

Bedfordshire CCG 360° Stakeholder Survey 2018/19

Summary

Background:

Each year, NHS England undertake an independent 360° Stakeholder Survey of all CCGs with Ipsos MORI, to provide qualitative and quantitative information on the CCG's performance, which in turn provides assurance to both NHS England and the Governing Body.

Bedfordshire Clinical Commissioning Group (CCG) needs to have strong relationships with a range of stakeholders in order to be successful commissioners within the local health and care system. The relationships we maintain provide the CCG with valuable intelligence to help us make effective commissioning decisions for our local population.

The results serve two purposes:

- To provide CCGs with insight into key areas for improvements in their relationships with stakeholders and provide information on how stakeholders' views have changed over time.
- Contribute towards NHS England's statutory responsibility to conduct an annual assessment of each CCG, through the CCG improvement and assessment framework.

The independent survey was adapted this year and asked respondents to give their views on a number of areas including overall engagement, the leadership and partnership working in the local health and social care system of the CCG, Core functions and Commissioning/decommissioning services.

Because the survey questions are updated for 2019, a direct comparison of all areas of the survey is not possible.

Methodology

It was the responsibility of the CCG to produce the list of stakeholders to be invited to take part in the CCG 360° stakeholder survey.

The CCG was provided with a specification of core stakeholder organisations to be included in our stakeholder list. Beyond this, however, the CCG had the flexibility to determine which individual within each organisation was the most appropriate to invite to take part.

Stakeholders were sent an email inviting them to complete the survey online. Stakeholders who did not respond to the email invitation, and stakeholders from whom an email address was not provided, were telephoned to an Ipsos Mori interviewer who encouraged a response and offered the opportunity to complete the survey by telephone.

Within the survey, stakeholders were asked a series of questions about their working relationship with the CCG. Stakeholders were asked all the same questions, with no bespoke CCG questions.

Fieldwork was conducted between 14 January and 28 February 2019.

Response rates

Bedfordshire CCG achieved a result of 64% as 49 of the 76 stakeholders responded to the survey (53% - 51/96 in 2018). This varied across all of the stakeholders groups, as shown below:

Stakeholder group	Invited to take part in survey	Completed survey	Response rate
GP member practices <i>One from every member practice*</i>	48	26	54%
Health & wellbeing boards <i>Up to two per HWB*</i>	2	2	100%
Local Healthwatch <i>Up to three per local Healthwatch*</i>	2	2	100%
Other patient groups and voluntary sector organisations or representatives <i>Up to eight*</i>	3	1	33%
NHS providers <i>Up to two from each acute, mental health and community health providers*</i>	5	3	60%
Other CCGs <i>Up to five*</i>	3	3	100%
Upper tier or unitary local authorities <i>Up to five per local authority*</i>	11	10	91%
Wider stakeholders	2	2	100%
All stakeholders	76	49	64%

There are three questions which allow a direct comparison from previous years:

Question:	2019	2018
Overall, how would you rate the effectiveness of your working relationship with the CCG?	71%	61%
To what extent do you agree or disagree with the following statement: The CCG involve the right individuals and organisations when commissioning/decommissioning services	47%	35%
The CCG demonstrates that it has considered the views of the patients and the public... when making commission/decommissioning services:	51%	41%

Overall engagement

The effectiveness of the CCG's working relationship was 71%, this is higher than 2018 (61%) but lower than the local system (83%) and the national average (88%). The general trend shows that confidence continues to grow among our stakeholders around our working relationship.

Leadership and partnership working in the local health and care system

Consideration of the benefits to the whole system when taking decisions scored 71% with the majority of participants strongly agreeing or tending to agree with the statement. This compares closely to the local system (73%), though is lower for both this and the national score (79%).

Working collaboratively with other system partners on the vision to improve the future health of the population across the whole system was again scored at 71% strongly agreeing or tending to agree. The local region scored slightly higher at (76%) and the national average was higher again at 82%.

Core functions

The survey asked the stakeholders to rate the effectiveness of the CCG for each of the following:

- Improving health outcomes do its population
- Reducing health inequalities
- Improving the quality of local health services
- Delivering value for money

For each of the above scores, the CCG fell below both the local and national average.

Commissioning/decommissioning services:

The same principle could be said of the questions asked in relation to commissioning/decommissioning services, which also shows BCCG fell below both the local and national average. However, this section contains two of the questions which are comparable to previous years, which indicates that BCCG has improved considerably in this area.

Verbatim comments:

Respondents were given the opportunity to add some free text about the CCG, these are some of the positive comments received:

“Consistency of senior staff has been an issue that has meant slow progress around integrated commissioning and developing a shared vision. I’m optimistic the new arrangements with JET and COO will overcome these previous issues”

“The CCG has been through some significant challenges pretty much since it was formed. However, the move to a new joint executive brings with it the prospect of stronger and more stable leadership. The early signs are encouraging”

“The CCG continues to work hard to focus on the right care for patients with some notable successes this year such as the UTC and developments in primary care. Prevention has a greater profile and relationships with Local Authorities has improved.”

Recommendations and Next Steps

The summary report is to be shared with staff and published on the CCG website once reviewed and approved internally.

Whilst the survey shows an increase in stakeholder participation for the survey, and indeed areas where BCCG is continuing to improve, it is clear that there is still work to do. An action plan will be developed to review how we can further understand the results and what we can do to improve the work that we do and our relationships with local stakeholders going forward.

The results show that while good work may be undertaken within the CCG, stakeholders are not always made aware. BCCG needs to be better at showing the work that is being done and ensuring that the cycle of engagement is closed – that we include those we have involved in projects with final outcomes and developments.

Full report

The full report from Ipsos Mori can be accessed here:



Bedfordshire CCG
2019 results.pptx