

360 Stakeholder Survey Results 2015 - Summary



Overview of the survey

- 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 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 2014 does not necessarily mean the CCG has improved.

Stakeholders- response rate

138 stakeholders were invited to take part in the survey with a 69% response rate.

	2014			2015		
Stakeholder Group	Invited to take part in survey	Completed Survey	Response rate (%)	Invited to take part in survey	Completed Survey	Response rate %
GP Member Practices	89	52	58%	99	66	67
HW Boards	5	2	40%	4	3	75
Local Health Watch/ Patient Groups	1	1	100%	4	3	75
Wider Stakeholders	6	6	100%	6	5	83
NHS Providers	7	6	86%	8	5	63
Other CCGs	3	2	67%	3	2	67
Upper Tier/ Unitary LA	17	11	65%	14	11	79
Total	128	80	62.50%	138	95	69%

What went well.....

- Stakeholders feel more engaged by the CCG;
- Improved the satisfaction with how we have engaged stakeholders;
- Working relationship with the CCG have 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 need to be strengthened.

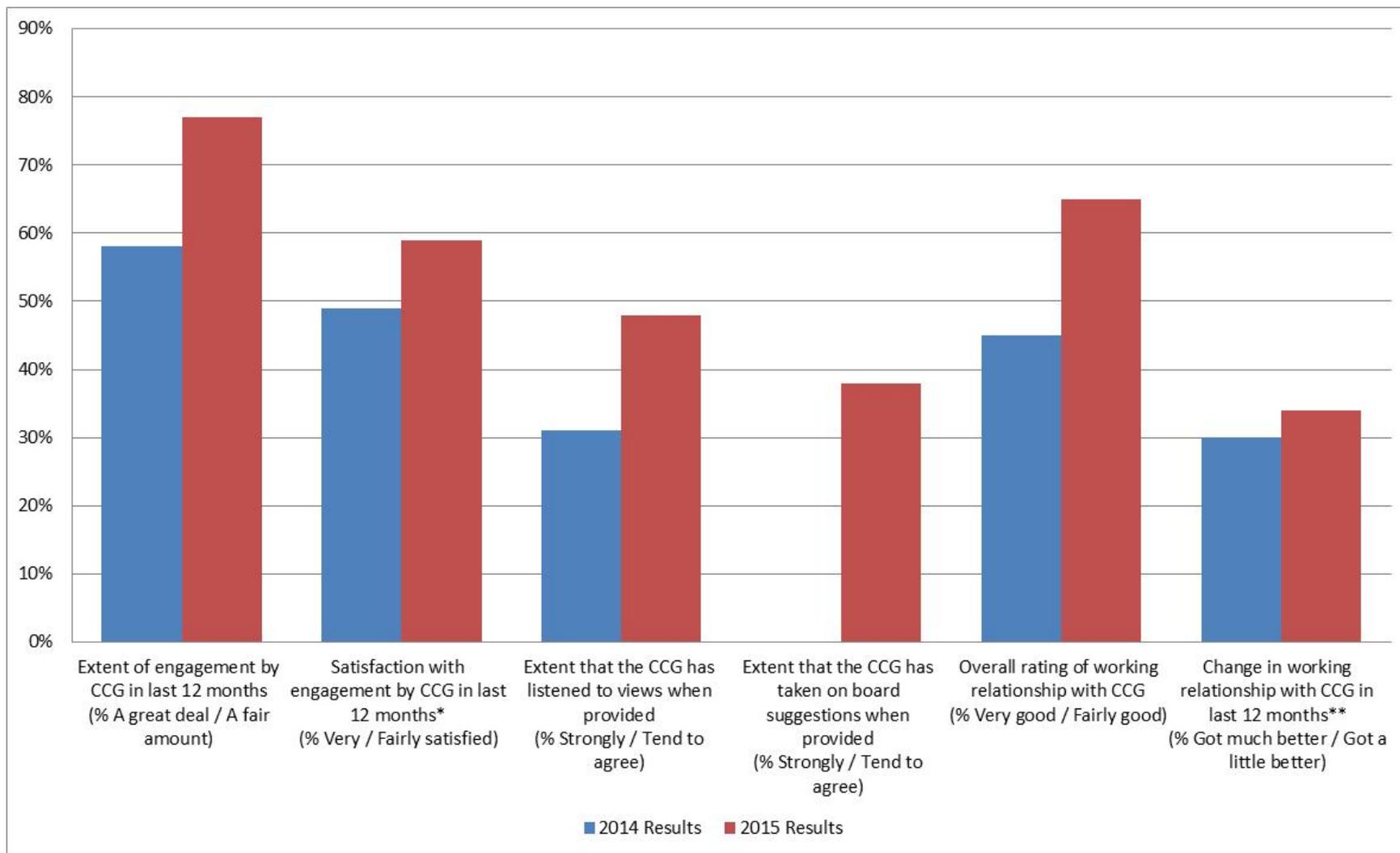
- All stakeholders were asked to complete section 1 of the survey which comprised of 30 questions; 5 of which were new to the 2015 survey.
- Out of the 25 comparable questions the CCG has:
 - improved in 23 of the 25;
 - maintained its performance in one area - leadership of the CCG delivering continued quality improvements;
 - reduced performance in one area - the leadership of the CCG has the necessary blend of skills .

