

Morecambe Bay CCG

CCG 360° Stakeholder Survey 2017-18

Finding

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Summary



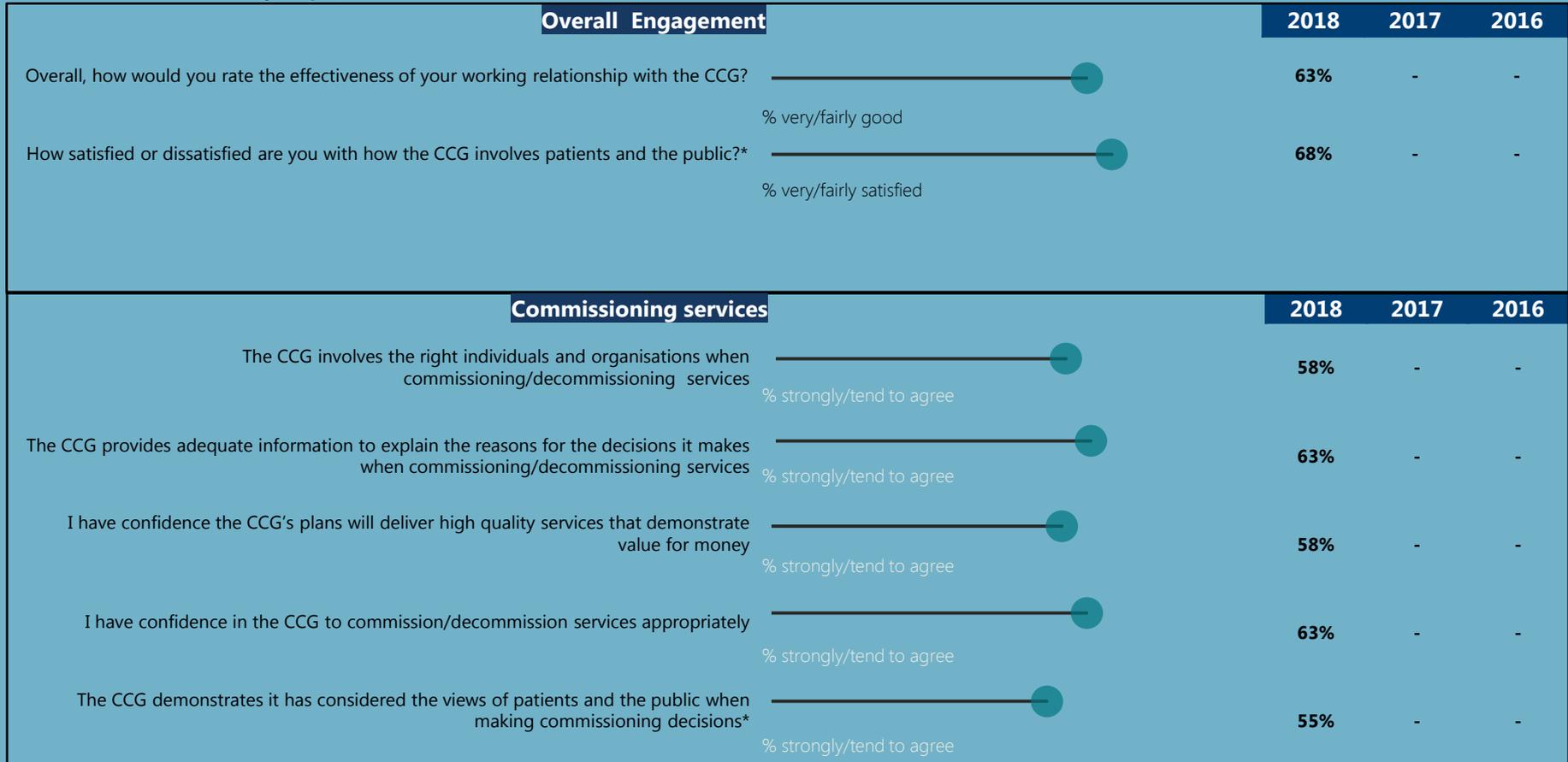
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Summary

This report presents the results from Morecambe Bay CCG's 360° Stakeholder Survey 2017-18. The annual CCG 360° Stakeholder Survey, which has been conducted online and by telephone since 2014, allows a range of key stakeholders to provide feedback on working relationships with their CCG. The results are used to support CCGs' ongoing development and feed into improvement and assessment conversations with NHS England.

The following chart presents the summary findings across the CCG for the questions asked of all stakeholders. This provides the percentage of stakeholders responding positively to the key questions, including year-on-year comparisons where the question was also asked in 2017 and 2016.

Base = all stakeholders except CQC (2018; 38, 2017; 0, 2016; 0) unless otherwise stated



Summary cont.

		2018	2017	2016
Leadership of the CCG				
How effective, if at all, do you feel your CCG is as a local system leader?		79%	-	-
	% very/fairly effective			
The leadership of the CCG has the necessary blend of skills and experience*		63%	-	-
	% strongly/tend to agree			
There is clear and visible leadership of the CCG*		76%	-	-
	% strongly/tend to agree			
I have confidence in the leadership of the CCG to deliver its plans and priorities*		76%	-	-
	% strongly/tend to agree			
The leadership of CCG is delivering high quality services within the available resources*		79%	-	-
	% strongly/tend to agree			
I have confidence in the leadership of the CCG to deliver improved outcomes for patients*		63%	-	-
	% strongly/tend to agree			
The leadership of the CCG is contributing effectively to local partnership arrangements (including Sustainability Transformation Partnerships (STPs), Accountable Care Systems (ACSs) where applicable and/or other local partnership arrangements)*		71%	-	-
	% strongly/tend to agree			
Monitoring and reviewing services				
I have confidence that the CCG monitors the quality of the services it commissions in an effective manner		66%	-	-
	% strongly/tend to agree			
If I had concerns about the quality of local services I would feel able to raise my concerns within the CCG		82%	-	-
	% strongly/tend to agree			
I have confidence in the CCG to act on feedback it receives about the quality of services		61%	-	-
	% strongly/tend to agree			
Plans and priorities				
How much would you say you know about the CCG's plans and priorities?		87%	-	-
	% a great deal/fair amount			
I have been given the opportunity to influence the CCG's plans and priorities		66%	-	-
	% strongly/tend to agree			
When I have commented on the CCG's plans and priorities I feel that my comments have been considered (even if the CCG has not been able to act on them)		66%	-	-
	% strongly/tend to agree			
The CCG has effectively communicated its plans and priorities to me		76%	-	-
	% strongly/tend to agree			

Key themes from verbatim comments.

Lots positives:

- Good strong relationships between CCG and primary care and with other partners.
- The CCG is doing a tough job but doing it well
- ICCs have made a difference
- The CCG is very community focused
- The maturity of approach and desire to collaborate in the interests of improving health and healthcare demonstrated by the CCG are among the best I have seen.
- Good knowledge and understanding of local issues

Not so positive

- Need to be more transparent re decision being made particularly around primary care
- Hard to see how the engagement done influences the decisions made.
- Accessibility of meetings etc. due to geography, backfill, number,

Suggestions for improvement

- Greater focus on health inequalities
- Improve communications with practices, public and other partners
- Improve work with third sector
- Improve transparency of decision making