

## NHS DORSET CLINICAL COMMISSIONING GROUP

## GOVERNING BODY MEETING

## CCG 360° STAKEHOLDER SURVEY 2018 – SUMMARY OF RESULTS

<b>Date of the meeting</b>	16/05/2018
<b>Author</b>	T Larby, Assurance Lead
<b>Sponsoring Clinician</b>	Dr F Watson, CCG Chair
<b>Purpose of Report</b>	To provide the Governing Body with an overview of the 360° stakeholder survey results and key themes for development.
<b>Recommendation</b>	The Governing Body is asked to <b>note</b> the report.
<b>Stakeholder Engagement</b>	Stakeholders have been engaged on a regular basis throughout 2017/18
<b>Previous GB / Committee/s, Dates</b>	N/A

## Monitoring and Assurance Summary

<b>This report links to the following Strategic Principles</b>	<ul style="list-style-type: none"> <li>• Prevention at Scale</li> <li>• Integrated Community and Primary Care Services</li> <li>• One Acute Network</li> <li>• Digitally Enabled Dorset</li> <li>• Leading and Working Differently</li> </ul>		
	<b>Yes</b> [e.g. ✓]	<b>Any action required?</b>	
		<b>Yes</b> Detail in report	<b>No</b>
All three Domains of Quality (Safety, Quality, Patient Experience)	✓		✓
Board Assurance Framework Risk Register	✓		✓
Budgetary Impact	✓		✓
Legal/Regulatory	✓		✓
People/Staff	✓		✓
Financial/Value for Money/Sustainability	✓		✓
Information Management & Technology	✓		✓
Equality Impact Assessment	✓		✓
Freedom of Information	✓		✓
<b>I confirm that I have considered the implications of this report on each of the matters above, as indicated</b>	✓		

Initials : TL

## 1. Introduction

- 1.1 The CCG 360° stakeholder survey was undertaken by Ipsos MORI on behalf of NHS England between 15 January and 28 February 2018. The purpose of the survey is to provide CCGs with evidence as to their ongoing relationship with stakeholders and to provide information to help inform their ongoing organisational development. It also forms part of the continuing assurance process.
- 1.2 The headline results from the 360° stakeholder survey were shared with the CCG Membership on 2 May 2018.
- 1.3 The comparative information in Appendix 1 is included to provide a rough headline guide only and should be treated with caution due to the low numbers of respondents and differences in stakeholder lists.
- 1.4 The report provides Members with the key headlines from the survey.

## 2. Report

- 2.1 The following stakeholder representatives were invited to take part in the survey, with 89 out of the 118 (75%) submitting a survey:
  - lead representation from each CCG Member practice (66 out of 86 responded);
  - local NHS Foundation Trusts (7 out of 10 responded – 2 representatives from each trust);
  - local authorities within Dorset (3 out of 6 responded);
  - neighbouring CCGs (2 out of 2 responded);
  - Healthwatch/patient groups (7 out of 8 responded);
  - Health and Wellbeing Boards (2 out of 3 co-chairs/chairs responded);
  - Wider stakeholders (2 out of 3 responded)
- 2.2 Overall the results for 2018 on questions asked for all stakeholders have shown an improvement on 2017; with nine of the comparable questions better, four worse and seven new questions. A summary of the survey results is attached as **Appendix 1**.
- 2.3 What went well:
  - confidence in the leadership to deliver plans/priorities (+12%);
  - comments on plans and priorities have been considered (+10%);
  - clear/visible CCG leadership (+9%);

- confidence in the leadership to improve outcomes for patients (+9%);
- confidence that CCG monitors the quality of the services commissioned effectively (+7%);
- been given opportunity to influence CCG's plans and priorities (+7%);
- leadership has necessary skills and experience (+6%);
- how effective if your CCG local system leader (+5%);
- CCG has effectively communicated its plans and priorities (+5%).

## 2.4 What didn't go so well:

- being able to raise concerns on quality of local services with the CCG (-9%);
- confidence in the CCG to act on feedback on quality of services (-7%);
- knowledge about the CCG's plans and priorities (-2%)
- overall effectiveness of working relationship with CCG (-1%);
- CCG involves the right individuals and organisations when commissioning services (-1%).

2.5 The number and type of stakeholders able to be invited changed for 2018 but the response rate remained about the same overall.

## 2.6 Our main focus for 2018/19 will be to:

- continue to focus on membership engagement and communications;
- understand how the membership want us to engage with them;
- listen and provide feedback on improving quality of services across all stakeholders.

2.7 It should be noted that a number of caveats should be considered when interpreting the results as any differences are not necessarily statistically significant differences; a higher score than the cluster averages does not always equate to 'better' performance, and a higher score than in 2017 does not necessarily mean the CCG has improved.

## 3. Conclusion

3.1 The Governing Body is asked to note the report.

**Author's name and Title : T Larby, Assurance Lead**

**Date : 30 April 2018**

**Telephone Number : 01305 213520/01202 541535**

<b>APPENDICES</b>	
<b>Appendix 1</b>	<b>NHS Dorset CCG Summary Report on 360° Stakeholder Survey</b>