Areas of most improvement

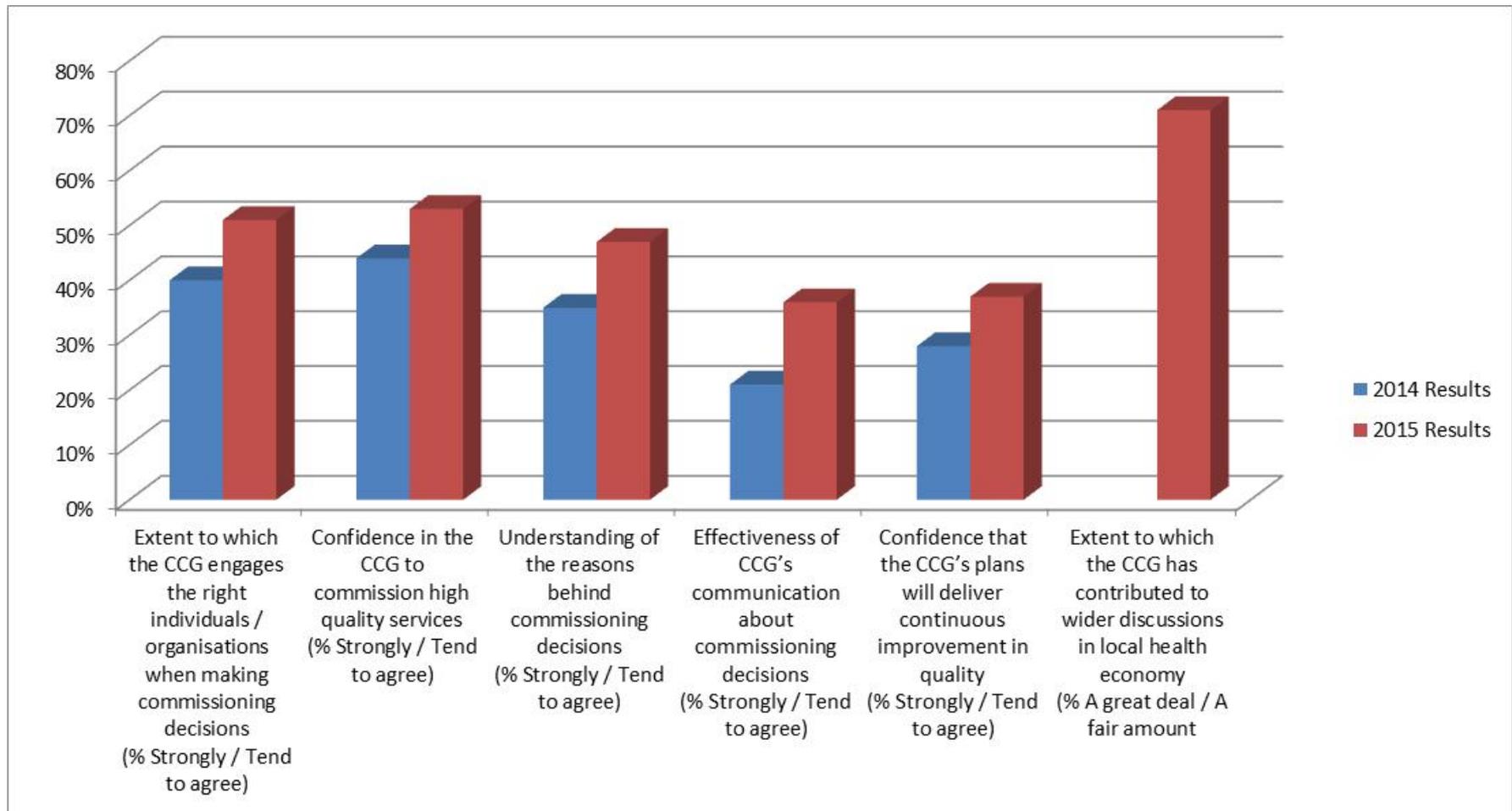
Areas of most improvement compared to 2014 results.

