

The Royal Society of Medicine

EDUCATION STRATEGY

2018 AND BEYOND



ADVANCING HEALTHCARE THROUGH
EDUCATION AND INNOVATION



Royal Society of Medicine Education Strategy Summary 2018-2021

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6. Transforming the RSM

- Focus on digital activities with more intelligent customer engagement, website and customer relationship management system
- Develop space at No.1 Wimpole Street to ensure the learning environment is relevant, dynamic and supports interactive learning
- Introduce strong and robust new product development and quality assurance processes
- Develop internal systems and processes



5. NHS and healthcare organisations

- Increase RSM participation in NHS and other healthcare related events
- Interact with other healthcare organisations to provide team-based learning programmes
- Support translation of policy into practice through debate and discussion
- Develop education through innovative, effective adult learning



1. RSM learning

- Create a contemporary portfolio of education to complement existing specialty-based programmes reaching out to healthcare professionals across the UK
- Develop learning opportunities about healthcare, organisation as well as medico technical advances
- Work with RSM specialties to enhance programme delivery increasing impact beyond events using appropriate mix of learning techniques



2. Patients and the public

- Involve public, patients and other service users to deliver richer learning experiences for healthcare professionals
- Implement programmes demonstrating the importance of patient and public engagement
- Evolve the RSM's Medicine and Me programme scope and engage with a more diverse audience



3. Digital technology

- Increase accessibility to RSM education through expansion of digital learning
- Encourage multidisciplinary learning through access to RSM digital resources and face-to-face and online learning technologies
- Provide greater access to RSM education resources



4. RSM supporting innovation

- Support healthcare innovators, building on our demonstrable success in this area
- Disseminate innovation knowledge and cascade of innovation into evidence based practice
- Create spaces for innovators to network and undertake research using library resources



Foreword

I am delighted to present the Royal Society of Medicine Education Strategy. The Society’s mission is to advance health, through education and innovation and this strategy sets out our objectives and goals for the next three years as we respond to progress in both healthcare and education.

The NHS and health systems across the globe are in a time of continuing change in response to a need to improve care for patients. Transformations in care delivery, increased patient expectations, altered priorities and continuing developments in medical technology all need to be absorbed. Essential, then, is the need for timely, topical and relevant education for doctors and other healthcare professionals – both as individuals and working together as teams.

This is an ambitious strategy, put together following consultation with over 200 people, which sets out six themes outlining how the RSM will respond to changing educational and learning needs.

Underpinning the whole strategy are our plans for maintaining a balanced portfolio of learning, supported by proactive content development reflecting the wide range of skills necessary for effective and safe practice.

We will work with people and organisations to produce learning programmes that are contemporary and challenging and yes, we will continue to debate, discuss and encourage a wide range of differing viewpoints on important topics.

Building on the RSM’s successful public engagement programme, we will aim to be influenced by patients and the public in all that we do. And we will increase our support for innovators and innovation.

Digital technologies offer exciting opportunities going forwards for engagement with the RSM’s education programme. By blending digital approaches with face-to-face learning, our aim is to increase the Society’s educational reach and also the depth of learning for individuals and teams.



The RSM must become flexible and agile if it is to keep up with inevitable further changes in healthcare and the learning needs of the doctors and healthcare professionals who use our services.

This is an important document that sets out the RSM’s plans to reorganise the way we work across the organisation to better serve our members, delegates, partners and ultimately the public.

On behalf of the Society, I thank all who have been involved in developing this strategy, which shows the way forward for the Society over the coming years.

Professor Sir Simon Wessely
President

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Introduction



The RSM is one of the foremost providers of continuing professional development events in medicine. Last year over 26,500 delegates (from medical and other healthcare professions) attended one of the RSM’s 360 education and highly valued learning events. Most events are organised through the RSM’s 54 specialty sections and focus on best clinical practice and many of the exciting developments in medical technology. In addition, the RSM runs public lectures and programmes for patients and service users such as the very successful *Medicine and Me* series.

