

**NHS DORSET CLINICAL COMMISSIONING GROUP  
GOVERNING BODY MEETING  
CCG 360 SURVEY FEEDBACK SUMMARY**

<b>Date of the meeting</b>	15/07/2015
<b>Author</b>	R Kendall - Head of Planning and Assurance
<b>Sponsoring Board member</b>	T Goodson – Chief Officer
<b>Purpose of Report</b>	To provide Governing Body Members 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 and the proposed themes for development.
<b>Stakeholder Engagement</b>	N/A
<b>Previous GB / Committee/s, Dates</b>	Presented at the Governing Body Development Workshop 24 June 2015.

**Monitoring and Assurance Summary**

<b>This report links to the following Strategic Principles</b>	<ul style="list-style-type: none"> <li>• Services designed around people</li> <li>• Preventing ill health and reducing inequalities</li> <li>• Sustainable healthcare services</li> <li>• Care closer to home</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: RK

## 1. Introduction

- 1.1 The CCG 360 Stakeholder Survey was undertaken by Ipsos Mori between 10 March 2015 and 7 April 2015. 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 ongoing organisational development.
- 1.2 The comparisons are 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.
- 1.3 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 2014 does not necessarily mean the CCG has improved.
- 1.4 This report provides members with the key headlines from the survey, the key themes for development and next steps.

## 2. Report

### Key Findings

- 2.1 Dorset CCG 360 Survey results were much improved on 2014 results and is a good platform for us to build upon; a summary of the survey results and example of some of the comments made can be seen in **Appendix 1**.
- 2.2 All stakeholders were asked to complete section 1 of the survey which comprised of 30 questions; 5 of which were new to the 2015 survey.
- 2.3 Out of the 25 comparable questions the CCG has:
  - improved in 23 of the 25;
  - maintained its performance in one area (leadership of the CCG delivering continued quality improvements);
  - reduced performance in one area (the leadership of the CCG has the necessary blend of skills ).
- 2.4 Key highlights from what went and what didn't go so well can be seen below:

### What went well.....

- stakeholders feel more engaged by the CCG;
- improved the satisfaction with how we have engaged stakeholders;
- working relationship with the CCG has improved with all stakeholders except local authorities;
- how we have engaged, communicated and informed stakeholder of commissioning decisions;
- visibility of the leadership and overall clinical leadership.

## What didn't go so well....

- need to continue to build working relationships with all stakeholders, in particular local authorities who feel the relationship have got worse;
- stakeholders not sure that the CCG's plans will deliver continuous improvement in quality within its resources;
- need to ensure that the CCG has the right blend of leadership;
- locality support needs to be strengthened.

2.5 Although we have seen improvements in most areas it is clear that we have some way to go and that membership engagement and communications continues to be a key priority.

2.6 Therefore, building on the CCG transition 'fit for the future' and the results of the survey and discussions at the Governing Body Development workshop the themes for development in 2015/16 are:

- engagement and involvement in the planning, prioritising and commissioning of high quality services;
- effective communication with stakeholders;
- working relationships with the CCG;
- leadership within the CCG.

2.6 The direction of travel is clearly articulated in a number of documents including the Organisational Development Framework and the Engagements and Communications Framework.

2.7 The Governing Body and Clinical Development Plan also reflect the focus of these development priorities.

## 3. Conclusion

3.1 Members are asked to note the report

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<b>APPENDICES</b>	
<b>Appendix 1</b>	<b>NHS Dorset CCG 360 Summary Report</b>