Survey Question/ Statement	2012 Results (%)	2014 Results (%)	2015 Results (%)
Extent of engagement by the CCG in the last 12 months	78	58	77
Satisfaction with engagement by the CCG in the last 12 months (68	49	59
Overall working relationship with the CCG	74	45	65
Extent to which the CCG engages the right individuals/ organisations when making commissioning decisions	N/A	40	51
Understanding the reasons behind commissioning decisions	N/A	35	47
Confidence in CCG to act on feedback it receives about the quality of services	N/A	35	47
Knowledge of CCG's plan and priorities	N/A	55	75
Have had the opportunity to influence the CCG's plans and priorities	N/A	44	61
Clear and visible leadership	N/A	53	64
Clear and visible clinical leadership	N/A	44	61
Confidence in the CCG to deliver its plans and priorities	N/A	39	53

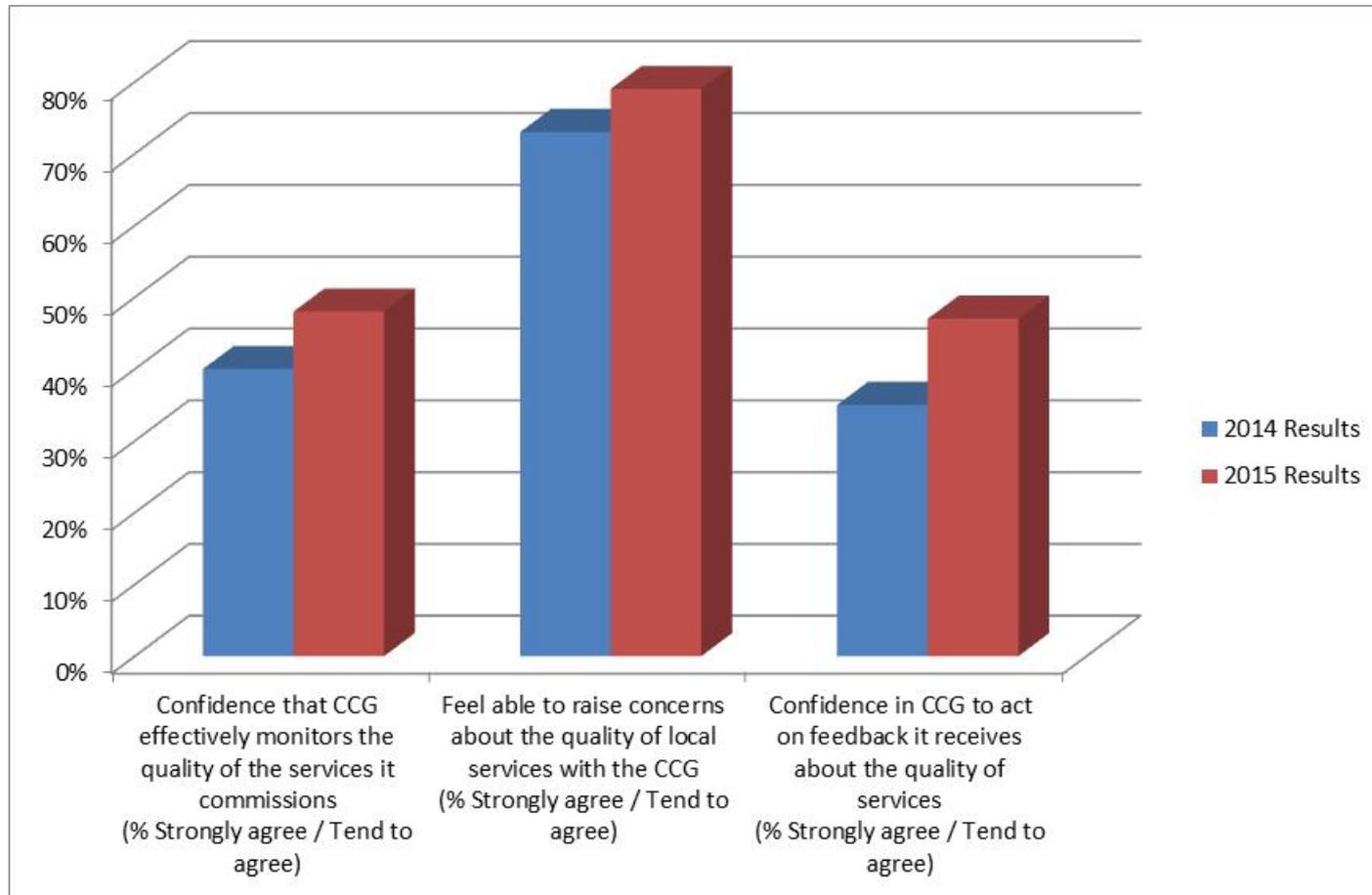
Engagement and Relationships



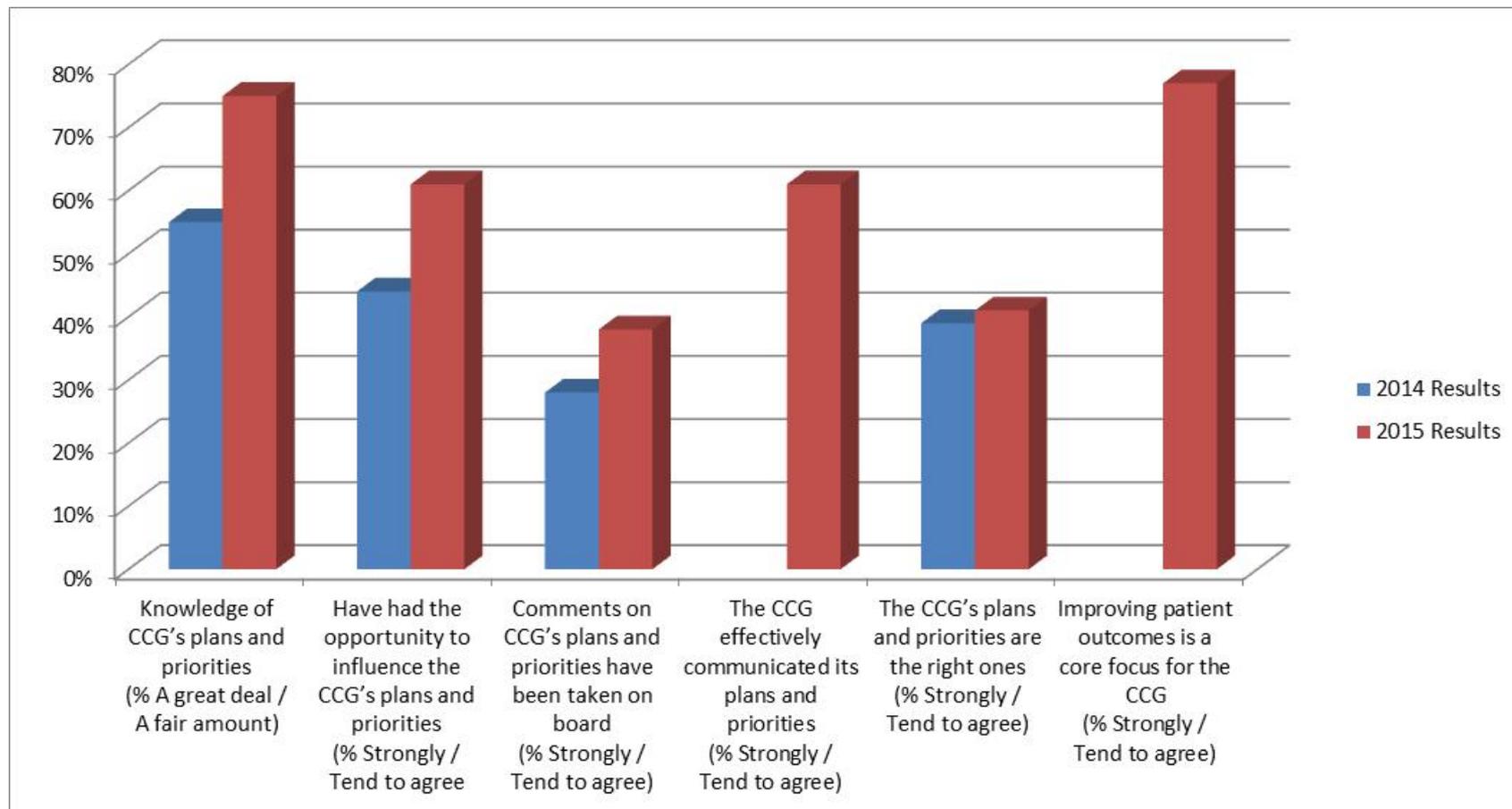
Commissioning decisions and contribution to wider discussions



