

Great Yarmouth and Waveney CCG

CCG 360° stakeholder survey 2014

Summary report

Version 1 | Internal Use Only

Clinical Commissioning Groups (CCGs) need to have strong relationships with a range of health and care partners in order to be successful commissioners within the local system. These relationships provide CCGs with on-going information, advice and knowledge to help them make the best possible commissioning decisions.

The CCG 360° stakeholder survey is a key part of ensuring these strong relationships are in place. The survey, conducted by NHS England, allows stakeholders to provide feedback on working relationships with CCGs. The results from the survey will serve two purposes:

1. To provide a wealth of data for CCGs to help with their ongoing organisational development, enabling them to continue to build strong and productive relationships with stakeholders. The findings can provide a valuable tool for all CCGs to be able to evaluate their progress and inform their organisational decisions.
2. To feed into assurance conversations between NHS England area teams and CCGs. The survey will form part of the evidence used to assess whether the stakeholder relationships, forged during the transition through authorisation, continue to be central to the effective commissioning of services by CCGs, and in doing so, improve quality and outcomes for patients.

- It was the responsibility of each CCG to provide the list of stakeholders to invite to take part in the CCG 360° stakeholder survey.
- CCGs were provided with a core list of stakeholder organisations (outlined in the table opposite) to be included in their stakeholder list. Beyond this however, CCGs had flexibility to determine which individual within each organisation was the most appropriate to nominate.
- They were also given the opportunity to add up to seven additional stakeholders they wanted to include locally (they are referred to in this report as ‘Wider stakeholders’). These included: Commissioning Support Units, Health Education England, lower tier LAs, MPs, private providers, Public Health England, social care / community organisations, voluntary / third sector organisations and other stakeholders and clinicians.
- The survey was conducted primarily online via email invitations. Stakeholders who did not respond to the email invitation, and stakeholders for whom an email address was not provided, were telephoned by an Ipsos MORI interviewer who encouraged response and offered the opportunity to complete the survey by telephone.

Core stakeholder framework

GP member practices	<i>One from every member practice</i>
Other CCGs	<i>Up to five</i>
Health and wellbeing boards	<i>Up to two per HWB</i>
Upper tier or unitary local authorities	<i>Up to five per LA</i>
Local Healthwatch	<i>One per local Healthwatch</i>
Other patient groups	<i>Up to three</i>
NHS providers – Acute	<i>Up to two from each provider</i>
NHS providers – Mental health trusts	<i>Up to two from each provider</i>
NHS providers – Community health trusts	<i>Up to two from each provider</i>

- Within the survey, stakeholders were asked a series of questions about their working relationship with the CCG. In addition, to reflect each core stakeholder group's different area of expertise and knowledge, they were presented with a short section of questions which was specific to the stakeholder group they were representing.
- Fieldwork was conducted between 12 March 2014 and 8 April 2014.
- 44 of the CCG's stakeholders completed the survey. The overall response rate was 73% which varied across the stakeholder groups shown in the table opposite.

Survey response rates for Great Yarmouth and Waveney CCG

Stakeholder group	Invited to take part in survey	Completed survey	Response rate
GP member practices	27	22	81%
Health and wellbeing boards	2	1	50%
Local Healthwatch/patient groups	5	4	80%
NHS providers	9	5	56%
Other CCGs	4	4	100%
Upper tier or unitary local authorities	8	4	50%
Wider stakeholders	5	4	80%

- For each question, the responses to each answer are presented both as a percentage (%) and the number of stakeholders giving a certain answer, which are included in brackets (n).
- The number of stakeholders answering (the base size) is stated on each slide. Unless otherwise stated the question is asked of all stakeholders.
- For questions with fewer than 30 stakeholders answering, we strongly recommend that you look at the number of stakeholders giving each response rather than the percentage, as the percentage can be misleading when based on so few stakeholders.
- This report presents the results from Great Yarmouth and Waveney CCG's stakeholder survey. Throughout the report, 'the CCG' refers to Great Yarmouth and Waveney CCG.
- Throughout the summary, arrows are used to denote movement in results, as shown in the following legend.
- Where a result for 'Area team' is presented, this refers to the overall score across East Anglia area team.



