

St Helens CCG

CCG 360° stakeholder survey 2017

Main report



Ipsos MORI
Social Research Institute

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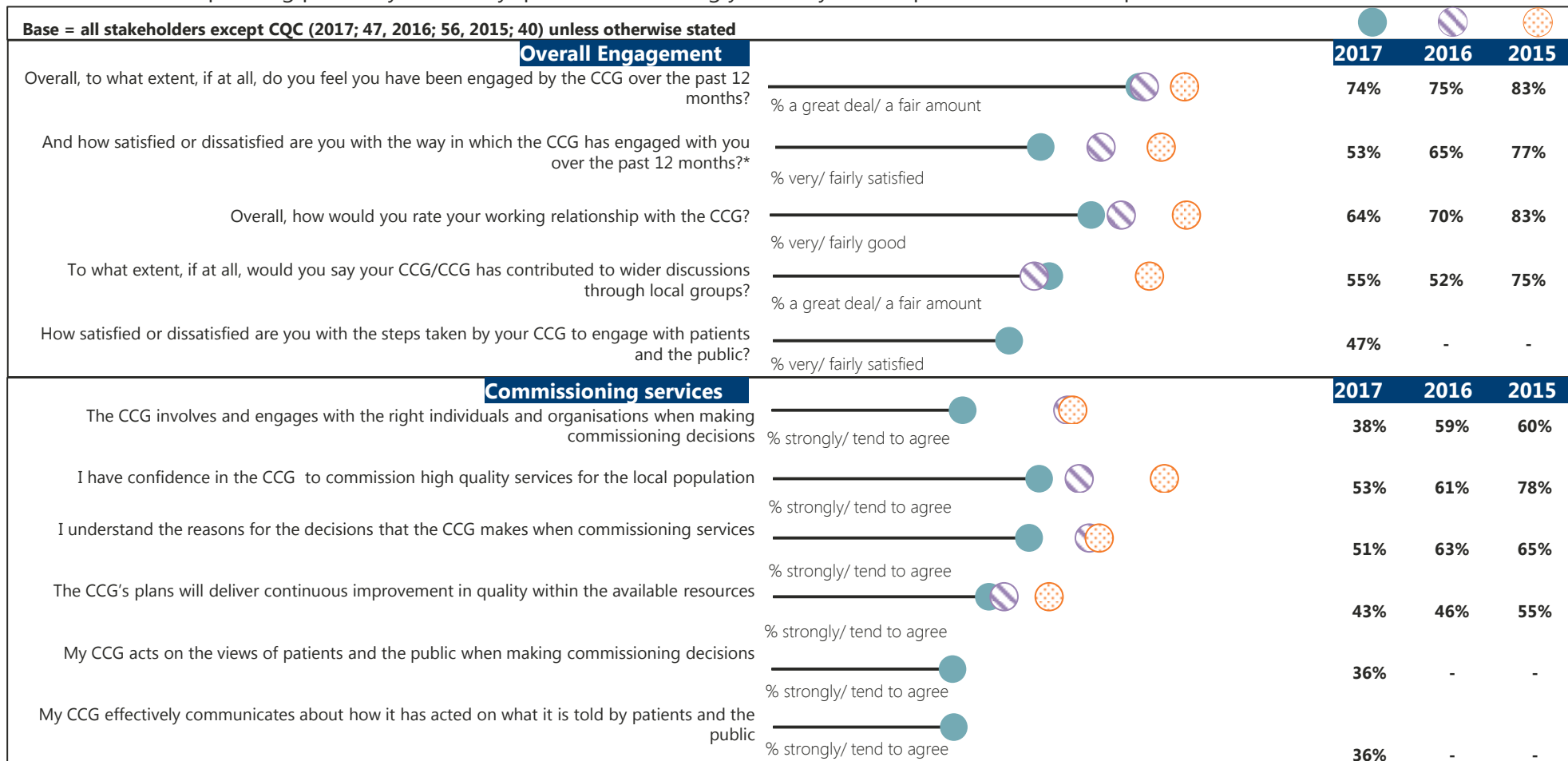