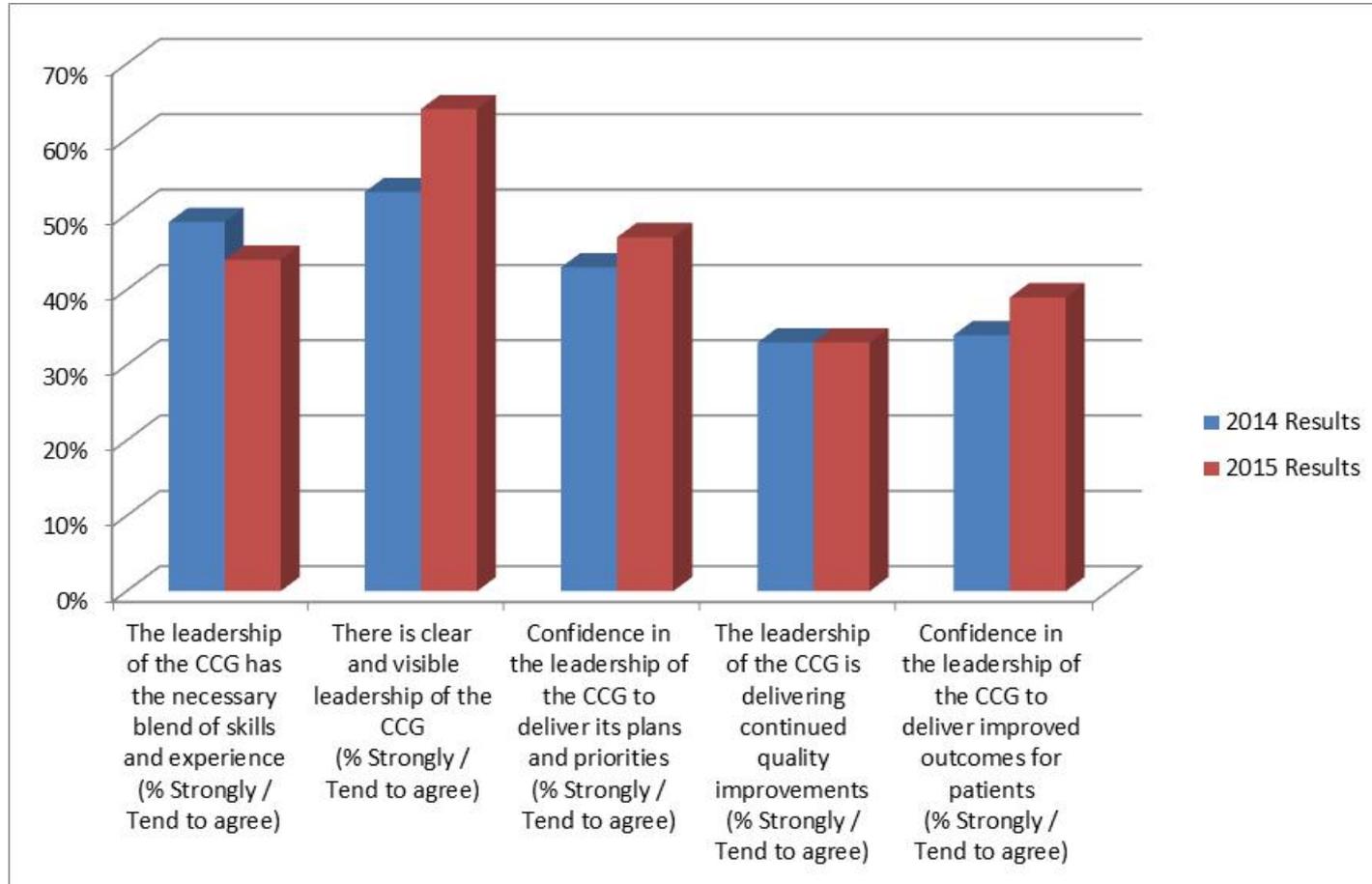
Monitoring the quality of services



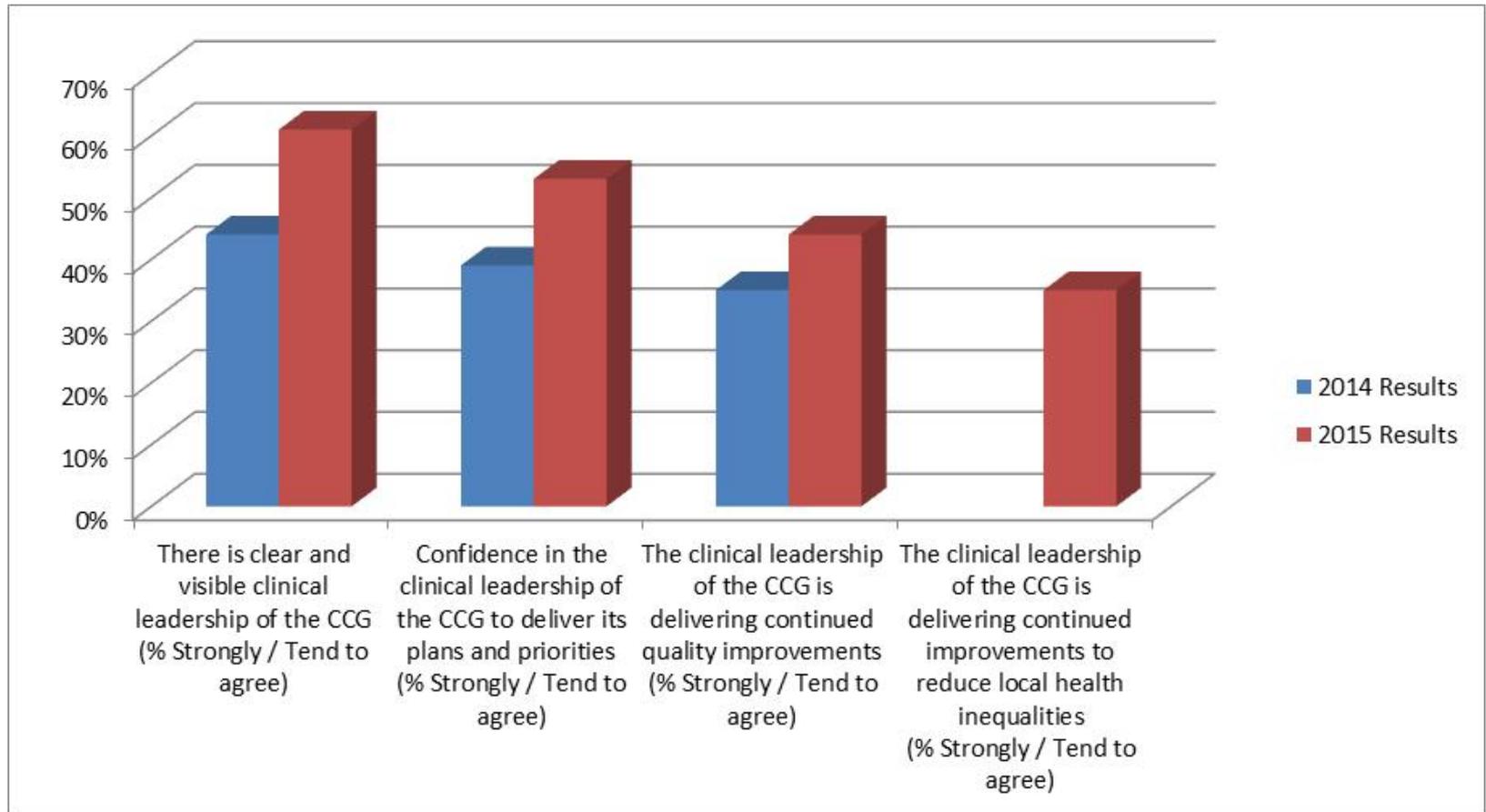
Plans and priorities



Overall leadership



Clinical leadership



The good comments.....

- The CCG engages in a variety of ways, so a large number of our executives and clinicians have established close and effective working relationships with representatives of the CCG. We view this as a real strength. Clinical leadership is strong and through close, on-going working, CCG clinical leaders are regarded as very credible.'
- 'There has been an attempt to use locality meetings to talk to grassroot GPs re CCG priorities and the board members have been willing to communicate directly and to visit the Practices if wanted. We had a CCG board member and our locality manager and chair at our practice which was helpful.'
- 'As financial pressures have increased for both organisations, this has made relationships more difficult although this is from a base of good overall relationships.'
- 'It has continued to deliver a genuine focus on patient safety and quality of service provision.'
- 'The CCG has evolved over the past year - all a bit distant initially and perhaps not enough engagement but this has really changed.'

The not so good comments.....

- ‘The CCG has been let down by NHS England. NHS England failed with regard to its responsibility to primary care and the CCG has had to pick up the pieces. They are playing catch up but making progress.’
- ‘Our relationships and aims I believe remain strong and there is a wish to work together. However, the funding process through BCF and the CSR has led to a less positive position with the CCG which is really regretted.’
- ‘The intention and commitment is there at senior leadership level, but remains difficult to get change to joint commissioning, this doesn't seem to have progressed much over the last year and despite s75 agreement now being in place we remain focused on who pays for what and how much rather than making a significant change.’
- ‘Less contact than with PCT. Meetings-both in locality and area -have been un helpful.’
- ‘The plans have been well laid out but could be more concise.’