

Cambridgeshire and Peterborough CCG

CCG 360° stakeholder survey 2016

Summary



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Summary

The following chart presents the summary findings across the CCG for the questions asked of all stakeholders. This provides the percentage of stakeholders responding positively to the key questions, including year-on-year comparisons where the question was also asked in 2015 and 2014.

Base = all stakeholders (2016; 98 , 2015; 97 , 2014; 116) unless otherwise stated

Overall Engagement

Overall, to what extent, if at all, do you feel you have been engaged by the CCG over the past 12 months?

And how satisfied or dissatisfied are you with the way in which the CCG has engaged with you over the past 12 months?*

And still thinking about the past 12 months, to what extent do you agree or disagree that the CCG has listened to your views where you have provided them?

To what extent do you agree or disagree that the CCG has taken on board your suggestions?

Overall, how would you rate your working relationship with the CCG?

And thinking back over the past 12 months, would you say your working relationship with the CCG has got better, got worse or has it stayed about the same?***



2016 2015 2014

Commissioning services

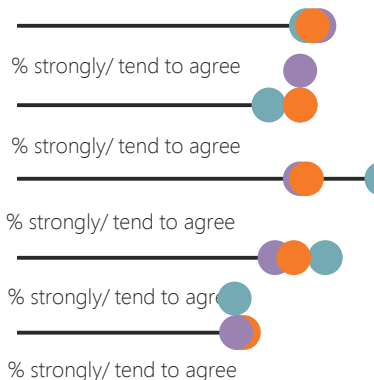
The CCG involves and engages with the right individuals and organisations when making commissioning decisions

I have confidence in the CCG to commission high quality services for the local population

I understand the reasons for the decisions that the CCG makes when commissioning services

The CCG effectively communicates its commissioning decisions with me

The CCG's plans will deliver continuous improvement in quality within the available resources



2016 2015 2014



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*Base = all who feel they have some level of engagement with CCG (2016; 93, 2015; 95, 2014; 111)

**Base = all who feel they have a working relationship with CCG (2016; 93, 2015; 94, 2014; 109)

Summary cont.

Overall leadership of the CCG

		2016	2015	2014
The leadership of the CCG has the necessary blend of skills and experience		44%	46%	41%
There is clear and visible leadership of the CCG		58%	54%	48%
I have confidence in the leadership of the CCG to deliver its plans and priorities		41%	42%	37%
The leadership of the CCG is delivering continued quality improvements		37%	35%	32%
I have confidence in the leadership of the CCG to deliver improved outcomes for patients		37%	40%	37%

Clinical leadership of the CCG

		2016	2015	2014
There is clear and visible clinical leadership of the CCG		53%	58%	47%
I have confidence in the clinical leadership of the CCG to deliver its plans and priorities		40%	49%	43%
The clinical leadership of the CCG is delivering continued quality improvements		39%	42%	38%

Monitoring and reviewing services

		2016	2015	2014
I have confidence that the CCG effectively monitors the quality of the services it commissions		44%	41%	49%
If I had concerns about the quality of local services I would feel able to raise my concerns with the CCG		74%	78%	74%
I have confidence in the CCG to act on feedback it receives about the quality of services		44%	56%	49%

Plans and priorities

		2016	2015	2014
How much would you say you know about the CCG's plans and priorities?		66%	62%	71%
I have been given the opportunity to influence the CCG's plans and priorities		47%	47%	46%
When I have commented on the CCG's plans and priorities I feel that my comments have been taken on board		32%	33%	33%
The CCG has effectively communicated its plans and priorities to me		52%	52%	-
The CCG's plans and priorities are the right ones		37%	41%	38%



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