



Midlands and Lancashire  
Commissioning Support Unit

# Summary presentation on feedback from Stoke-on-Trent CCG 360 review by stakeholders

2018/19



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# Methodology

- It was the responsibility of each CCG to provide the list of stakeholders to invite to take part in the CCG 360° stakeholder survey.
- CCGs were provided with a specification of core stakeholder organisations to be included in their stakeholder list. Beyond this, CCGs had the flexibility to determine which individual within each organisation was the most appropriate to nominate.
- CCGs were also given the opportunity to add up to ten additional stakeholders they wanted to include locally.
- Stakeholders were sent an email inviting them to complete the survey online. Stakeholders who did not respond to the email invitation, and stakeholders for whom an email address was not provided, were telephoned by an Ipsos MORI interviewer who encouraged response and offered the opportunity to complete the survey by telephone. There were also follow up calls to some stakeholders by CCG/CSU staff, to request that they complete the survey and reminders in GP newsletters.
- Within the survey, stakeholders were asked a series of questions about their working relationship with the CCG. In addition, to reflect each core stakeholder group's different area of expertise and knowledge, they were presented with a short section of questions specific to the stakeholder group they represented.
- Fieldwork was conducted between 14th January and 28th February 2019.

# Overview of stakeholders responding

Stakeholder group	Number targeted	Number who responded	Response rate
GP member practices	43	16	37%
Health & wellbeing boards	1	1	100%
Healthwatch and voluntary/patient groups	8	5	63%
NHS providers	6	3	50%
Other CCGs	5	4	80%
Upper tier/unitary LA	5	1	20%
Wider stakeholders	1	0	0%
<b>All stakeholders</b>	<b>69</b>	<b>30</b>	<b>43%</b>

# Summary of results for Stoke-on-Trent CCG

Question	%
Q1. Overall, how would you rate the effectiveness of your working relationship with the CCG?	84%
Q3. Overall, how would you rate the CCG's effectiveness as a local system leader, i.e. as part of an Integrated Care System (ICS) / Sustainable Transformation Partnership (STP)?	67%
<b>Base</b>	<b>30</b>

The percentages in this slide are a combination of the two possible positive ratings.

# Summary of results for Stoke-on-Trent CCG

To what extent do you agree or disagree with EACH of the following statements?	%
Q5a. "The CCG considers the benefits to the whole health and care system when taking a decision."	73%
Q5b. "The CCG actively avoids passing on problems to another system partner."	56%
Q5c. "The CCG works collaboratively with other system partners on the vision to improve the future health of the population across the whole system."	74%
<b>Base</b>	<b>30</b>

The percentages in this slide are a combination of the two possible positive ratings.

# Summary of results for Stoke-on-Trent CCG

How would you rate the effectiveness of the CCG at doing EACH of the following?	SoT
Q6a. "Improving health outcomes for its population."	63%
Q6b. "Reducing health inequalities."	57%
Q6c. "Improving the quality of the local health services."	63%
Q6d. "Delivering value for money."	57%
<b>Base</b>	<b>30</b>

The percentages in this slide are a combination of the two possible positive ratings.

# Summary of results for Stoke-on-Trent CCG

To what extent do you agree or disagree with EACH of the following statements about the way in which the CCG commissions / decommissions services?	%
Q8a. "The CCG involves the right individuals and organisations when commissioning / decommissioning services."	60%
Q8b. "The CCG asks the right questions at the right time when commissioning / decommissioning services."	47%
Q8c. "The CCG engages effectively with patients and the public, including those groups within the local population who are at risk of experiencing poorer health outcomes when commissioning / decommissioning services."	43%
Q8d. "The CCG demonstrates that it has considered the views of patients and the public, including those groups which experience poorer health outcomes and/or barriers to accessing health and care, when it is commissioning / decommissioning services."	50%
<b>Base</b>	<b>30</b>

The percentages in this slide are a combination of the two possible positive ratings.



# Themes from Verbatim Comments

# Open response questions

- Stakeholders were asked four open response questions.
- They included:
  - How working relationships with the CCG could be improved?
  - How the CCG could improve its effectiveness as a local system leader?
  - How the CCG could improve its effectiveness?
  - How the CCG could improve the way it commissions/decommissions services?

