints, and, when necessary, imposing sanctions on veterinary surgeons and veterinary nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining high standards of veterinary practice via the Code of Professional Conduct	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing informed and impartial advice on veterinary matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Awarding Fellowships, Diplomas and Certificates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safeguarding the health and welfare of animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing guidance about continuing professional development requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting the professions externally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting and monitoring educational standards for the professions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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16. How strongly do you agree or disagree with each of these perceptions of the RCVS? Please give a rating for each based on your impression, even if you do not have much contact.

PLEASE SELECT ONE OPTION ON EACH ROW

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly	Unsure / don't know
RCVS registration, which provides a licence to practise, is good value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It commands my respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is empathetic and understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is good at communicating with veterinary surgeons and nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I can approach the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is highly professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RCVS Council/VN Council members understand the challenges of modern veterinary work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It has a good international reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Its processes reflect best practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is in touch with the issues facing veterinary surgeons and nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It speaks out on animal welfare issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. The RCVS has a number of stated values it aspires to as an organisation. In your interactions with the RCVS, how well does it live up to each of these stated aims?

PLEASE SELECT ONE ANSWER OPTION PER ROW

	Fully	Partly	Falls to live up to	Unable to judge / don't know
To be open	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be accountable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be consistent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be forward thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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18. Which of these words best expresses how you feel about the RCVS?

- Pride
- Respect
- Neutral
- Remote
- Fear
- Other (please specify)

19. Over the last two years or so have you had a complaint made against you to the RCVS?

- Yes
- No / unable to say / not relevant to my position

20. And how would you rate the speed with which the RCVS dealt with the complaint?

- Excellent
- Good
- Fair
- Poor
- Don't remember

21. And how would you rate their ability to resolve the complaint/issue?

- Excellent
- Good
- Fair
- Poor
- Unable to say / too early to say
- Don't remember

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22. And which of these words best describe their tone and attitude when they dealt with you?

- Courteous
- Well-informed
- Helpful
- Friendly
- Professional
- Cold
- Superior
- Unhelpful
- Not relevant / contact too brief / don't remember

23. Regardless of the outcome, please briefly summarise what you thought of the process used by the RCVS in handling the complaint, and how it could have been improved.

24. Overall, how satisfied have you been with the professionalism of the RCVS in its dealings with you about this complaint?

- Very satisfied
- Fairly satisfied
- Not very satisfied
- Not at all satisfied
- Unable to say / too early to say
- Don't remember

25. Over the last year or so have you made contact with the RCVS, in any way at all? (Don't include standard items sent from the RCVS to you)

- Yes
- No

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26. How often have you made contact with the RCVS over the last year, in each of these ways?

PLEASE SELECT ONE OPTION PER ROW

	None	1-2	3-5	6-10	Over 10
By email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By post	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visited the RCVS office in person in London	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attended an RCVS event outside of the RCVS office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visited a RCVS stand at a congress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. When you made contact with the RCVS, what was the nature of the advice you needed? Was it about...

- Registration
- Education and training
- Paying for something
- Professional conduct
- General advice
- Complaint about a veterinary surgeon or nurse
- Complaint about the RCVS
- Another reason
- Can't remember

28. And how would you rate the speed of response generally?

- Excellent
- Good
- Fair
- Poor
- Don't remember

29. And how would you rate their ability to solve your issue or answer your questions?

- Excellent
- Good
- Fair
- Poor
- Not relevant / too brief / don't remember

RCVS First-Rate Regulator Survey

30. And which of these words best describe the tone and attitude when they deal with you?

PLEASE SELECT ALL THAT APPLY

- Courteous
- Well-informed
- Helpful
- Friendly
- Professional
- Cold
- Superior
- Unhelpful
- Not relevant / contact too brief / don't remember

31. Overall, how satisfied have you been with the professionalism of the RCVS in its dealings with you?

- Very satisfied
- Fairly satisfied
- Not very satisfied
- Not at all satisfied
- Not relevant / too brief / don't remember

32. Please briefly summarise what you feel was positive about your contact with the RCVS.

33. Please briefly summarise how the RCVS could improve in its dealings with you.

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34. If you wanted to alert the College to a concern about the professional conduct of a colleague which put animal health or the public at risk, would you feel comfortable to do so?

- Yes – completely
- Yes – with some reservations
- No

35. Over the past year, how often have you visited the RCVS website?

- Weekly or more
- Every two weeks or so
- Every month or so
- Every two-three months
- Less often than every three months
- Very rarely or never

36. What rating would you give the RCVS website in terms of...

PLEASE SELECT ONE OPTION PER ROW

	Excellent	Good	Fair	Poor	Don't know
Breadth and depth of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to find what I'm looking for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can answer my questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is up to date on issues relevant to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My overall rating for the website is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. Finally, what is the one change you think the RCVS should make to achieve its aim of being a First-Rate Regulator? Please summarise this in a single sentence.

That completes the survey.

On behalf of the RCVS, thanks for providing your feedback – it is very much appreciated.

Please click 'Done' to submit your response.