

CCG 360° Stakeholder Survey Results 2018 - Summary



Supporting people in Dorset to lead healthier lives

Overview of the survey

- The CCG 360° stakeholder survey was undertaken by Ipsos MORI between 15 January - 28 February 2018.
- The purpose of the survey was to provide CCGs with evidence as to their ongoing relationship with stakeholders and to provide information to help inform their organisational development activities.
- There are a number of caveats when interpreting the results as any differences are not necessarily statistically significant differences; a higher score than the cluster average does not always equate to 'better' performance, and a higher score than in 2017 does not necessarily mean the CCG has improved.

Stakeholders- response rate

118 stakeholders were invited to take part in the survey with a 75% response rate.

Stakeholder Group	2014	2015	2016	2017			2018		
	Response rate %	Response rate %	Response rate %	No. invited to take part	No. completed survey	Response rate %	No. invited to take part	No. completed survey	Response rate %
GP Member Practices	58%	67%	63%	96	72	75%	86	66	77%
Health and Wellbeing Boards	40%	75%	67%	3	3	100%	3	2	67%
Local Healthwatch/ Patient Groups	100%	75%	57%	7	5	71%	8	7	88%
NHS Providers	86%	63%	50%	10	8	80%	10	7	70%
Other CCGs	67%	67%	100%	4	4	100%	2	2	100%
Upper Tier/Unitary LA	65%	79%	64%	14	10	71%	6	3	50%
Wider stakeholders							3	2	67%
Total	62%	69%	62%	134	102	76%	118	89	75%

For **all** stakeholders there were 7 new questions with 14 staying the same. Of the questions which were comparable with 2017 the most significant changes were:

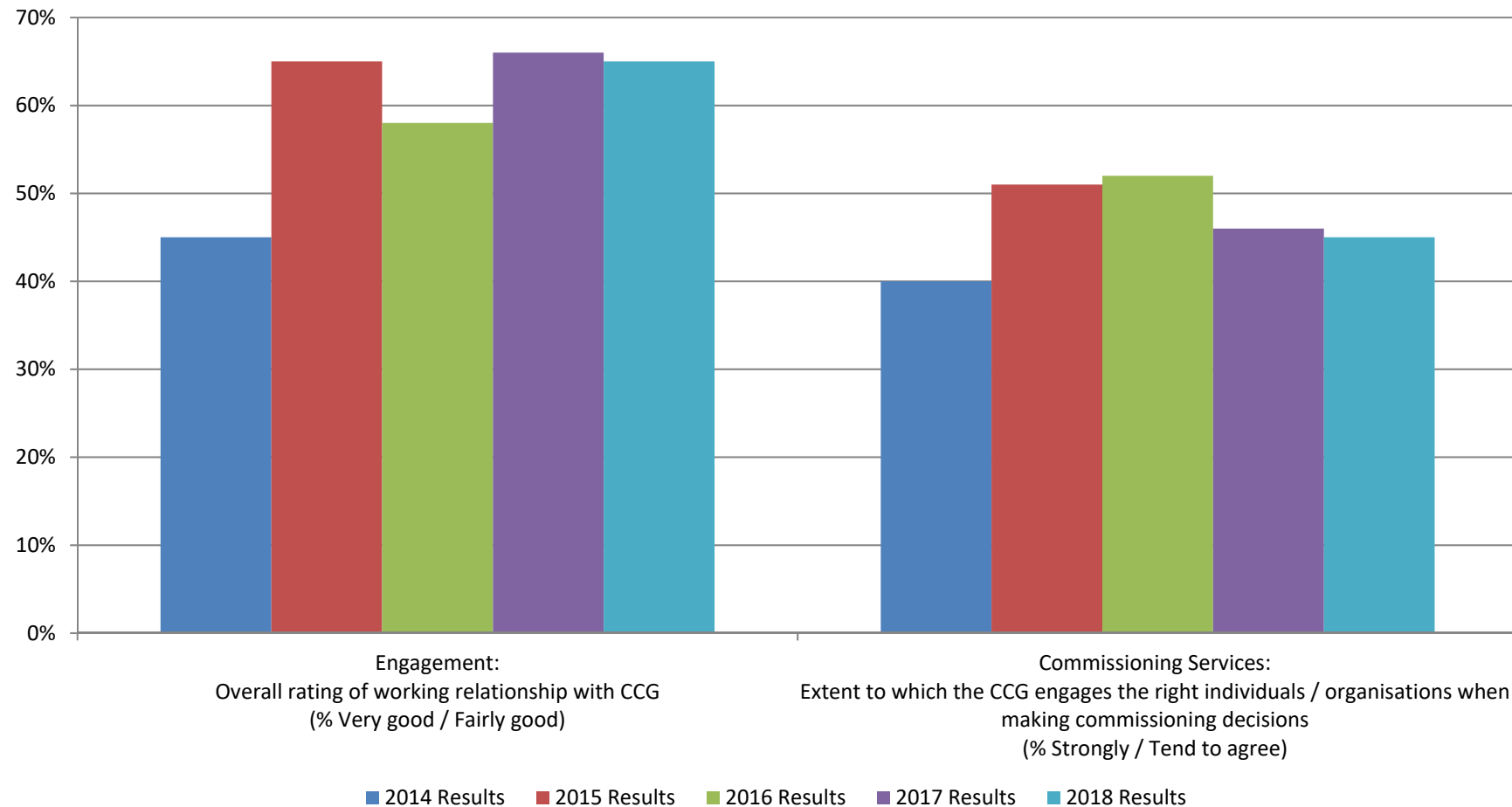
- 12% rise in confidence in leadership delivering plans and priorities;
- 10% rise in feeling that comments made on plans and priorities were considered;
- 9% fall in feeling able to raise concerns with CCG on quality of local services;
- 7% fall in confidence in CCG to act on feedback received on quality of services.

