

**NHS DORSET CLINICAL COMMISSIONING GROUP
GOVERNING BODY MEETING**

CCG 360° STAKEHOLDER SURVEY 2019 – SUMMARY OF RESULTS

Date of the meeting	15/05/2019
Author	T Larby - Assurance Lead
Sponsoring Clinician	Dr F Watson - Dorset CCG 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 2018/19
Previous GB / Committee/s, Dates	N/A

Monitoring and Assurance Summary

This report links to the following Strategic Principles	<ul style="list-style-type: none"> • Prevention at Scale • Integrated Community and Primary Care Services • One Acute Network • Digitally Enabled Dorset • Leading and Working Differently 		
	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 14 January and 28 February 2019. 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 1 May 2019.
- 1.3 There have been significant changes to the survey this year, such as the removal, rewording and reordering of several questions. Consequently, no comparative information to previous years is available, only cluster (similar CCGs), regional and national.
- 1.4 The report provides the Governing Body with the key headlines from the survey.

2. Report

- 2.1 The following stakeholder representatives were invited to take part in the survey, with 85 out of the 116 (73%) submitting a survey:
 - lead representation from each CCG Member practice (63 out of 85 responded);
 - local NHS Foundation Trusts (6 out of 10 responded – 2 representatives from each trust);
 - local authorities within Dorset (4 out of 6 responded);
 - neighbouring CCGs (1 out of 2 responded);
 - Healthwatch (2 out of 2 responded);
 - Health and Wellbeing Boards (3 out of 3 co-chairs/chairs responded);
 - wider stakeholders (2 out of 2 responded);
 - patient groups/voluntary sector (4 out of 6 responded).
- 2.2 The themes remain the same as in previous years but as noted above, there is no Dorset CCG comparative information for this year. Instead information relating on how we rate against our similar CCGs can be seen below and in table 1 (the list of similar CCGs can be found on page 23 of the appendix):
 - above in eight of the questions/statements;
 - below in five of the questions/statements.

Table 1: comparison with similar CCGs for 2018/19

		Dorset CCG	Cluster CCGs	Diff +/-
Overall engagement				
Overall, how would you rate the effectiveness of your working relationship with the CCG?	% very/fairly good	84%	85%	-1%
Overall, how would you rate the CCG's effectiveness as a local system leader, i.e as part of any ICS/STP?	% very/fairly effective	79%	69%	+10%
Leadership and partnership working in the local health and care system				
The CCG considers the benefits to the whole health and care system when taking a decision	% strongly/tend to agree	71%	75%	-4%
The CCG actively avoids passing on problems to another system partner	% strongly/tend to agree	56%	59%	-3%
The CCG works collaboratively with other system partners on the vision to improve the future health of the population across the whole system	% strongly/tend to agree	80%	78%	+2%
Core functions				
Improving health outcomes for its population	% very/fairly effective	73%	70%	+3%
Reducing health inequalities	% very/fairly effective	56%	57%	-1%
Improving the quality of local health services	% very/fairly effective	69%	68%	+1%
Delivering value for money	% very/fairly effective	61%	58%	+3%
Commissioning/decommissioning services				
CCG involves the right individuals and organisations when commissioning/decommissioning services	% strongly/tend to agree	61%	60%	+1%
CCG asks the right questions at the right time when commissioning/decommissioning services	% strongly/tend to agree	50%	53%	-3%
CCG engages effectively with patients and the public, including those groups within the local population who are at risk of experiencing poorer health outcomes when commissioning/decommissioning services	% strongly/tend to agree	66%	53%	+13%
CCG demonstrates that it has considered views of patients/public, including groups which experience poorer health outcomes and/or barriers to accessing health and care, when it is commissioning/ decommissioning services	% strongly/tend to agree	67%	55%	+12%

2.3 A summary of the survey results is attached at appendix 1.

2.4 Our main focus for 2019/20 will be to:

- continue to focus on membership engagement and communications, particularly in relation to the development of primary care networks;
- understand how the membership want us to engage with them;
- listen and provide feedback.

3. Conclusion

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

Author's name and Title : T Larby, Assurance Lead
Date : 23 April 2019
Telephone Number : 01202 541535

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