The RSM’s three-year strategy for education and learning has been designed in the current context of rapid integration of innovation into practice; significant challenges to health service delivery and the opportunities for enhanced learning provided by today’s digital technology. The RSM believes that comprehensive and accessible continuing education and development, for both individuals and teams, is crucial if healthcare professionals are to work successfully in today’s complex, changing and challenging healthcare environment and continue to provide effective, safe and patient-centred care.

A time of change for healthcare professionals and their patients

Today’s healthcare professionals work in a system that is often very stressed and stretched. Benefits of rapidly changing health interventions and the impact of sustained

public health measures are muted by difficulties in working in a complex system; of connecting healthcare with social and community care and having to do more with less.

Despite the challenging context, healthcare professionals must keep up their professional commitment to maintain good practice, learn about new interventions, gain new skills and maintain old ones. Staff development, education and training are arguably more critical than ever, but time for reflection and learning is limited. A challenge for staff and for those supporting and providing training is to develop learning that is relevant, accessible and a worthwhile use of very limited time.

Healthcare professionals, teams and organisations: a focus of learning

Healthcare is delivered by teams; patients depend both on the skills of individual practitioners and on how they work together within complex organisations. One individual may work in several teams and be responsible for care delivered across organisations. The educational and learning implications of this are: first, healthcare professionals must be competent team leaders and team members, able to work in teams that may be virtual; secondly, although professional assessments measure individual competency, patients depend on competent teams; and thirdly, most learning is delivered to individuals. However, it is the level of

The RSM Education: 2018 to 2021

The RSM’s Mission

Advancing healthcare through education and innovation.

Aim

To be a recognised as a trusted voice in healthcare education, and is viewed as relevant, leads debate and change, while being the ‘go to’ place for providing responsive, blended learning that will support better and safer healthcare. The RSM will encourage and facilitate the translation of innovation and research into evidence-based clinical practice.

The RSM’s education provision

The RSM will be a contemporary and highly relevant organisation which seeks to work collaboratively with a range of partners and individuals, using a blend of on and offline learning techniques and resources that will allow interaction with experienced healthcare professionals.

The RSM will deliver high quality education and learning which enables healthcare professionals to provide high quality and safe care to today’s and tomorrow’s patients.

RSM’s delegate experience

Engaged in highly relevant learning and networks that make a measurable difference to the way in which healthcare is delivered now and in the future.

multi-professional team functioning that is pivotal for the delivery of good quality and safe care.

Continuous Professional Development (CPD) for doctors and others needs, of course, to reflect technological changes, evidenced-based innovations and current best practice. But to enable change, implementation of new ways of working and improved team working, the content of CPD should also include acquisition and honing of essential organisational skills; combining technical knowledge with these other skills allows healthcare professionals to work effectively together, to accelerate implementation of new technology into practice, and to contribute positively to their teams, organisations and healthcare communities.

Changing landscape of educational delivery

Understanding and using the most effective approaches to adult learning are crucial for healthcare professionals and their patients. Traditional lectures, no longer perceived as the best way to promote understanding or transfer knowledge, work best when interactive and participants are actively involved and challenged through the learning process. Today’s digital age provides new ways of enhancing learning, connecting individuals and groups, and there is much value in a blend of face-to-face with digital or e-learning technologies.

The RSM: The opportunity

The RSM has a multidisciplinary and increasingly multi-professional scope. It is in a unique position to devise and curate educational programmes of relevance to the whole healthcare team and attract delegates from different specialties, professions and organisations. It is undoubtedly simpler to put together programmes for one single group and the RSM programmes will necessarily continue to be largely for individual delegates with a focus on individual knowledge, skills and attitudes. However, for the RSM to deliver its mission of “advancing healthcare through education” it is clear that the knowledge and learning gained by an individual should translate into learning to be shared and discussed with team members and used at some point and in some way to improve the care of patients or other service users.

