

<b>NHS Cumbria CCG Governing Body</b>	<b>Agenda Item</b>
<b>3 June 2015</b>	<b>9</b>

### CCG Stakeholder Survey Results 2015

#### Purpose of Report:

During March and early April 2015, NHS England commissioned a CCG 360° Survey to evaluate the relationship the CCG has with a range of health and care partners. This is the second year that the survey has been commissioned.

The survey was structured by six assurance domains, which are:

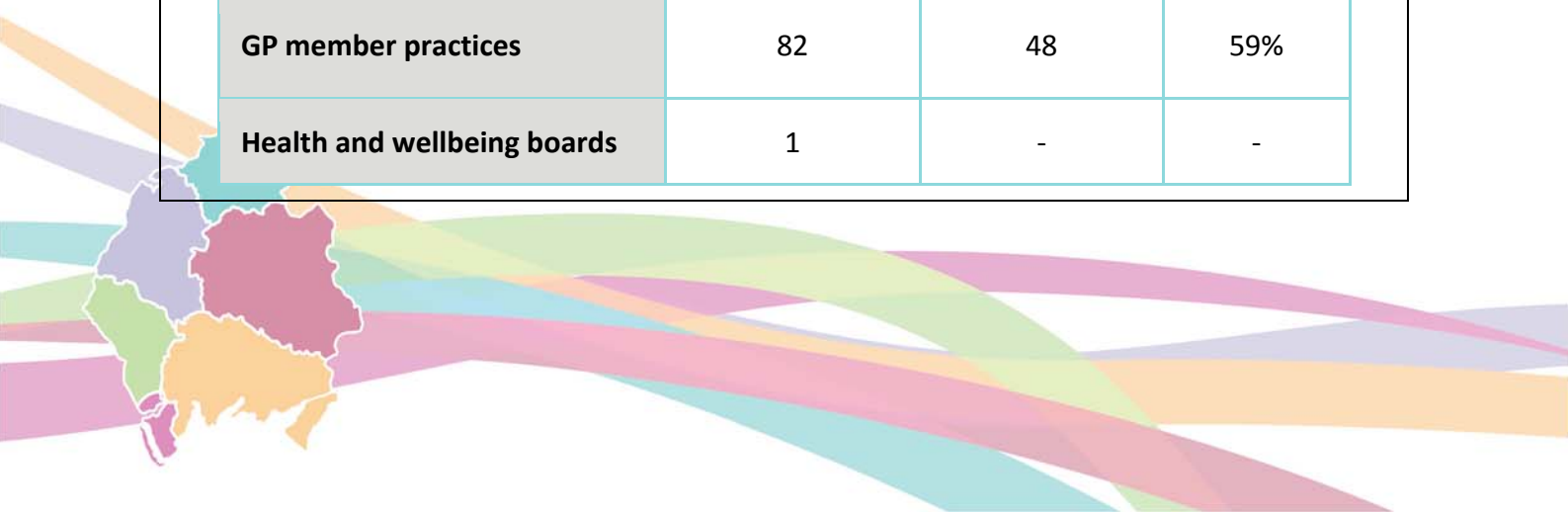
1. Are patients receiving clinically commissioned, high quality services?
2. Are patients and the public actively engaged and involved?
3. Are CCG plans delivering better outcomes for patients?
4. Does the CCG have robust governance arrangements?
5. Are CCGs working in partnership with others?
6. Does the CCG have strong and robust leadership?

For some questions, data has been included in the report to compare the results for the CCG with:

- The CCGs result in 2014
- The 2015 average across all CCGs in the CCG's cluster
- National CCG average in 2015.

NHS Cumbria CCG invited the following stakeholders to participate:

Stakeholder group	Invited to take part in survey	Completed survey	Response rate
GP member practices	82	48	59%
Health and wellbeing boards	1	-	-



Stakeholder group	Invited to take part in survey	Completed survey	Response rate
Local HealthWatch/patient groups	4	2	50%
NHS providers	6	6	100%
Other CCGs	2	2	100%
Upper tier or unitary local authorities	5	2	40%
Wider stakeholders	6	3	50%

63 of the CCG's stakeholders completed the survey. The overall response rate was 59%.

**Key Issues/Considerations:**

The summary shows that, overall, the CCG's 2015 result is in the bottom third of the comparison group, with little improvement on the 2014 survey.

The CCG Clinical Leads Group has reviewed the outcome of the survey and has established a working group to develop an improvement plan to address the issues raised in the survey.

The report to be presented at each Locality Executive for consideration.

**Recommendations:**

The Governing Body is asked to:

1. Note the report and the approach taken to address the issues raised
2. Note that the report will be received by the Locality Executive for consideration

**CCG Objectives:**

**Engagement and Partnerships:**

The CCG actively involves our member practices, patients and partners in our decision making.