Areas of improvement

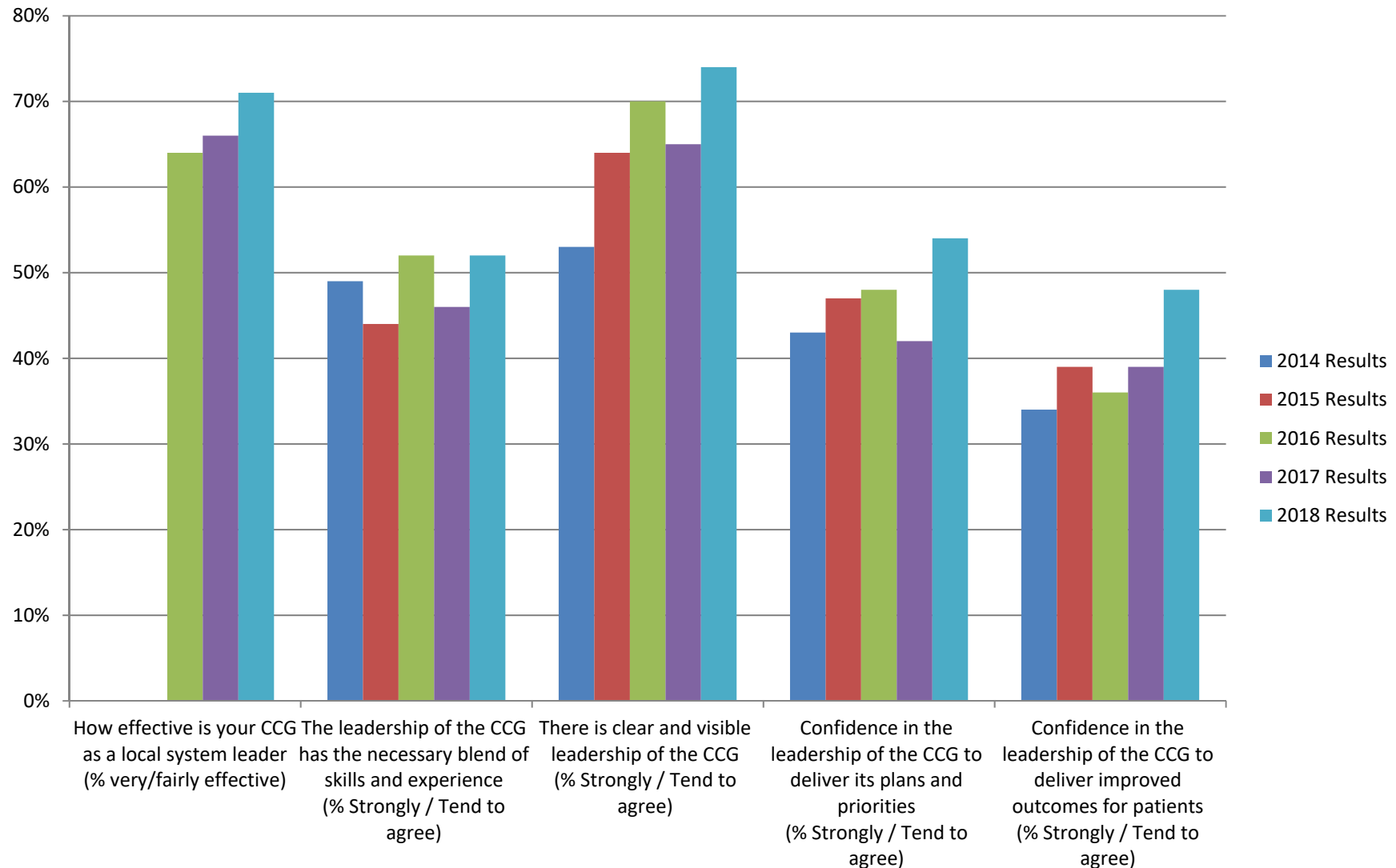
Areas of most improvement compared to 2017 results and CCG cluster.