The RSM wants to respond more completely and consistently to the educational needs of current and future healthcare professionals, through construction of educational programmes and events of benefit to both individual practitioners and the whole system that delivers and supports care. This strategy outlines the RSM’s aims and the changes it will make to both modernise the content and delivery and scope of its learning programmes and introduce ways of connecting healthcare professionals through learning with their teams and organisations.

Dr Fiona Moss
Dean

1. RSM Learning: The hub for professional education



Responding to the needs of doctors and the wider healthcare team with a broad range and blend of learning opportunities that reach across specialties and professions by providing a contemporary and relevant mix of medical, technical, organisational and topical themes and discussion and debate.

The RSM will build on its key strengths; its range of specialist and generalist programmes and unique multidisciplinary and increasingly multi-professional profile to become a recognised “educational hub”. That is first, an accessible resource providing a balanced portfolio of effective learning for healthcare professionals and secondly, the home of debate, discussion and dissent about education and learning within healthcare where, for example, the educational implications of policy changes, which rarely provide reference to learning or staff development, can be explored.

The RSM as an “educational hub” will draw together the range of educational needs within and between specialties and professions and across care pathways and develop programmes relevant to individual groups that reflect the reality of care pathways. Through reaching out to the wider health service, the RSM will aim to understand both the concerns and constraints on learning; what is needed to support improved effectiveness, safety and patients’ centeredness of care and the methods of learning mostly likely to have an impact.

Content and product development

A central part of the RSM 2018 education strategy is a proactive approach to the development of the content of its programmes. Horizon scanning with a process of reaching out

widely within the NHS to determine educational need will be used to enhance the considerable expertise already in the RSM including the vast knowledge base within the RSM speciality sections. For example, the RSM will seek views from Trusts, including medical directors and nursing directors, GPs and their practices and others responsible for supporting professional CPD, to understand the education considered useful for today’s healthcare professionals and relevant to care of patient and communities.

The RSM has one of the largest postgraduate biomedical lending libraries in Europe and this resource will be key to content development. The RSM library will, for example, support horizon scanning; provide resources on topics of relevance across specialties and professions and be integral to the RSM “educational hub”. The library will continue to develop innovative approaches to its services and collections for all users, whether delegates, library visitors or those accessing e-services remotely.

Provision of high quality specialist education including programmes reflecting current best practice and new technologies and interventions as they come on stream, will continue as a main part of the RSM educational portfolio. However, proactive content development will enable the RSM to pursue themes that cut across specialties and speak to the whole team as well as individual practitioners. Consideration will be given to the balance between technical programmes and those that reflect organisational competencies. Programmes that include both technical and organisational competencies, and those that blend face-to-face learning with digital technologies will be encouraged.

The RSM, through active content development, will aim to have an educational portfolio reflecting more fully the educational



needs across the health service including, for example, an increased emphasis on primary care and mental health, programmes relevant to multidisciplinary and multi-professional teams, and more discussion about successful organisational interventions.

The RSM will develop the capability of swift reaction to current external events or policy changes that are considered to have immediate educational value or those challenging, contemporary and controversial topics that may have important ramifications.

Quality assurance: A culture of continuous improvement in learning

A robust process of quality assurance with feedback from delegates and other customers will be an essential component of content development. The RSM, as all organisers of continuing professional development, obtains delegate feedback mostly focused on the presentation and content of individual sessions. Ideally, it would be helpful to know how much difference an educational programme makes to patient care. Such feedback is unlikely to be easily obtainable.

But as part of its 2018 strategy, the RSM will work with the RSM section presidents and others to develop a quality assurance process as a tool for continuous improvement. That is to design quality assurance that informs the process of content development across the RSM educational portfolio, assesses patient centredness and considers the relevance of the RSM programmes to today’s healthcare professionals working within increasingly complex environments. The RSM and its sections will also work with delegates and other customers to seek ways of assessing the impact the RSM programmes beyond the event.

Objectives

Our ambition is to provide an “educational hub” that delivers high quality education programmes designed to make a demonstrable impact on the quality and safety of healthcare. We will increasingly become a voice of learning and development in healthcare for individuals and teams in the UK and beyond.

