

NHS DORSET CLINICAL COMMISSIONING GROUP

GOVERNING BODY

CCG 360° STAKEHOLDER SURVEY 2016 – SUMMARY OF RESULTS

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| Date of the meeting | 20/07/2016 |
| Author | T Larby, Assurance Lead |
| Sponsoring Board Member | Dr F Watson, Chair |
| Purpose of Report | To provide the Governing Body 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 2015/16 |
| Previous GB / Committee/s, Dates | N/A |

Monitoring and Assurance Summary

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|--|--|--------------------------------|-----------|
| 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 29 February and 4 April 2016. 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 13 July 2016.
- 1.3 The comparative information in the appendix 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 83 out of the 134 (62%) submitting a survey:
 - lead representation from each CCG Member practice [96 – 2 practices opted out];
 - local NHS Foundation Trusts [10 – 2 representatives from each trust];
 - local authorities within Dorset [14];
 - neighbouring CCGs [3];
 - Healthwatch/patient groups [7];
 - wider stakeholders [1];
 - Health and Wellbeing Boards [3 co-chairs/chairs].
- 2.2 Overall the results for 2016 have shown a pleasing improvement upon 2015, and should be seen in the context of the significant CCG involvement and leadership of system transformation; with 13 of the comparable questions posed showing improvement, 11 having deteriorated and 3 remaining static. A summary of the survey results and examples of comments made is attached in **Appendix 1**.
- 2.3 The main gains were around overall leadership and clinical leadership, with the most reductions in satisfaction seen in engagement. It should be noted however that 81 out of the 83 respondents felt they had some level of engagement.

2.4 What went well:

- working relationship with CCG has got better over the past 12 months;
- CCG effectively communicates its commissioning decisions;
- leadership has the necessary blend of skills and experience;
- there is clear and visible leadership;
- there is clear and visible clinical leadership;
- there is greater knowledge of plans and priorities.

2.5 What didn't go so well:

- felt the CCG had not listened to views that had been provided;
- felt the CCG had not taken on board suggestions given;
- working relationship with the CCG could still be improved;
- confidence in the leadership to deliver improved outcomes for patients.

2.6 Although we have seen progress on last year's responses, we still have room for improvement, and that membership engagement and communications continue to be a priority. Development themes continue to be:

- engagement and involvement in the planning, prioritising and commissioning of high quality services;
- effective two-way conversation with stakeholders;
- working relationship with the CCG.

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 2015 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 : 24 June 2016

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