

360° Stakeholder Survey Results 2016 - Summary



Overview of the survey

- The CCG 360° stakeholder survey was undertaken by Ipsos MORI between 1 March 2016 and 4 April 2016.
- 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 2015 does not necessarily mean the CCG has improved.

Stakeholders- response rate

134 stakeholders were invited to take part in the survey with a 62% response rate.

Stakeholder Group	2014			2015			2016		
	No. invited to take part	No. completed survey	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	89	52	58%	99	66	67	96	60	63%
Health and Wellbeing Boards	5	2	40%	4	3	75	3	2	67%
Local Healthwatch/ Patient Groups	1	1	100%	4	3	75	7	4	57%
Wider Stakeholders	6	6	100%	6	5	83	1	0	0%
NHS Providers	7	6	86%	8	5	63	10	5	50%
Other CCGs	3	2	67%	3	2	67	3	3	100%
Upper Tier/Unitary LA	17	11	65%	14	11	79	14	9	64%
Total	128	80	62.50%	138	95	69%	134	83	62%

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

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 delivering improved outcomes for patients by the CCG leadership.

27 questions were asked of all stakeholders and out of these comparable questions the CCG has:

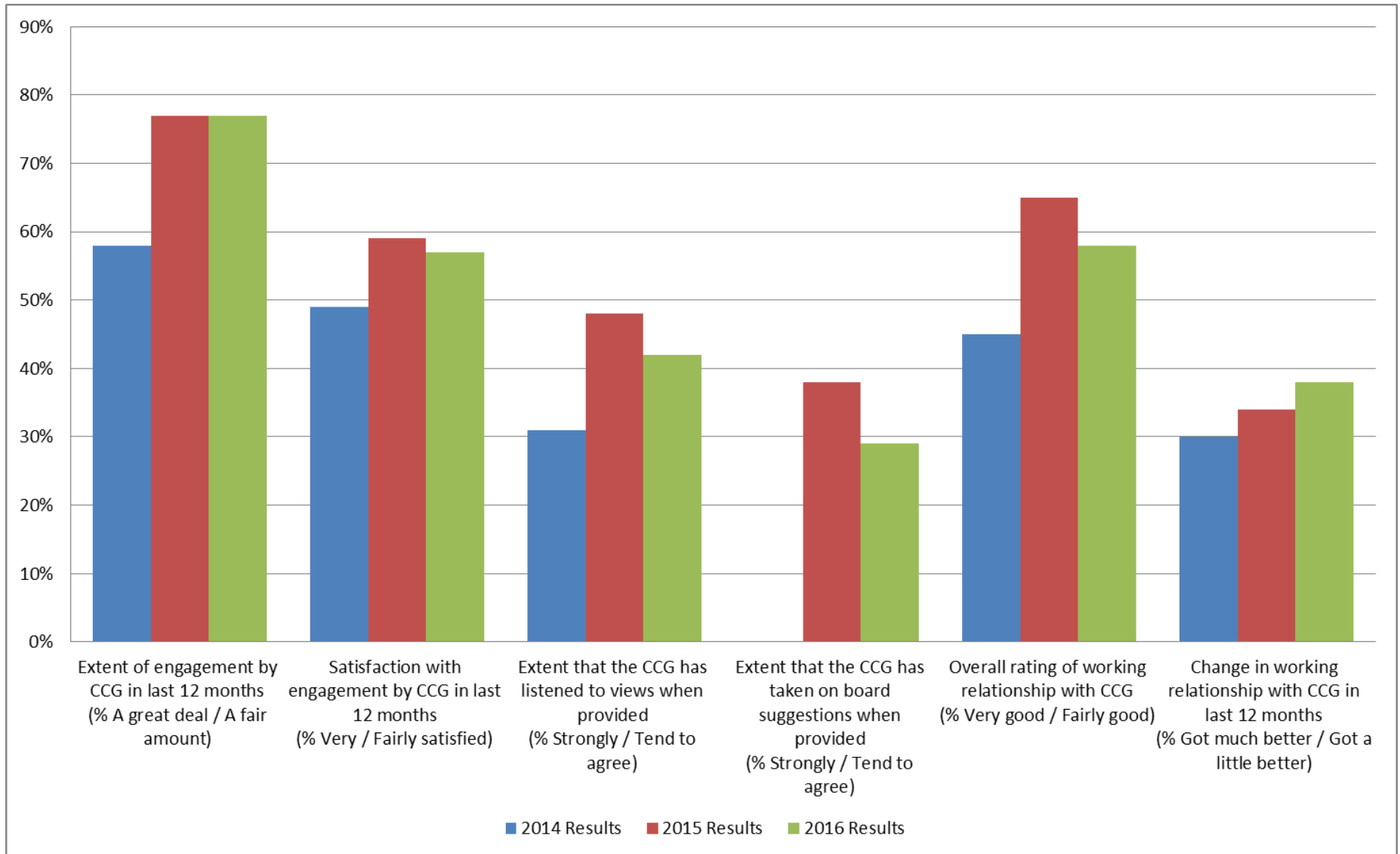
- improved in **13**;
- maintained its performance in **3** areas:
 - engaged by the CCG;
 - confidence in clinical leadership on plans and priorities;
 - confidence of monitoring of quality of services;
- reduced performance in **11** areas.