- Build the ‘RSM Hub for Education’, drawing in specialty sections and developing a wide professional development portfolio, that reaches out to healthcare professionals across the UK.
- The RSM aims to broaden its geographic reach within the UK and beyond, using technology as an enabler along with face-to-face delivery.
- The RSM will work differently with its specialties to enhance content, delivery and scope of programmes, ensuring impact of education beyond the event.
- Using an appropriate mix of learning techniques, the RSM will enable the demonstrable achievement of education objectives.

2. Influenced by patients and public



The RSM is both informed and influenced by patients and public in all that we do. Learning opportunities reflect priority areas of need in healthcare, and programmes are influenced by patients and the public from concept to delivery.

Revising its approach to programme and content development presents the RSM with a singular opportunity to review patient and public involvement. All stakeholders involved in the discussions that informed the strategic planning process called for the RSM to respond more explicitly to the views and voices of patients and the public, and be influenced by them. The RSM has a successful programme of *Medicine and Me* events that bring together patients with a particular condition, along with experts in the field and a relevant patient charity. The learning at these events is clear, with experts learning as much, if not, more than anyone else. Finding ways of including the views and voices of patients and other service users within the RSM educational portfolio is a strategic aim.

The RSM aims also to include more public viewpoints on wider health topics. This could be achieved through engaging patients in a range of forums, allowing controversial and forthright discussion and expression of views whilst recognising the RSM is not a lobbying organisation.

In addition, the RSM will also seek to find ways of involving service users and the public throughout the process of programme creation and content development. Working at first with a small group of specialties, the RSM will explore the benefits and barriers to this approach and take forward and disseminate successful components. The RSM will take the adage “nothing about me without me” into the heart of educational development for healthcare professionals and create a unique niche.



Objectives

Our aspiration is to make RSM programmes reflect patient centred, effective and safe healthcare. In addition, the RSM will increasingly incorporate the patient voice and use co-production within programme development. The RSM aims to ensure that all learning enhances and improves the delivery of healthcare in practice.

- Explore approaches to involving public, patients and other service users in developing the RSM’s approach to delivering richer learning experiences for healthcare professionals.
- Develop, pilot and disseminate ways of engaging patients in programme development; find ways of including patient influence on approaches to and outcomes of learning.
- Design and implement new programmes that demonstrate the value of patient and public engagement.
- Evolve the scope of the RSM *Medicine and Me* programme, and seek engagement with a more diverse audience.

3. Improving relationships, engagement and the learning experience through digital technology and networks



To be ambitious in the use and adoption of the most appropriate and effective approaches to digital learning technologies to enhance and enrich the learning experience, and allow a wider audience to be engaged in the RSM Learning and its networks.

Digital technology is both a key strategic theme and key enabler of the strategic process for the RSM educational programmes. The increasing reliability and availability of digital technology in education offers an approach to increasing the accessibility to the RSM programmes. It is crucial that the RSM grasps this opportunity and, for example, embeds effective digital learning solutions into its learning programmes, creates online resources and makes best use of its state-of-the-art audio visual capability to enrich face-to-face lectures. The RSM will also harness the potential of digital technology to acquire more intelligent marketing approaches, and consider to what extent learning can be customised and focused and linked to delegate or member preferences.

Digitisation is an imperative from both business and learning perspectives. The new website and customer relationship management system will provide a perfect platform to drive the customer exchange process, and provide a highly intelligent approach to the RSM communications and customer engagement. The need to put the right educational programmes in place at the right time for the right individual using a blend of face-to-face and technology or digitally based learning is an essential for the RSM’s internal transformation and for modernisation of its external links.

Increased use of and support for new interactive technologies will aid learning and engagement at live events and encourage a broader geographic reach and engagement. The aim is to increase the range of people able to participate in the RSM learning programmes and attract and secure new talent to support the development of specialty and general programmes.

