

## Summary report


The CCG 360° stakeholder survey is commissioned by NHS England on a yearly basis and this year it was conducted by Ipsos Mori. The CCG 360° stakeholder survey is seen as a key part of ensuring that strong relationships are in place and allows stakeholders to provide feedback on working relationships with the CCG. WNCCG provided a list of stakeholders to invite to take part in the survey.

From the stakeholder list, the survey response rate for West Norfolk CCG was as follows:

Stakeholder Group	Invited to take part in survey	Completed survey	Response Rate
GP member practices	20	13	65%
Health & Wellbeing Board	1	0	0%
Local Healthwatch/Patient Groups	10	8	80%
NHS Providers	5	4	80%
Other CCGs	10	8	80%
Local Authorities	4	3	75%
Wider stakeholders	7	3	43%

The following is a summary of the responses received, showing a comparison with 2016 data (where available) and indicating the areas in which, according to the responses received, the CCG requires improvement.

### Overall Engagement and Relationships

	2018	2017	
	Overall Good/ Satisfied/Agree	Overall Good/ Satisfied	
Overall rating of working relationship with the CCG	74%	82%	

Satisfaction with how the CCG involves public and partners	51	-	-
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### Commissioning services




	2018	2017	
	Overall Good/ Satisfied/Agree	Overall Good/ Satisfied	
The CCG involves the right individuals and organisations when commissioning/decommissioning services	46%	55%	↓
The CCG provides adequate information to explain the reasons for its decisions	46%	No comparison	
Confidence that the CCG’s plans will deliver high quality services	46%	No comparison	
Confidence in the CCG to commission/decommission services appropriately	46%	No comparison	
The CCG demonstrates it has considered the views of patients and public when making commissioning decisions	38%	No comparison	

### Leadership




	2018	2017	
	Overall Good/ Satisfied/Agree	Overall Good/ Satisfied	
Effectiveness of CCG as local system leader	67%	71%	↓
Leadership has necessary blend of skills and experience	59%	50%	↑
Clear and visible leadership	59%	50%	↑
Confidence in the leadership of the CCG to deliver its plans and priorities	49%	47%	↑
Leadership is delivering high quality services within the available resources	51%	No comparison	
Confidence in the leadership to deliver improved outcomes for patients	49%	55%	↓

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**Monitoring and Reviewing Services**

	2018	2017	
	Overall Good/ Satisfied/Agree	Overall Good/ Satisfied	
Confidence that the CCG monitors the quality of services it commissions	54%	61%	
Confidence in ability to raise quality concerns with CCG	87%	76%	
Confidence in CCG acting on feedback re: quality of services	67%	71%	

**Plans and Priorities**

	2018	2017	
	Overall Good/ Satisfied/Agree	Overall Good/ Satisfied	
Extent of knowledge of CCG’s plans and priorities	72%	63%	
Extent of opportunity given to influence plans and priorities	51%	50%	
Extent to which comments have been taken on board by CCG	62%	50%	
Extent plans and priorities have been effectively communicated	51%	63%	