

Report of Berkshire West CCG Governing Body: 12 June 2018

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| Title | CCG 360 survey results |
| Sponsoring Director | Cathy Winfield, Chief Officer |
| Author(s) | Laura Dance, Head of Corporate Affairs and Governance |
| Purpose | To provide an update on key areas of work |
| Previously considered by | Not applicable |
| Risk and Assurance | Not applicable |
| Financial and resource implications | Not applicable |
| Legal implications/regulatory requirements | Not applicable |
| Consultation, public engagement & partnership working implications/impact | Providing information on relationships with stakeholders |
| Public Sector Equality Duty | None |

Background and context

The CCG 360° Stakeholder Survey is conducted each year by IpsosMori on behalf of NHS England. It assesses how a CCG is perceived by its stakeholders, including how it works with them to improve quality and outcomes for patients within the local health and care system. The results of the survey contribute to NHS England's statutory annual assessment of CCGs, and are a tool for CCGs to evaluate their progress and inform future development.

The 2017/18 survey was conducted between 15/01/18 and 28/02/18. The four predecessor organisations to Berkshire West CCG were treated as one, in anticipation of their merger. As this is the first year in which the four CCGs were treated as one, no trend data is provided by IpsosMori.

Stakeholder participation 2017-18

45 of the CCG's stakeholders completed the survey (an overall response rate of 51%). Ipsos Mori has advised that our low respondent numbers mean that the results should be interpreted with caution – differences from the national or regional pictures are not necessarily statistically significant, and some responses appear to be in conflict with each other.

The response rate varied across stakeholder groups, with the lowest response rate coming from the unitary local authorities (25%) and the highest from the local Healthwatch Groups (100%).

Headline results

In the combined results across the questions asked of all stakeholders, the CCG results were higher than or equal to the national average in 21/24 questions.

The CCG received its highest scores for the following questions:

- **Leadership** How effective is the CCG as a local system leader? (87%)
- **Monitoring and reviewing services** If I had concerns about the quality of local services I would feel able to raise my concerns within the CCG (84%)
- **Plans and priorities** How much would you say you know about the CCG's plans and priorities? (80%)

Areas where we benchmark lower than the national average are:

- **Commissioning services** The CCG provides adequate information to explain the reasons for the decisions it makes when commissioning/decommissioning services (CCG 49% agree. National 55% agree.) (Slide 16)
- **Monitoring and reviewing services** I have confidence in the CCG to act on feedback it receives about quality of services (CCG 62% agree. National 64% agree.) (Slide 27)
- **Plans and priorities** The CCG has effectively communicated its plans and priorities to me (CCG 58% agree. National 62% agree.) (Slide 31)

In the stakeholder-specific groupings, stand out results are that:

- Only 48% of GP practices feel able to influence the CCG's decision-making processes
- Healthwatches have scored us very low (20%) on our engagement with hard to reach groups (slide 44), and our responsiveness to concerns, complaints and issues raised by patients and the public (10%) (Slide 45)
- Only 33% of LAs feel that we are working well together to deliver integrated commissioning.

The full report is attached.

Action and next steps

The survey shows that we need to improve communication about our plans and priorities, explain our commissioning decisions more effectively and overcome scepticism that we will act on concerns raised about quality of services.

All three of these will be addressed through the lens of renewing and refreshing our communications and engagement activity. This had already been identified as an area for development and action is under way as below:

- ICS-wide Communications and Engagement function to be operational from 1 July 2018
- Director recruited to lead Communications and Engagement for the ICS and boost profile at board level
- Funding of a Healthwatch-ICS engagement post for 2018/19
- Review of all engagement activity with stakeholders, patients and the public to be undertaken by the new ICS-wide function

Recommendation

That the Governing Body notes the survey results and that they will be published on the CCG website.