The RSM library will be dedicated to ensuring that each interaction with its services meets the high expectations of its users. As part of the RSM’s online strategy we will explore the concept of ‘My Library’ to provide a personalised online space for information and education resources tailored for individual users’ own requirements. Healthcare professionals need access to a wide range of sources of information, including that of their own and related specialties, as well as material on important non-technical skills.

After market testing there will be a phased roll-out of a series of digital technologies. In addition to increasing access to RSM learning, the aim is to consider what it would take to create a series of learning networks for healthcare professionals through which they could, for example, share views and perspectives on good practice with the aim of improving knowledge and understanding of the other factors that help individuals and teams to deliver effective, safe and patient centred care.



Objectives

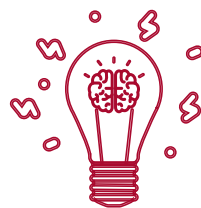
Our ambition is for the RSM to become an organisation that blends contemporary with traditional through the introduction of a wide range of learning technologies that will provide greater flexibility and access to learning. Learning will be bespoke and customised to meet the needs of individuals and specialties.

Increase accessibility to the RSM programmes and secure new revenues through the implementation of a new digital education strategy, supported by the new RSM website, linking learning and resources in an easy to navigate way.

To build a series of learning networks which include specialties, cross-cutting topics and learning themes, supported by both face-to-face and online learning technologies.

Provide greater access to the wealth of the RSM resources, including podcasts, webinars, and supported by the library to provide a flexible approach to learning.

4. RSM supporting innovation



The RSM supports innovation, through providing space, information and development for innovators and through actively spreading innovation through partnerships, events and other learning opportunities.

The RSM’s own vision outlines its commitment to advancing health through education and innovation and support of the translation of innovation into practice. A stronger and more structured approach to innovation is evolutionary for the RSM and follows the 2008 start of the RSM medical innovations programme, led by Lord Darzi, launched in response to the NHS England initiative of finding ways of encouraging and facilitating innovation within the NHS. In the past ten years, the RSM has hosted over 215 presentations by innovators describing a very wide range of medical and other healthcare innovations. These are the RSM’s flagship events.

In 2017, the RSM became a partner for NHS England’s Clinical Entrepreneur Programme (CEP). Entrepreneurs on this scheme are able to use the RSM facilities, have access to learning and information and use the RSM as a focus for networking. The RSM aims to support innovator networks by facilitating conversations that will inspire innovation and follow the cascade from idea through innovation, into evaluation and practice.

The RSM will undoubtedly benefit from hosting the CEP entrepreneurs who will be able to mix and meet with the thousands of the RSM members and community of programme delegates who represent a broad range of healthcare professions and specialties. The RSM believes this role in providing support for clinical entrepreneurs could extend to offering space and opportunities for individuals to learn organisational skills, essential for the change management that is necessary for the early adoption of innovation within the NHS.



Objectives

The RSM’s mission is clear, to advance healthcare through education and innovation. The RSM will build on its success in being selected as a partner for the NHS England’s Clinical Entrepreneur Programme and promoting innovation through its innovation summits, while also exploring other opportunities for supporting innovation through wider healthcare organisations.

Developing approaches to supporting innovators of healthcare, building on its current successes in this area, and to explore working with other partners.

Disseminate knowledge of innovation and the cascade of innovation into evidence-based practice.

Promote diversity by encouraging minority groups, non-medics, and aspiring medical students to participate in the widening innovation programme.

Create appropriate space that lends itself to innovators, providing opportunities for networking and supporting research.

5. The RSM to be a partner to the NHS and healthcare organisations in the UK and beyond



Building on its reputation for quality and blend of programmes, facilities and reach, the RSM will be a partner of choice for providing contemporary, cutting-edge education and development for healthcare.

The RSM is committed to providing the best possible learning solutions for individuals and healthcare organisations. The RSM as an “educational hub” must be explicitly relevant not only to specialists and generalists but also across the health service. The RSM will work with a wide range of customers to develop learning solutions to support improvement in the management of care within complex healthcare systems where individuals and teams care for patients who may require input from several specialties, several departments and often several organisations.

