

NHS DORSET CLINICAL COMMISSIONING GROUP
GOVERNING BODY MEETING
CCG 360° STAKEHOLDER SURVEY 2017 – SUMMARY OF RESULTS

Date of the meeting	17/05/2017
Author	T Larby, Assurance Lead
Sponsoring GB member	Dr F Watson, CCG Chair
Purpose of Report	To provide Members with an overview of the 360° stakeholder survey results and key themes for development.
Recommendation	The Governing Body is asked to note the report.
Stakeholder Engagement	Stakeholders have been engaged on a regular basis throughout 2016/17
Previous GB / Committee/s, Dates	Directors' Performance meeting 18 April 2017

Monitoring and Assurance Summary

This report links to the following Strategic Principles	<ul style="list-style-type: none"> • Services designed around people • Preventing ill health and reducing inequalities • Sustainable healthcare services • Care closer to home 		
	Yes [e.g. ✓]	Any action required?	
		Yes Detail in report	No
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	✓		✓
I confirm that I have considered the implications of this report on each of the matters above, as indicated	✓		

Initials : TL

1. Introduction

- 1.1 The CCG 360° stakeholder survey was undertaken by Ipsos MORI on behalf of NHS England between 16 January and 28 February 2017. 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 is 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 3 May 2017.
- 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 102 out of the 134 (76%) submitting a survey:
 - lead representation from each CCG Member practice (72 out of 96 responded);
 - local NHS Foundation Trusts (8 out of 10 responded – 2 representatives from each trust);
 - local authorities within Dorset (10 out of 14 responded);
 - neighbouring CCGs (4 out of 4);
 - Healthwatch/patient groups (5 out of 7);
 - Health and Wellbeing Boards (3 out of 3 co-chairs/chairs).
- 2.2 Overall the results for 2017 have shown a slight decrease on 2016; with 8 of the comparable questions better, 15 worse, 1 remaining static and 3 new questions. A summary of the survey results and examples of comments made is attached in Appendix 1.
- 2.3 What went well:
 - felt working relationship with CCG had improved over the past 12 months;
 - CCG effectively communicates its commissioning decisions;
 - CCG's plans will deliver continuous improvement in quality within the available resources;
 - leadership is delivering continued quality improvements and there is confidence to deliver improved outcomes for patients;
 - felt they understood a lot about the CCG's plans and priorities.
- 2.4 What didn't go so well:
 - felt dissatisfied with the way CCG has engaged;

- CCG not seen as engaging with right people when making commissioning decisions;
- leadership does not have the necessary skills and experience;
- less confidence in the leadership to deliver improved outcomes for patients;
- felt they had not be given the opportunity to influence CCG's plans and priorities;
- felt the CCG had not taken on board suggestions given.

2.5 Although we have seen more stakeholders responding, we have seen a slight deterioration in satisfaction overall. Our main focus for 2017/18 will be focussing on membership engagement and communications and also across all stakeholders for:

- emphasis on leadership visibility and listening;
- ensuring effective two-way conversation with stakeholders;
- opportunities to influence plans and priorities strengthened;
- responsiveness and visibility of primary care team.

2.6 Supporting information is available on request for Governing Body members.

2.7 It should be noted that a number of caveats 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 2016 does not necessarily mean the CCG has improved.

3. Conclusion

3.1 The Governing Body is asked to **note** the report.

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Date : 21 April 2017

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APPENDICES	
Appendix 1	NHS Dorset CCG Summary Report on 360° Stakeholder Survey