Areas of most improvement

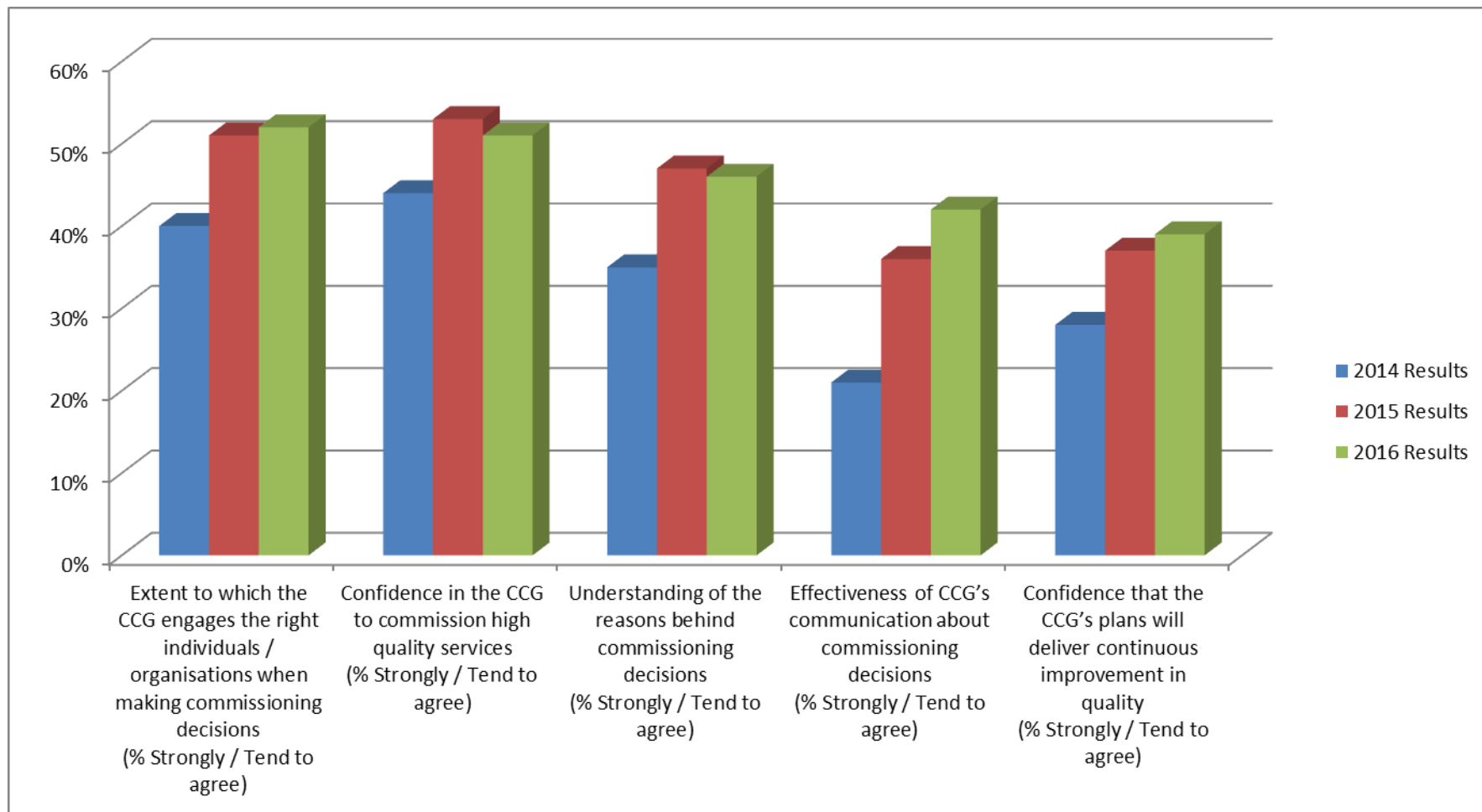
Areas of most improvement compared to 2014 and 2015 results.