The RSM will continue to develop and evolve its relationship with the NHS and other healthcare organisations to determine the problems that would be helped through learning programmes or opportunity for discussion and debate. To do this the RSM will build on its strength as an organisation that is multidisciplinary and increasingly multi-professional. It is well placed to consider learning not only across professional

boundaries but, importantly, also from the perspective of the patient who experiences care across the whole care pathway, that needs to be co-ordinated and connected and not simply through the lens of one part of the system.

The RSM will provide not just individual learning, but consider, with its partners and customers, what is needed for effective team-based learning. The RSM will seek to work with healthcare trusts, primary care and community healthcare organisations to understand the barriers and potential facilitators to learning across boundaries. The RSM will thus seek to produce learning programmes that go to the heart of the many challenges and demands facing healthcare professionals, their organisations and their patients.

The RSM’s bold aspiration is to play a leading role in translating policies and new thinking about service delivery into practice. This will be achieved both through engaging with policy makers as well as clinical and other healthcare professionals, facilitating discussion and debate about the implications of innovations in service delivery and including within the RSM’s portfolio the many factors that contribute to effective, patient centred and safe care.



Objectives

The RSM seeks to work more closely with the NHS and healthcare organisations to provide relevant and broad based education that supports translation of policy into practice through engaging a broad stakeholder network that draws together policy makers and front line health-care professionals.

Increase participation in the NHS and other healthcare related events across the range of clinicians and disciplines. To share knowledge, best practice and build meaningful relationships and networks.

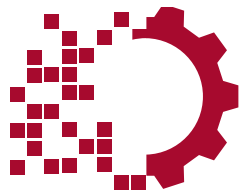
Interface with a wide range of healthcare organisations to provide organisational and team-based learning programmes that aim to enhance and improve delivery of care within complex systems.

Support through educational programmes the active translation of policy into practice. To be a place to debate the educational implications when putting policy into practice.

Develop the RSM programmes that are responsive to changing health practices through innovative, effective adult learning using intellectually challenging, collaborative, action-based techniques.



6. RSM Learning: Organisational transformation



Ambitious strategic objectives inevitably require significant organisational changes. The RSM will transform its organisation, including the structures and processes that support the delivery of its educational programmes, so it can both deliver the aims at the heart of this educational strategy and have the organisational flexibility to be able to respond to the future educational expectations and needs of healthcare professionals. Past changes to the RSM educational programmes have mostly been incremental.

This strategy will require possibly the biggest organisational step change in the RSM’s 200-year history but this is only possible because of the RSM’s strong heritage. The aim is to build on this history, and so position the RSM as a stronger driving force for learning and be a voice for education within healthcare in the UK and beyond.

RSM sections provide the bulk of specialist programmes. This highly valuable work will be enhanced by more effective organisational support for this volunteer group who are central to programme development. The RSM will review its structures so it is able to support programmes suggested through the “educational hub”; have a proactive approach to content development and promote working across the RSM sections.

The design of the internal changes will enable the RSM to have clarity about its educational portfolio and be more flexible

in its approach to programme construction. For the RSM education strategy to deliver its aims, the RSM will review how best to use and deploy its considerable internal expertise in marketing and communications and optimise its extensive audio visual capability.

Business and financial effectiveness

The benefits of this strategic approach for the RSM’s stakeholders and partners are highly significant and will open up broader opportunities for learning and networking across the healthcare spectrum in a variety of ways. A focus on business and financial effectiveness is critical for the RSM to deliver successfully its charitable objectives through developing effective, sought after educational programmes. From a business and financial effectiveness perspective the RSM will focus on:

- Taking our events to more people, doctors and healthcare professionals and a wider geographical reach.
- Developing the mix of our events programme, balancing what is for the public good with other types of events to ensure financial stability and growth.
- Effective utilisation of our existing resources - capitalising on the information specialists and information available through the library to add value to events and educational products as well as using more fully the audio visual capability and the space as flexibly as we can.