Summary

Summary

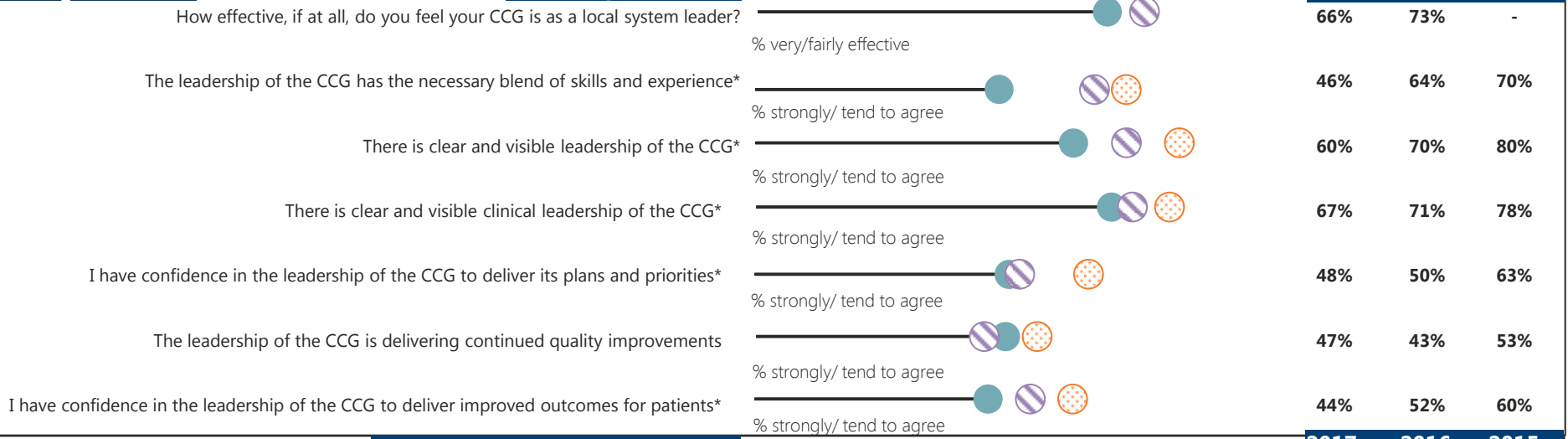
This report presents the results from St Helens CCG 360 Stakeholder Survey 2017. The annual CCG 360 Stakeholder Survey, which has been conducted online and by telephone since 2014, allows a range of key stakeholders to provide feedback on working relationships with their CCG. The results are used to support CCGs' ongoing development and feed into improvement and assessment conversations with NHS England.

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 2016 and 2015.

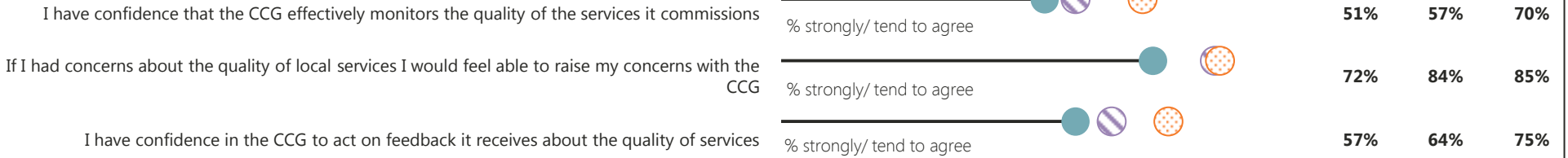


Summary cont.

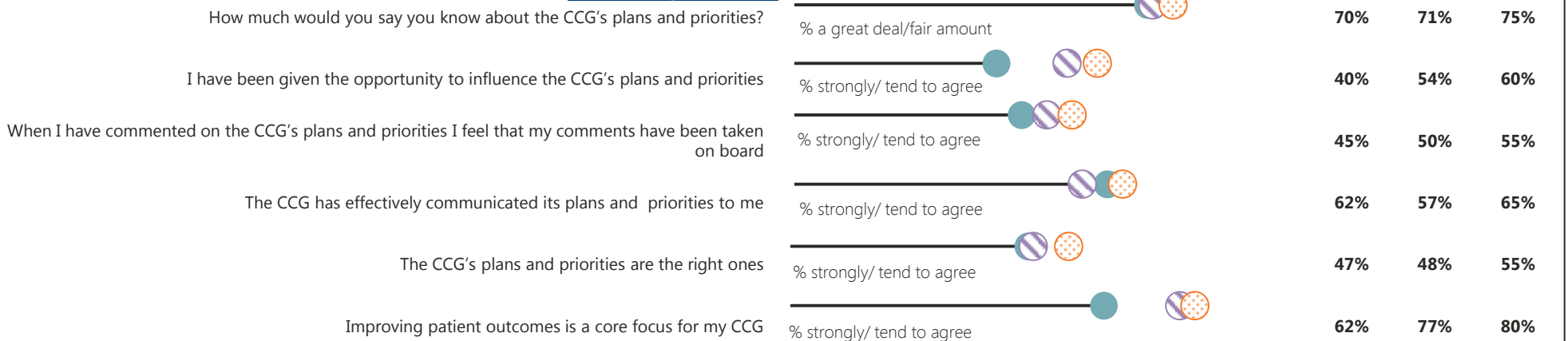
Leadership of the CCG



Monitoring and reviewing services



Plans and priorities



Overall report

Background and objectives

Clinical Commissioning Groups (CCGs) need to have strong relationships with a range of health and care partners in order to be successful commissioners within the local system. These relationships provide CCGs with on-going information, advice and knowledge to help them make the best possible commissioning decisions.