**Organisational development:**

Continuously improve the performance of the organisation in line with our values

**Statutory/Regulatory/Legal/NHS Constitution Implications**

N/A

<b>Assurance Framework:</b>
N/A
<b>Finance/Resource Implications:</b>
N/A
<b>Implications/Actions for Public and Patient Engagement:</b>
To be established from working group's analysis
<b>Equality Impact Assessment:</b>
N/A

<b>Lead Director</b>	Hugh Reeve, Interim Chief Clinical Officer
<b>Presented By</b>	Peter Rooney, Acting Chief Operating Officer
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<b>Date Report Written</b>	14 May 2015

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# Cumbria CCG

## CCG 360° stakeholder survey 2015

### Summary report

Version 1 | Internal Use Only

# Overall engagement and relationship summary

## KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

## COMPARISON GROUP

CCG in 2014  
(Base: 72/\*Base: 67/\*\*Base: 67)

CCG in 2015  
(Base: 63/\*Base: 59/\*\*Base: 60)

CCG Cluster  
(Base: 969/\*Base: 948/\*\*Base: 955)

All CCGs  
(Base: 8472/\*Base: 8320/\*\*Base: 8363)

	CCG in 2014 (Base: 72/*Base: 67/**Base: 67)	CCG in 2015 (Base: 63/*Base: 59/**Base: 60)	CCG Cluster (Base: 969/*Base: 948/**Base: 955)	All CCGs (Base: 8472/*Base: 8320/**Base: 8363)
Extent of engagement by CCG in last 12 months (% A great deal / A fair amount)	67%	63%		
Satisfaction with engagement by CCG in last 12 months* (% Very / Fairly satisfied)	55%	59%		
Extent that the CCG has listened to views when provided (% Strongly / Tend to agree)	54%	48%		
Extent that the CCG has taken on board suggestions when provided (% Strongly / Tend to agree)	Not comparable to 2014	40%		
Overall rating of working relationship with CCG (% Very good / Fairly good)	63%	63%		
Change in working relationship with CCG in last 12 months** (% Got much better / Got a little better)	49%	20%		

# Commissioning decisions and contribution to wider discussions

## KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

## COMPARISON GROUP

CCG in 2014  
(Base: 72)

CCG in 2015  
(Base: 63)

CCG Cluster  
(Base: 969)

All CCGs  
(Base: 8472)

Extent to which the CCG engages the right individuals / organisations when making commissioning decisions  
(% Strongly / Tend to agree)

50%

40%

Confidence in the CCG to commission high quality services  
(% Strongly / Tend to agree)

51%

48%

Understanding of the reasons behind commissioning decisions  
(% Strongly / Tend to agree)

49%

51%

Effectiveness of CCG's communication about commissioning decisions  
(% Strongly / Tend to agree)

40%

43%

Confidence that the CCG's plans will deliver continuous improvement in quality  
(% Strongly / Tend to agree)

40%

41%

Extent to which the CCG has contributed to wider discussions in local health economy  
(% A great deal / A fair amount)

Not comparable to 2014

67%

# Monitoring the quality of services

## KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

## COMPARISON GROUP

CCG in 2014  
(Base: 72)

CCG in 2015  
(Base: 63)

CCG Cluster  
(Base: 969)

All CCGs  
(Base: 8472)

Confidence that CCG effectively monitors the quality of the services it commissions  
(% Strongly agree / Tend to agree)

50%

48%

Feel able to raise concerns about the quality of local services with the CCG  
(% Strongly agree / Tend to agree)

86%

81%

Confidence in CCG to act on feedback it receives about the quality of services  
(% Strongly agree / Tend to agree)

53%

56%



## KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

## COMPARISON GROUP

CCG in 2014  
(Base: 72)

CCG in 2015  
(Base: 63)

CCG Cluster  
(Base: 969)

All CCGs  
(Base: 8472)

Knowledge of CCG's plans and priorities  
(% A great deal / A fair amount)

64%

71%

Have had the opportunity to influence the CCG's plans and priorities  
(% Strongly / Tend to agree)

46%

49%

Comments on CCG's plans and priorities have been taken on board  
(% Strongly / Tend to agree)

40%

40%

The CCG effectively communicated its plans and priorities  
(% Strongly / Tend to agree)

Not comparable to 2014

51%

The CCG's plans and priorities are the right ones  
(% Strongly / Tend to agree)

47%

46%

Improving patient outcomes is a core focus for the CCG  
(% Strongly / Tend to agree)

Not asked in 2014

83%

# Overall leadership

## KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

## COMPARISON GROUP

CCG in 2014  
(Base: 72)

CCG in 2015  
(Base: 63)

CCG Cluster  
(Base: 969)

All CCGs  
(Base: 8472)

The leadership of the CCG has the necessary blend of skills and experience  
(% Strongly / Tend to agree)

54%

49%

There is clear and visible leadership of the CCG  
(% Strongly / Tend to agree)

65%

56%

Confidence in the leadership of the CCG to deliver its plans and priorities  
(% Strongly / Tend to agree)

50%

49%

The leadership of the CCG is delivering continued quality improvements  
(% Strongly / Tend to agree)

47%

38%

Confidence in the leadership of the CCG to deliver improved outcomes for patients  
(% Strongly / Tend to agree)

54%

46%

## KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

## COMPARISON GROUP

CCG in 2014  
(Base: 72)

CCG in 2015  
(Base: 63)

CCG Cluster  
(Base: 969)

All CCGs  
(Base: 8472)

There is clear and visible clinical leadership of the CCG  
(% Strongly / Tend to agree)

67%

68%

Confidence in the clinical leadership of the CCG to deliver its plans and priorities  
(% Strongly / Tend to agree)

56%

59%

The clinical leadership of the CCG is delivering continued quality improvements  
(% Strongly / Tend to agree)

53%

44%

The clinical leadership of the CCG is delivering continued improvements to reduce local health inequalities  
(% Strongly / Tend to agree)

Not asked in 2014

40%