The CCG 2014 finding is higher than 2012 / CCGs overall / area team CCGs



The CCG 2014 finding is lower than 2012 / CCGs overall / area team CCGs



The CCG 2014 finding is about the same as 2012 / CCGs overall / area team CCGs

Engagement and listening to views

Please note that the question wording has changed since 2012 for all three questions

	<u>CCG in 2014</u> Base: 44 / *Base: 44	<u>CCG in 2012</u> Base: 56 / *Base: 56	<u>Area team</u> Base: 406 / *Base: 398	<u>All CCGs</u> Base: 9018 / *Base: 8852
<p>ENGAGEMENT Overall, to what extent, if at all, do you feel you have been <u>engaged</u> by the CCG?</p>	<p>82% (36)</p> <p>A GREAT DEAL/FAIR AMOUNT</p>	<p>88% (49)</p>	<p>79% (319)</p>	<p>83% (7451)</p>
<p>SATISFACTION WITH ENGAGEMENT How satisfied or dissatisfied are you with the way in which the CCG has <u>engaged</u> with you over the past 12 months?*</p>	<p>70% (31)</p> <p>VERY SATISFIED/FAIRLY SATISFIED</p>	<p>82% (46)</p>	<p>69% (276)</p>	<p>74% (6511)</p>
<p>LISTENING TO VIEWS Thinking about the past 12 months, to what extent do you agree or disagree that the CCG has <u>listened</u> to your views where you have provided them?</p>	<p>66% (29)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>82% (46)</p>	<p>65% (264)</p>	<p>66% (5921)</p>

Acting on suggestions and working relationships

	CCG in 2014 Base: 44 / *Base: 44	CCG in 2012 Base: 56	Area team Base: 406 / *Base: 399	All CCGs Base: 9018 / *Base: 8881
TAKING ACTION To what extent do you agree or disagree that the CCG has <u>acted</u> on your suggestions?	<p>48% (21)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>66% (37)</p>	<p>45% (184)</p>	<p>51% (4580)</p>
WORKING RELATIONSHIPS Overall, how would you rate your <u>working relationship</u> with the CCG?	<p>82% (36)</p> <p>VERY GOOD/FAIRLY GOOD</p>	<p>89% (50)</p>	<p>74% (299)</p>	<p>79% (7093)</p>
CHANGE IN WORKING RELATIONSHIPS Thinking back over the past 12 months, would you say your working relationship with the CCG has got better, got worse or has it stayed about the same?	<p>36% (16)</p> <p>MUCH BETTER/LITTLE BETTER</p>	<p>NOT ASKED IN 2012</p>	<p>45% (180)</p>	<p>49% (4377)</p>

Commissioning decisions

	<u>CCG in 2014</u> Base: 44	<u>CCG in 2012</u>	<u>Area team</u> Base: 406	<u>All CCGs</u> Base: 9018
INVOLVING THE RIGHT PEOPLE The CCG involves and engages with the right individuals and organisations when making commissioning decisions	<p>73% (32)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	NOT ASKED IN 2012	<p>59% (241)</p>	<p>63% (5691)</p>
CONFIDENCE IN COMMISSIONING I have confidence in the CCG to commission high quality services for the local population	<p>68% (30)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	NOT ASKED IN 2012	<p>61% (246)</p>	<p>68% (6146)</p>
UNDERSTANDING REASONS FOR DECISIONS I understand the reasons for the decisions that the CCG makes when commissioning services	<p>68% (30)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	NOT ASKED IN 2012	<p>56% (229)</p>	<p>64% (5745)</p>

Commissioning decisions and leadership

	<u>CCG in 2014</u> Base: 44	<u>CCG in 2012</u> Base: 56	<u>Area team</u> Base: 406	<u>All CCGs</u> Base: 9018
EFFECTIVELY COMMUNICATING COMMISSIONING DECISIONS The CCG effectively communicates its commissioning decisions with me	<p>64% (28)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	NOT ASKED IN 2012	<p>54% (220)</p>	<p>59% (5303)</p>
CONTINUOUS IMPROVEMENT IN QUALITY The CCG's plans will deliver continuous improvement in quality within the available resources	<p>55% (24)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	NOT ASKED IN 2012	<p>47% (190)</p>	<p>58% (5249)</p>
SKILLS AND EXPERIENCE OF LEADERSHIP The leadership of the CCG has the necessary blend of skills and experience	<p>70% (31)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>84% (47)</p>	<p>63% (254)</p>	<p>70% (6313)</p>

Overall leadership

	CCG in 2014 Base: 44	CCG in 2012 Base: 56	Area team Base: 406	All CCGs Base: 9018
CLEAR AND VISIBLE LEADERSHIP There is clear and visible leadership of the CCG	<p>84% (37)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>91% (51)</p>	<p>70% (285)</p>	<p>78% (7042)</p>
DELIVERING PLANS AND PRIORITIES I have confidence in the leadership to deliver its plans and priorities	<p>75% (33)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>82% (46)</p>	<p>59% (240)</p>	<p>69% (6182)</p>
CONTINUOUS IMPROVEMENT IN QUALITY The leadership of the CCG is delivering continued quality improvements	<p>52% (23)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>NOT ASKED IN 2012</p>	<p>46% (188)</p>	<p>60% (5410)</p>