- Effective product development process for generating ideas and managing new events that will attract existing and new delegates.
- Strong and robust quality assurance that focuses on delivering high quality education programmes that also encourages strong feedback calibrated and fed into future product development as a process of continuous improvement.
- Strengthened customer services that are more efficient, effective and easier to navigate. These will be focused on meeting customer needs at the point of contact based on stronger customer knowledge.
- Internal efficiencies leading to more funds for investment in better education for meeting the RSM’s charitable objectives.
- Intelligent and preference based marketing to build a closer and more relevant relationship with its members and delegates.

RSM space review

A major strength of the RSM is its venue, No 1 Wimpole Street. The sheer size and variety of accommodation is excellent and the library is viewed as “best in class” in terms of space and content. Whilst the space has served previous generations well, it is now time to review this space in the context of today’s learners, the need for workshop discussions to enhance lectures, and learners’ needs for digital connectedness.

As the RSM moves to more innovative forms of learning, including high tech digital tools blended with greater exchange and interaction to promote delivery of learning of practical relevance, the building will need modernisation. The aim is to build highly interactive learning environments, with appropriately designed flexible flat floor space and agile break-out rooms capable of linking the three magnificent lecture theatres to workshops and other opportunities for in-depth discussion and perhaps, in future, into the work place.

The RSM library already provides innovative teaching, learning and social spaces and its specialist staff provide information skills training. Further transformation of this space will increase capacity; provide a range of high quality individual study places; establish areas for researchers and improve access to the library’s collection of rich holdings and special collections and exhibitions.

Objectives

The RSM will reform its operational structure, systems and processes to support this strategy, across content development, design, delivery and quality assurance of programmes.

- Be more accessible and engaging for members and delegates, through a new approach to customer services, faster response times, single point of contacts supported by a new customer relationship management system and a strong and more robust approach to intelligent marketing.
- Will be financially robust, and through market penetration and a changing business model enable a growth in revenues that in turn will be used to deliver the RSM’s charitable objectives and deliver effective education.
- Introduce strong and robust new product development and quality assurance processes to ensure high quality, relevant and beneficial postgraduate education for healthcare professionals.
- To ensure the RSM learning environment is relevant to today’s healthcare professionals, dynamic, innovative, encourages and supports interactive learning.

What benefits will the RSM strategy deliver?

The RSM aims to become increasingly relevant to the concerns across the whole of the NHS and other healthcare systems. Teams made up of clinical and other professionals are the backbone of delivery of good quality care. There is a compelling argument for a more formalised approach to the development high quality learning interventions, blended and accessible across healthcare communities. By developing a strong engagement across the healthcare workforce the RSM will continue to sustain its charitable objectives of 'advancing healthcare through education and innovation'.

Modernised, unique and cutting-edge education that reflects the ongoing evolution of healthcare and the way it practices underpinned by an organisation that plans carefully to deliver high quality learning, integrated and embedded with rich learning resources from the RSM library, and delivered to meet the needs and wants from a professional development perspective for the RSM members, specialties and delegates.

Volunteers who are expert contributors, who are valued and engaged in delivering high quality learning, utilising latest technologies, providing learning that is relevant, accessible and engaging and based on inputs and involvement from patients and public.

Delegates and members are at the heart of the organisation and will experience improved customer experience and enhanced quality of delivery, greater programme choice, based on strong quality assurance and product development principles.

An education and learning organisation that operates to achieve charitable objectives and meets the requirements of its Royal Charter.

An organisation that is public, and patient focused in every aspect of its work and will benefit both patients and public as part of its education provision.

The RSM is strong, visible, valuable, relevant and meaningful to the NHS, its employees and wider healthcare organisations in the UK and beyond.

Ultimately, the RSM is here to provide learning to support healthcare professionals as they work to deliver, good quality and safe, patient centred care.

The Royal Society of Medicine

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