

Shropshire CCG 360° Stakeholder Survey 2017

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Director of Corporate Affairs



Background

- * Carried out early 2017
- * Covers 12 months of significant instability
- * Previously a high performing CCG

Stakeholders

Stakeholder	Invited to take part	Completed survey	Response rate
GP Member Practices	41	33	80%
Health & Wellbeing Board	2	1	50%
Healthwatch / Patients Groups	2	2	100%
NHS Providers	8	4	50%
Other CCGs	1	1	100%
Local Authority	5	4	60%
Other	12	10	83%

Scope

- * Overall engagement
- * Commissioning services
- * Leadership of the CCG
- * Monitoring and review of services
- * Plans and priorities

Headline Results

Overall Engagement

Base = all stakeholders except CQC (2017; 55, 2016; 50, 2015; 39) unless otherwise stated

Overall Engagement

		2017	2016	2015
Overall, to what extent, if at all, do you feel you have been engaged by the CCG over the past 12 months?	% a great deal/ a fair amount	47%	78%	92%
And how satisfied or dissatisfied are you with the way in which the CCG has engaged with you over the past 12 months?*	% very/ fairly satisfied	38%	38%	83%
Overall, how would you rate your working relationship with the CCG?	% very/ fairly good	36%	66%	93%
To what extent, if at all, would you say your CCG/CCG has contributed to wider discussions through local groups?	% a great deal/ a fair amount	45%	70%	90%
How satisfied or dissatisfied are you with the steps taken by your CCG to engage with patients and the public?	% very/ fairly satisfied	42%	-	-

Commissioning Services



Leadership of the CCG

Summary cont.

Leadership of the CCG

2017 2016 2015



Monitoring and Reviewing Services

Monitoring and reviewing services

I have confidence that the CCG effectively monitors the quality of the services it commissions



% strongly/ tend to agree

2017 2016 2015

40% 34% 78%

If I had concerns about the quality of local services I would feel able to raise my concerns with the CCG



% strongly/ tend to agree

78% 82% 90%

I have confidence in the CCG to act on feedback it receives about the quality of services



% strongly/ tend to agree

33% 60% 81%

Plans and Priorities



What did participants say?

"The disruption in the previous years has soured the relationship considerably."

"Due to multiple changes within the CCG, and its Board, there has been little continuity of engagement of any kind"

"The relationship under the current team is now beginning to improve."

"There still seems to be a fair element of them telling us what we need to do to help them and not particularly responding to our needs."

"Our working relationship is very good having developed over many years of joint working"

"I feel I have a very good working relationship with Shropshire CCG. If any issues arise they are dealt with promptly."

Challenges

- * Confidence
- * Strategic direction
- * Communication
- * Demonstrating influence
- * Working in partnership

Actions

- * Full CCG Board now appointed
- * Further staff appointments being made
- * Emerging Strategic Direction
- * Creation of Primary Care Directorate
- * Achievement of 2016/17 control total

Actions

- * Development of a detailed response plan
- * Working group to develop and implement this plan
- * Embedding improvements throughout the organisation
 - * Board updates
 - * Locality meetings
 - * Team meetings
 - * 1:1's
 - * Executive Team

Reflections....