Overall leadership and clinical leadership

	CCG in 2014 Base: 44	CCG in 2012	Area team Base: 406	All CCGs Base: 9018
<p>IMPROVED OUTCOMES FOR PATIENTS</p> <p>I have confidence in the leadership of the CCG to deliver improved outcomes for patients</p>	<p>64% (28)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>NOT ASKED IN 2012</p>	<p>56% (226)</p>	<p>65% (5868)</p>
<p>CLEAR AND VISIBLE CLINICAL LEADERSHIP</p> <p>There is clear and visible <u>clinical</u> leadership of the CCG</p>	<p>82% (36)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>NOT ASKED IN 2012</p>	<p>69% (279)</p>	<p>76% (6891)</p>
<p>DELIVERING PLANS AND PRIORITIES</p> <p>I have confidence in the <u>clinical</u> leadership of the CCG to deliver its plans and priorities</p>	<p>68% (30)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>NOT ASKED IN 2012</p>	<p>60% (242)</p>	<p>68% (6112)</p>

Clinical leadership and quality of services

	CCG in 2014 Base: 44	CCG in 2012	Area team Base: 406	All CCGs Base: 9018
<p>CONTINUED QUALITY IMPROVEMENTS The <u>clinical</u> leadership of the CCG is delivering continued quality improvements</p>	<p>52% (23)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>NOT ASKED IN 2012</p>	<p>49% (197)</p>	<p>61% (5467)</p>
<p>EFFECTIVE MONITORING OF SERVICES I have confidence that the CCG effectively monitors the quality of the services it commissions</p>	<p>68% (30)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>NOT ASKED IN 2012</p>	<p>59% (239)</p>	<p>63% (5652)</p>
<p>ABILITY TO RAISE CONCERNS If I had concerns about the quality of local services I would feel able to raise my concerns with the CCG</p>	<p>91% (40)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	<p>NOT ASKED IN 2012</p>	<p>86% (349)</p>	<p>86% (7732)</p>

Quality of services and plans and priorities

	CCG in 2014 Base: 44	CCG in 2012	Area team Base: 406	All CCGs Base: 9018
<p>ACTING ON FEEDBACK I have confidence in the CCG to act on feedback it receives about the quality of services</p>	<p>70% (31)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	NOT ASKED IN 2012	<p>68% (277)</p>	<p>71% (6372)</p>
<p>KNOWLEDGE OF PLANS AND PRIORITIES How much would you say you know about the CCG's plans and priorities?</p>	<p>86% (38)</p> <p>A GREAT DEAL/FAIR AMOUNT</p>	NOT ASKED IN 2012	<p>76% (309)</p>	<p>78% (7027)</p>
<p>INFLUENCING PLANS AND PRIORITIES I have been given the opportunity to influence the CCG's plans and priorities</p>	<p>64% (28)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	NOT ASKED IN 2012	<p>63% (257)</p>	<p>63% (5641)</p>

Plans and priorities

	<u>CCG in 2014</u> Base: 44 / *Base: 22	<u>CCG in 2012</u>	<u>Area team</u> Base: 406 / *Base: 188	<u>All CCGs</u> Base: 9018 / *Base: 3958
TAKING COMMENTS ON BOARD When I have commented on the CCG's plans and priorities I feel that my comments have been taken on board	<p>59% (26)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	NOT ASKED IN 2012	<p>49% (198)</p>	<p>53% (4793)</p>
RIGHT PLANS AND PRIORITIES The CCG's plans and priorities are the right ones	<p>64% (28)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	NOT ASKED IN 2012	<p>50% (205)</p>	<p>59% (5308)</p>
COMMUNICATING PLANS AND PRIORITIES The CCG has effectively communicated its plans and priorities to me*	<p>73% (16)</p> <p>STRONGLY AGREE/TEND TO AGREE</p>	NOT ASKED IN 2012	<p>65% (123)</p>	<p>68% (2678)</p>

Wider contribution

	<u>CCG in 2014</u> Base: 44	<u>CCG in 2012</u>	<u>Area team</u> Base: 406	<u>All CCGs</u> Base: 9018
<p>CONTRIBUTION VIA QUALITY SURVEILLANCE & URGENT CARE WORKING GROUPS</p> <p>To what extent, if at all, would you say the CCG has contributed to wider discussions through these groups?</p>	<p>73% (32)</p> <p>A GREAT DEAL/FAIR AMOUNT</p>	<p>NOT ASKED IN 2012</p>	<p>58% (234)</p>	<p>62% (5583)</p>

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