Survey Question/Statement	2017 Results %	2018 Results (%)	Base CCG Cluster (%)
How effective if your CCG local system leader	66	71	63
Leadership has necessary skills and experience	46	52	43
Clear/visible CCG leadership	65	74	56
Confidence in the leadership to deliver plans/priorities	42	54	48
Confidence in the leadership to improve outcomes for patients	39	48	48
Confidence that CCG monitors the quality of the services commissioned effectively	44	51	52
Been given opportunity to influence CCG's plans and priorities	53	60	45
Comments on plans and priorities have been considered	33	43	45
CCG has effectively communicated its plans and priorities	64	69	53

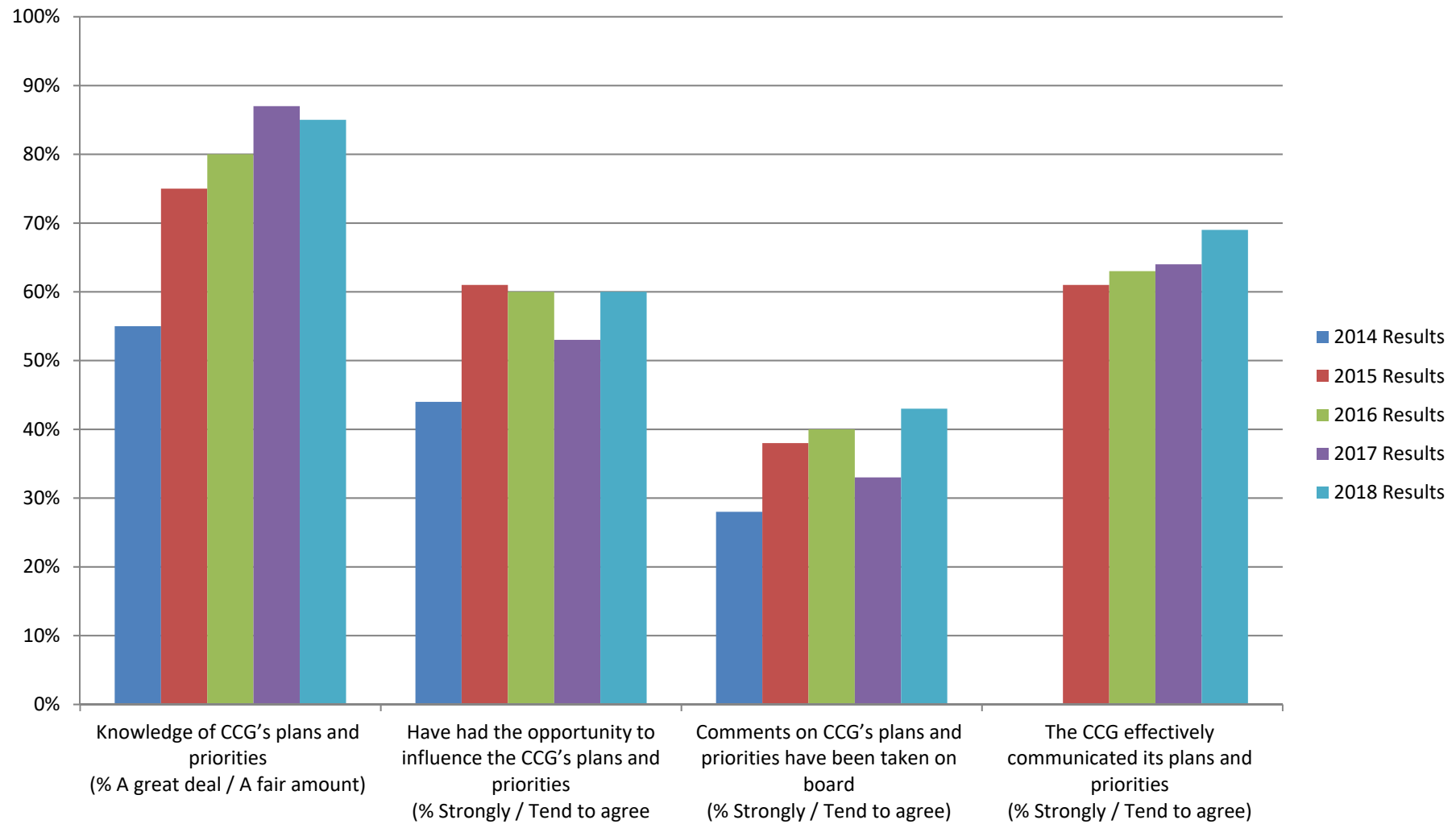
Overall engagement and Commissioning Services



Leadership



Plans and priorities



Monitoring and reviewing services