Survey Question/ Statement	2014 Results (%)	2015 Results (%)	2016 Results (%)	Base CCG Cluster (%)
Over past 12 months has your working relationship improved with the CCG	30	34	38	34
CCG effectively communicates its commissioning decisions	21	36	42	45
CCG plans will deliver improvement in quality	28	37	39	40
Leadership has necessary blend of skills and experience	49	44	52	51
Clear and visible leadership	53	64	70	60
Knowledge of CCG's plan and priorities	55	75	80	71
Leadership is delivering continued quality improvements	33	33	36	42
Clinical leadership is delivering continued quality improvements	35	44	46	42
Clear and visible clinical leadership	44	61	67	59
Comments have been taken on board concerning plans and priorities	28	38	40	38
Plans and priorities have been effectively communicated	-	61	63	55

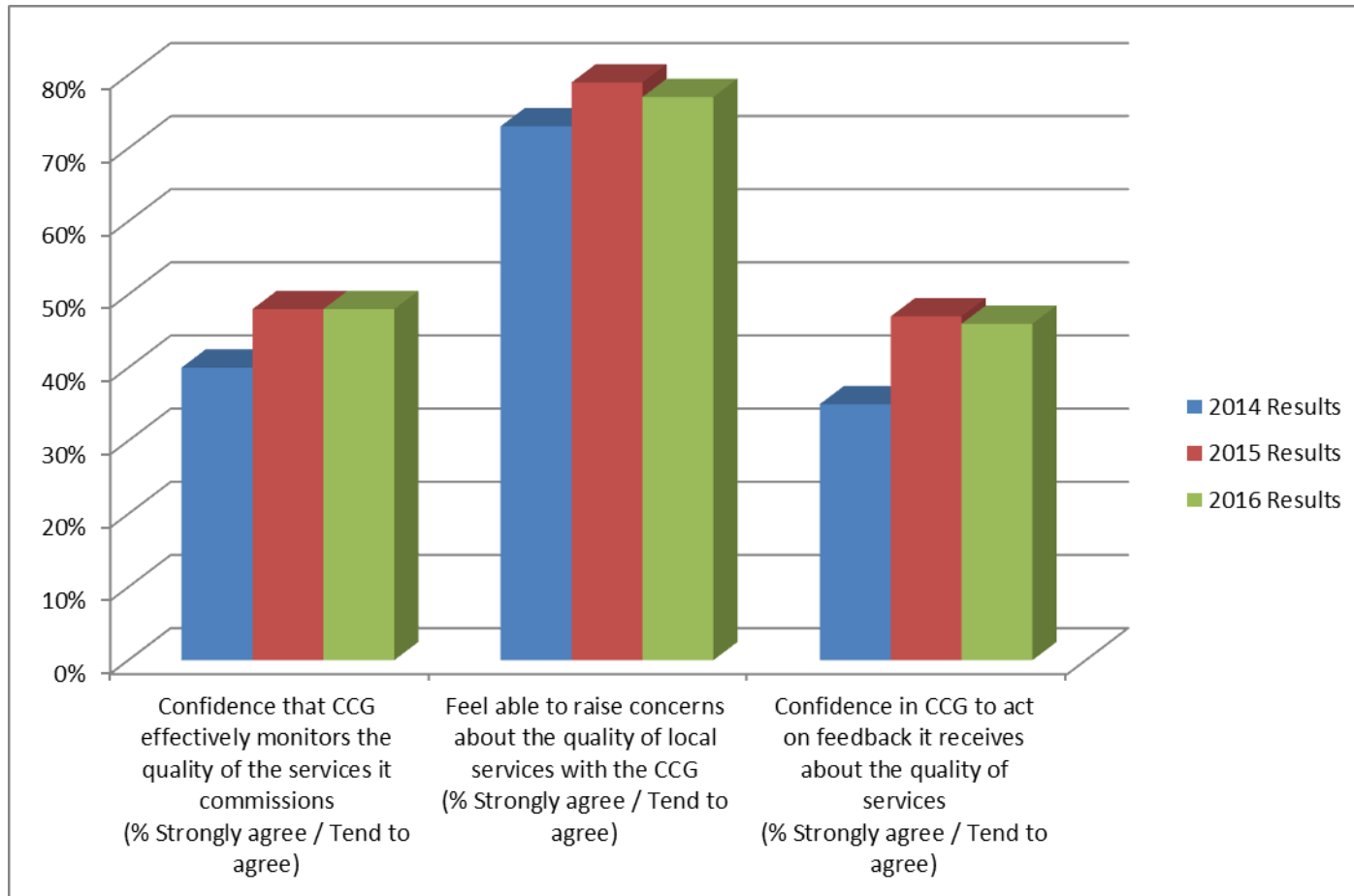
Engagement and Relationships



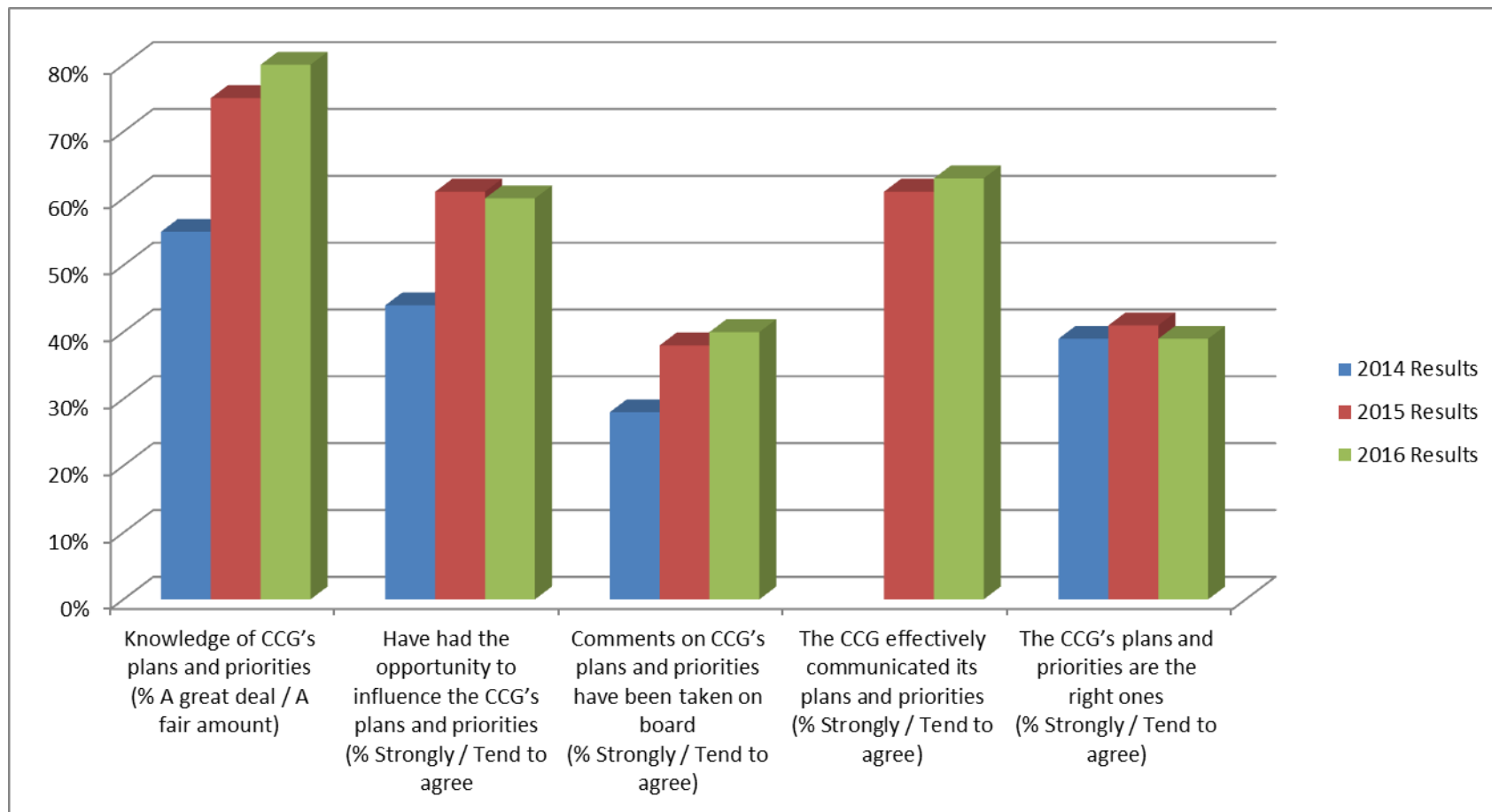
Commissioning decisions and contribution to wider discussions



