



<b>Subject:</b>	<b>360 ° stakeholder survey</b>
<b>Produced by:</b>	<b>Victoria Fear – Interim</b>
<b>Presented by:</b>	<b>Tim Bishop PPI Lay member</b>
<b>Submitted to:</b>	<b>NHS West Norfolk Governing Body – 24<sup>th</sup> May 2018</b>
<b>Purpose of Paper:</b>	<b>For noting</b>

### Executive Summary

The 360° Stakeholder Survey was conducted by Ipsos MORI to gather feedback from stakeholders on their relationships with the CCG. Results from this survey will help to inform the CCG's future engagement activities while also helping the organisation to further improve its relationships with stakeholders.

This year's results are a mixed picture with positive messages in the staffing and leadership of the CCG elements but highlight the need for further engagement with stakeholders.

The full report can be viewed [here](#).

The overall response rate remains at 68% but there has been a 10% reduction rate in the number of responses from GP member practices (ie two members).

Almost three-quarters of respondents considered that they had a very/fairly good working relationship with the CCG. Satisfaction with how the CCG involved patients and the public has a disappointing score of 51%.

Of the five questions relating to commissioning services, all scores are consistently below 50%.

Two thirds of the respondents felt that the CCG was very/fairly effective as a system leader and also that the CCG's leadership contributed effectively to local partnership arrangements. Only about half had confidence in the leadership delivering plans and priorities, delivering high quality services within available resources, or delivering improved outcomes for patients.

The majority of respondents had confidence in the CCG's monitoring and reviewing of services, and 87% felt that if they had concerns about the quality of local services, they would be able to raise them with the CCG.

There was a fairly high degree of awareness of the CCG's plans and priorities and just over half the respondents considered they had been given opportunities to influence them; it was clear, however, that plans and priorities need to be communicated more effectively.

Please see the summary report for further information on the key findings.

During the 2017/18 financial year, West Norfolk CCG has worked closely with its colleagues in neighbouring CCGs, providers and local authorities. This includes playing an active part in the Sustainable Transformation Partnership (STP) and Joint Strategic Commissioning Committee. The CCG has also supported the Love West Norfolk campaign, which is promoting the benefits of living in this area to further boost recruitment activities.

The CCG had undertaken a number of engagement activities with patient groups and its GP members over the last year.

The GP Forum was introduced last year to keep doctors and practice managers up-to-date with developments within the CCG. Along with a useful engagement opportunity, the sessions have also provided GPs with learning opportunities with a range of speakers. Over the last year, the GP Forum has heard talks on cancer treatments and Time for Care along with looking at patients "fitness" for surgery.

Views from Children and Young People on Mental Health and Emotional Wellbeing Sessions were also conducted in December. The CCG was able to share the future vision for Children and Young People's Mental Health and Wellbeing Services at this event. The young people, who attended, were asked a series of questions to understand what they would like to see from the services and how these could be improved in the future. Feedback was passed onto the West Norfolk Youth Advisory Board Service User Group.

The CCG has also continued to engage with stakeholders during the quarterly Community Engagement Forum, along with the content placed on its website and social media platforms. In recent weeks, the CCG has also engaged directly with the wider community in West Norfolk by issuing a number of press releases, which have been picked up by the local media. These have highlighted how the public can support local NHS health services, such as buying over the counter medication and using a pharmacist; highlighting the importance of taking physical exercise by promoting the efforts of Dr Antonia Moussakou in tackling the London Landmarks Half Marathon and Melissa McDonald's endurance walk challenge; and raising the profile of nurses in primary care with a story on Sarah Beart's 40 years in the NHS.

The Communications and Engagement Team would now like to build on these activities to increase the engagement with patients, partners, stakeholders and the wider community. It is proposed to enhance these activities with the creation of an additional event, entitled the West Norfolk Public and Patient Voice Forum, although plans for this are still at an early stage. It is also hoped to publish a new edition of the Stakeholders Newsletter along with digital surveys to capture people who are unable to attend meetings in the working week. Feedback gained from these forums will be placed in a written report to the Governing Body, which could then be used to inform future commissioning decisions.

#### **KEY RISKS (in relation to CCG strategic objectives and statutory duties)**

**Clinical & Quality:** This year's survey has shown a drop in the "I have confidence that the CCG monitors the quality of services it commissions in an effective manner". Last year's survey results were 61% tending strongly/tending to agree to that statement but this has fallen to 54%.

**Finance and Performance:** Patient, public and stakeholder input will ensure that services are tailored for the local community and may impact on commissioning budgets.

**Reputation:** There has also been a reduction on the "Overall how would you rate the effectiveness of your working relationships with the CCG". This has fallen from 82% strongly/tending to agree with the statement in 2017 to 74% in 2018.

**Legal:** The constitution commits the CCG to involving members and the local community in planning processes. Lack of such involvement could result in legal challenge.

**Patient focus:** Involving our local patients and stakeholders ensures that the CCG takes account of patient views on the services being commissioned.

**Information Governance:** N/A

**Conflicts of Interest:** N/A

**Equality Impact Assessment:** N/A

**Reference to relevant risk on the Governing Body Assurance Framework:** None

**RECOMMENDATION:** The Governing Body/Committee is asked to note the contents of the report.