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Public Governing Body Meeting – 16 June 2015

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Number:	PGB-15-64	Executive Director:	Stuart Rees, Interim Accountable Officer
Which of the risks on the Risk Register or Board Assurance Framework does this paper address?		BAF023 – Loss of Stakeholder and member Engagement	
Which Committee has this paper been presented to previously?		N/A	
Governing Body Action Required			
<input type="checkbox"/>	For Approval / Decision	<input type="checkbox"/>	For Review
<input type="checkbox"/>	For Assurance	<input checked="" type="checkbox"/>	To Receive Update

Executive Summary

The national CCG 360 survey was conducted between 10 March and 7 April 2015, and is a key part of ensuring that NHS Nene Clinical Commissioning Group (CCG) has strong relationships in place in order to be a successful commissioner. These relationships provide us with on-going information, advice and knowledge to help us make the best possible commissioning decisions.

As part of the CCG annual assurance process, NHS England commissioned IPSOS Mori to co-ordinate the survey. This survey allowed our stakeholders to provide feedback on our working relationships. Stakeholders included our GP member practices, our local acute hospitals, neighbouring CCGs, Northamptonshire Health and Wellbeing Board, Northamptonshire Healthwatch and other health and social care organisations.

The overall response rate was 54% which varied across the stakeholder groups.

The findings of the survey and verbatim comments can be split into defined areas. The key headlines from each area are detailed in the summary document attached.

Recommendations

The Governing Body is asked to note and discuss the Stakeholder Summary and agree a way forward.

360° Stakeholder Survey 2015 – Summary

Background

The national CCG 360° survey was conducted between 10 March and 7 April 2015, and is a key part of ensuring that NHS Nene Clinical Commissioning Group (CCG) has strong relationships in place in order to be a successful commissioner. These relationships provide us with on-going information, advice and knowledge to help us make the best possible commissioning decisions.

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So, how did we do?

49 of the CCG's stakeholders invited completed the survey (91 were invited to take part in the survey). The overall response rate was 54% which varied across the stakeholder groups.

- **53%** of GPs completed the survey (37/70)
- **67%** of NHS providers completed the survey (4/6)
- **83%** of wider stakeholders completed the survey (5/6)
- **50%** of Health and Wellbeing Boards completed the survey (1/2)
- Healthwatch Northampton, representative of patient groups, did not complete the survey

The findings of the survey and verbatim comments can be split into defined areas. The key headlines from each area are detailed below.

Overall engagement and relationship

Overall, for engagement and relationships, the results for Nene CCG in 2015 were lower than those in 2014. 53% of our stakeholders, compared to 70% in 2014 felt that they had been engaged with over the past 12 months. Stakeholders scored low satisfaction rates for the level of engagement and level of responsiveness from the CCG.

Almost 50% of stakeholders rated their working relationship as very good or fairly good, equal to 2014 results.

Results for overall engagement and relationship fall below average when compared to the national average for CCGs overall.

Are patients receiving clinically commissioned, high quality services?

Although the results show that 69% of all stakeholders agree that the CCG has taken on board their suggestions, only 44% of member practices felt that their views had been listened to and their views were taken on board.

30% of member practices felt that although there were arrangements in place for member participation and decision-making, only 8% (3 of the 37 respondents) felt that they were involved in this process. However, this score represented the views of only three respondents. A later question showed that the majority of members agreed that representatives from member practices were able to take a leadership role within the CCG if they wanted to.

With regard to quality of services, half of all NHS providers questioned agreed that they felt that this was a key focus of their contract with the CCG. The same percentage agreed that clinicians were not very involved in discussions around quality, however 100% of providers agreed that clinicians were involved in discussions around service redesign.

Are patients and the public actively engaged and involved?

A quarter of all stakeholders agreed that the CCG effectively communicates its plans and decisions with them and involves and engages the right individuals and organisations when making commissioning decisions.

A third of all had confidence in the CCG to commission high quality services for the local population.

It is important to note that Healthwatch Northamptonshire, a key representative of patient groups, did not complete the 360° survey.

Are CCG plans delivering better outcomes for patients?

The CCG received good scores when stakeholders were asked how much they knew about the CCG's plans and priorities. Results show an increase on 2014's results with 35% of all stakeholders agreeing that they had been given the opportunity to influence the CCG's plans and priorities, with over a third of member practices agreeing that the CCG has effectively communicated its plans and priorities with them.

Although 80% of wider stakeholders agreed with the plans and priorities of the CCG, only 16% of member practices agreed that the CCG's plans and priorities were the right ones.

43% of member practices agreed that improving patient outcomes was a core focus of the CCG, with almost 50% reporting that they understood how the CCG's plans to improve the health of the location population and reduce health inequalities.

With regard to finances, member practices reported that they understood fairly or very well the financial implications of the CCG's plans, with approximately 70% agreeing that value for money is a key factor in decision making and that they understand the referral and activity implications of the CCG's plans.

Positively, 100% of NHS providers agreed that they are working together with the CCG to develop long term strategies and plans with half of providers agreeing that the CCG understands the challenges facing

provider organisations. There was split responses when asked about the emphasis that CCGs place on delivering positive patient outcomes.

Does the CCG have robust governance arrangements?

Overall there was confidence in the way that the CCG effectively monitors the quality of the services it commissions, and the way it handles concerns and feedback from stakeholders on the quality of these services. Member practices scored positivity when asked if they had concerns over the quality of services that they could raise these concerns with the CCG.

With regard to primary care co-commissioning, 41% of GPs felt that the CCG is taking the necessary steps to prepare.

Are CCGs working in partnership with others?

The survey reflected positive responses to the CCGs contribution to engaging with the wider health economy through local groups. When asked to what extent would they say the CCG has contributed, the following groups responded as follows:

- 46% member practices
- 100% of health and wellbeing boards
- 75% of NHS providers
- 100% of wider stakeholders

Does the CCG have strong and robust leadership?

Scores from our stakeholders with regard to leadership within the CCG, including clinical leadership were more or less in line with the results from our first survey in 2014 although, there was a marked decrease in this year's results both for leadership and clinical leadership on whether the CCG leadership is delivering continued quality improvements.

Clear and visible clinical leadership saw a small increase in agreement this year, though confidence in delivering on plans and priorities saw a drop from 35% to 27% this year.

Next steps?

Nene CCG would like to thank all its stakeholders for taking the time to complete this survey. The survey provides helpful data that the CCG will now use to identify the areas where it needs to make improvements.