# Stoke-on-Trent CCG

## How working relationships with the CCG could be improved

- Relationship has improved / are good
- Meetings are useful with information shared
- Need to involve patient and public groups
- Better engagement with community / voluntary sector
- Email communication is useful
- Benefits of joined up working

## How the CCG could improve its effectiveness as a local system leader

- Greater clarity and transparency
- More innovative approaches to understanding the relationships between parts of the system
- Issues around funding
- Need to be able to hold service providers to account
- Less change in management structure
- Greater STP engagement
- Regular news briefings
- Enhance strategic commissioning skills e.g. needs assessments ,analysis of health outcomes

# Stoke-on-Trent CCG

## How the CCG could improve its effectiveness

- Better engagement with community / voluntary sector
- Greater involvement of practices in decision-making
- Greater transparency and clarity
- Too focused on cost savings
- More involvement of patients and public
- Focus on health inequalities and health economic analysis

## How the CCG could improve the way it commissions/decommissions services.

- Involve relevant stakeholders effectively and at appropriate times
- More clarity and transparency regarding processes
- Collaboration and meetings are positive
- Ensure NHSE guidance is followed
- Services for vulnerable people have been cut
- Effective engagement over smaller changes, not just large consultations

# Responses from GP Member Practices

Question Posed	Positive Indication	%	
		2019	2018
Overall engagement			
Overall, how would you rate the effectiveness of your working relationship with the CCG?	Fairly/ very good	88%	67%
How satisfied or dissatisfied are you with how the CCG involves patients and the public?	Very/ fairly satisfied		54%
Commissioning services			
The CCG involves the right individuals and organisations when commissioning/ decommissioning services	Strongly/ tend to agree	69%	38%
The CCG provides adequate information to explain the reasons for the decisions it makes when commissioning/decommissioning services	Strongly/ tend to agree		50%
I have confidence the CCG's plans will deliver high quality services that demonstrate value for money	Strongly/ tend to agree		46%
I have confidence in the CCG to commission/decommission services appropriately	Strongly/ tend to agree		50%
The CCG demonstrates it has considered the views of patients and the public when making commissioning decisions*	Strongly/ tend to agree	44%	46%
Monitoring and reviewing services			
I have confidence that the CCG monitors the quality of the services it commissions in an effective manner	Strongly/ tend to agree		46%
If I had concerns about the quality of local services I would feel able to raise my concerns within the CCG	Strongly/ tend to agree		71%
I have confidence in the CCG to act on feedback it receives about the quality of services	Strongly/ tend to agree		38%

Red = Scores of less than 60% and lower than the score for the same question last year

Amber = Scores of more than 60% but lower than for the same question in 2018

Green = Scores of 60% or above, except for those worse than last year's score

\*The statement in 2018/19 is: The CCG demonstrates that it has considered the views of patients and the public, including those groups which experience poorer health outcomes and/ or barriers to accessing health and care, when it is commissioning/ decommissioning services."

# Responses from GP Member Practices

Question Posed	Positive Indication	%	
		2019	2018
Leadership of the CCG			
How effective, if at all, do you feel your CCG is as a local system leader?	Very/ fairly effective	81%	71%
The leadership of the CCG has the necessary blend of skills and experience	Strongly/ tend to agree		50%
I have confidence in the leadership of the CCG to deliver its plans and priorities	Strongly/ tend to agree		46%
The leadership of CCG is delivering high quality services within the available resources	Strongly/ tend to agree		58%
I have confidence in the leadership of the CCG to deliver improved outcomes for patients	Strongly/ tend to agree		46%
The leadership of the CCG is contributing effectively to local partnership arrangements (including STPs, ACSs where applicable and/or other local partnership arrangements)	Strongly/ tend to agree		46%
There is clear and visible leadership of the CCG	Strongly/ tend to agree		54%
Plans and priorities			
How much would you say you know about the CCG's plans and priorities?	A great deal/ fair amount		67%
I have been given the opportunity to influence the CCG's plans and priorities	Strongly/ tend to agree		54%
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)	Strongly/ tend to agree		46%
The CCG has effectively communicated its plans and priorities to me	Strongly/ tend to agree		50%
How effective is the CCG at working with others to improve health outcomes?	Very/ fairly effective		63%

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Amber = Scores of more than 60% but lower than for the same question in 2018

Green = Scores of 60% or above, except for those worse than last year's score

# Recommendations and action plan