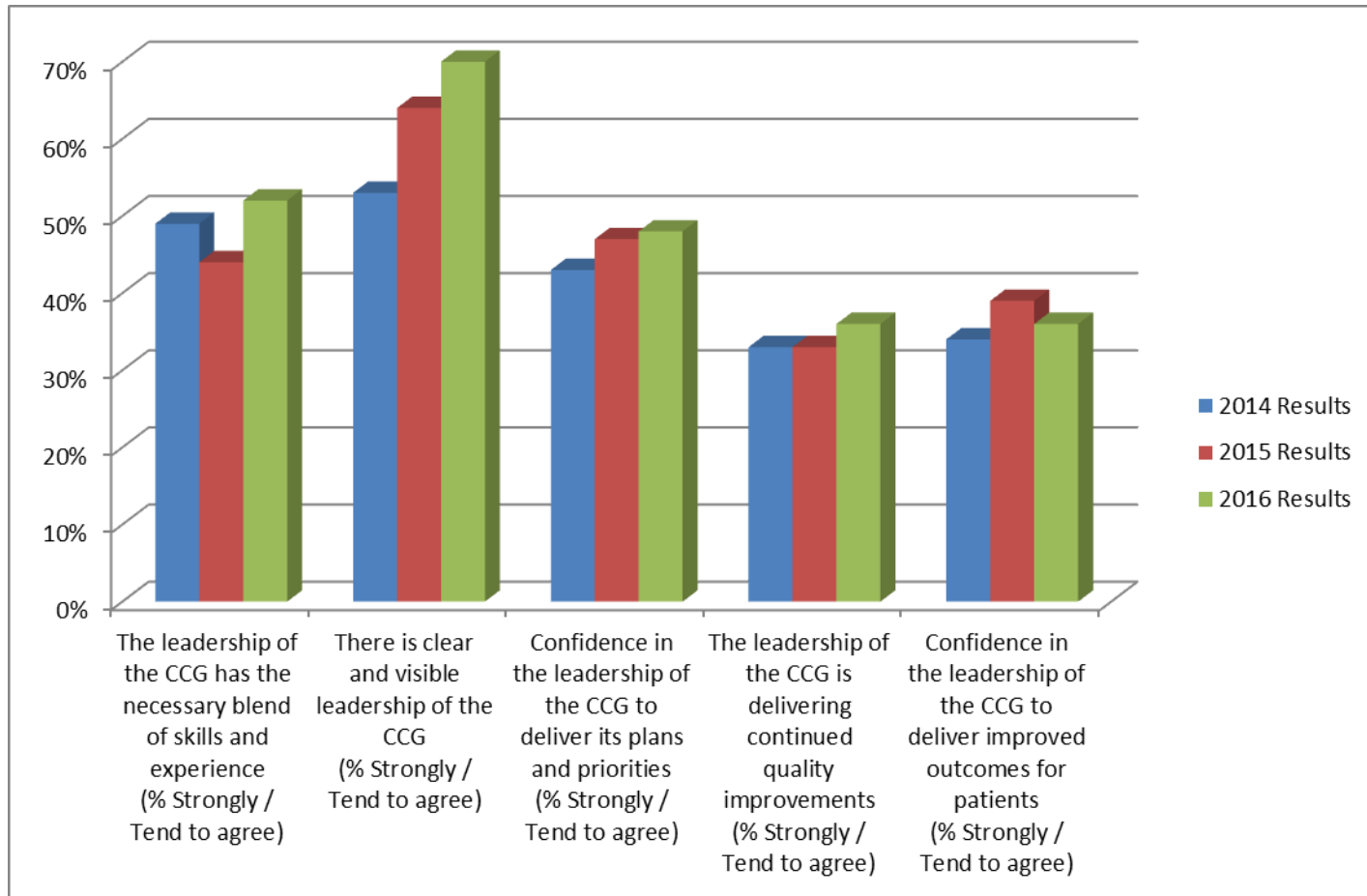
Monitoring the quality of services



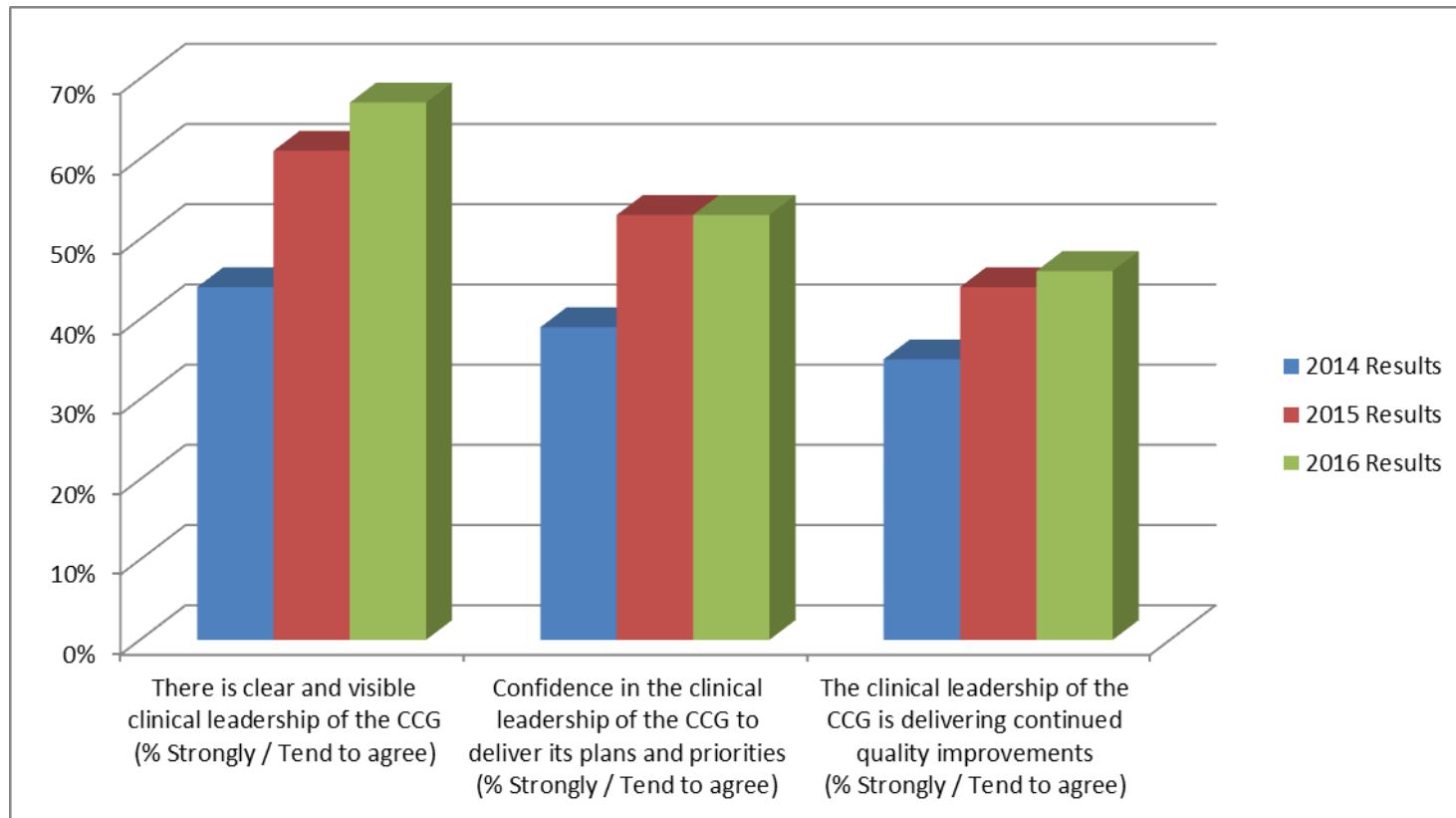
Plans and priorities



Overall leadership



Clinical leadership



The good comments.....

- “Already I can feel the CCG gearing up it’s engagement with primary care prior to taking on full delegated responsibilities in 1st April. Well done! We now need a dedicated primary care directorate.”
- “The CCG makes every effort to engage. Sometimes, it adopts the wrong approach, but they are listening, and have changed things as a result. Perhaps they could do more to ensure that providers know that their views have been listed to and acted upon? I think they do – we just don’t always know that they have.”
- “The CCG are actively engaged in Dorset County Council Children’s Trust”
- “They listened to practices about PMS review.”

The not so good comments.....

- “CCG are acting like a worse version of the old NHS LAT.”
- “Bizarre decisions being made unsupported by evidence and without consultation of stakeholders. Will result in 10,000 unnecessary costs!”
- “Involved last year with a big plan to improve care in Dorset and after four meetings found that we were just being lead by the nose to preordained plan!!”
- “It has not caused the current crisis but it has not made any visible headway on finding any solutions (yet).”
- “incredible number of acronyms. Crashing bureaucratic process. Dull meetings. Endless process review with out noticing the obvious.”