The CCG 360° stakeholder survey is a key part of ensuring these strong relationships are in place. The survey allows stakeholders to provide feedback on working relationships with CCGs. The results from the survey will serve two purposes:

1. To provide a wealth of data for CCGs to help with their ongoing organisational development, enabling them to continue to build strong and productive relationships with stakeholders. The findings can provide a valuable tool for all CCGs to be able to evaluate their progress and inform their organisational decisions.
2. To feed into improvement and assessment conversations between NHS England and CCGs. The survey will form part of the evidence used to assess whether the stakeholder relationships continue to be central to the effective commissioning of services by CCGs, and in doing so, improve quality and outcomes for patients.

Methodology and technical details

- 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 (outlined in the table opposite) to be included in their stakeholder list. Beyond this however, 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 (they are referred to in this report as 'Wider stakeholders'). These included: Commissioning Support Units, Health Education England, lower tier local authorities, MPs, private providers, Public Health England, social care / community organisations, Voluntary Sector Council/Leader, voluntary / third sector organisations, local care homes, GP out-of-hours providers and other stakeholders and clinicians.
- 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.

Core stakeholder framework

GP member practices	<i>One from every member practice</i>
Health and wellbeing boards	<i>Up to two per HWB</i>
Local Healthwatch	<i>Up to three per local Healthwatch</i>
Other patient groups	<i>Up to five</i>
NHS providers – Acute	<i>Up to two from each provider</i>
NHS providers – Mental health trusts	<i>Up to two from each provider</i>
NHS providers – Community health trusts	<i>Up to two from each provider</i>
Other CCGs	<i>Up to five</i>
Upper tier or unitary local authorities	<i>Up to five per LA</i>

Methodology and technical details

- 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 16th January 2017 and 28th February 2017.
- 48 of the CCG's stakeholders completed the survey. The overall response rate was 67% which varied across the stakeholder groups as shown in the table opposite.

Survey response rates for St Helens CCG

Stakeholder group	Invited to take part in survey	Completed survey	Response rate
GP member practices	35	22	63%
Health and wellbeing boards	2	1	50%
Local Healthwatch/patient groups	6	6	100%
NHS providers	8	5	63%
Other CCGs	6	6	100%
Upper tier or unitary local authorities	5	3	60%
Wider stakeholders	10	5	50%

Interpreting the results

- For each question, the response to each answer is presented as both a percentage (%) and as a number (n).
- The total number of stakeholders who answered each question (the base size) is also stated at the bottom of each chart and in every table.
- For questions with fewer than 30 stakeholders answering, we strongly recommend that you look at the number of stakeholders giving each response rather than the percentage, as the percentage can be misleading when based on so few stakeholders.
- This report presents the results from St Helens CCG's stakeholder survey. Throughout the report, 'the CCG / your CCG' refers to St Helens CCG.
- Where a result for the 'cluster' is presented, this refers to the overall score across the 20 CCGs that are most similar to the CCG. For more information on the cluster and how this has been defined, please see the Appendix.
- Where results do not sum to 100%, or where individual responses (e.g. tend to agree; strongly agree) do not sum to combined responses (e.g. strongly/tend to agree) this is due to rounding.

Using the results – the reports

- This report contains a **summary section**, a **section on overall views of relationships** and a **section for each of the main stakeholder groups** who were invited to complete the survey.
- The overall summary slides show the results at CCG level for the questions asked of all stakeholders (i.e. only those in section 1 of the questionnaire).
 - This provides CCGs with an 'at a glance' visual summary of the results for the key questions, including direction of travel comparisons where appropriate.
- The stakeholder specific sections of the report contain those questions which were targeted at individual groups of stakeholders only.
 - These questions were often around specific issues which were only relevant to the specific group of stakeholders.
- The remainder of the report shows the results for all questions in the survey including any local questions where CCGs included them. The results for each question are provided at CCG level with a breakdown also shown for each of the core stakeholder groups where relevant.
 - This allows CCGs to interrogate the data in more detail.

Using the results – comparisons

- For some questions, data has been included in the reports to compare the results for the CCG with:
 - The CCG's result in 2015
 - The CCG's result in 2016
 - The 2017 average across all CCGs in the CCG's cluster
 - The 2017 average across all CCGs in the CCG's regional (DCO) teams
 - National CCG average in 2017
- The comparisons are included to provide an indication of differences only and should be treated with caution due to the low numbers of respondents and differences in stakeholder lists.
 - Any differences are not necessarily statistically significant differences; a higher score than the cluster average does not always equate to 'better' performance, and a higher score than in 2016 does not necessarily mean the CCG has improved.
 - The comparisons offer a starting point to inform wider discussions about the CCG's ongoing organisational development and its relationships with stakeholders. For example, they may indicate areas in which stakeholders think the CCG is performing relatively less well, for the CCG to discuss internally and externally to identify what improvements can be made in this area, if any.

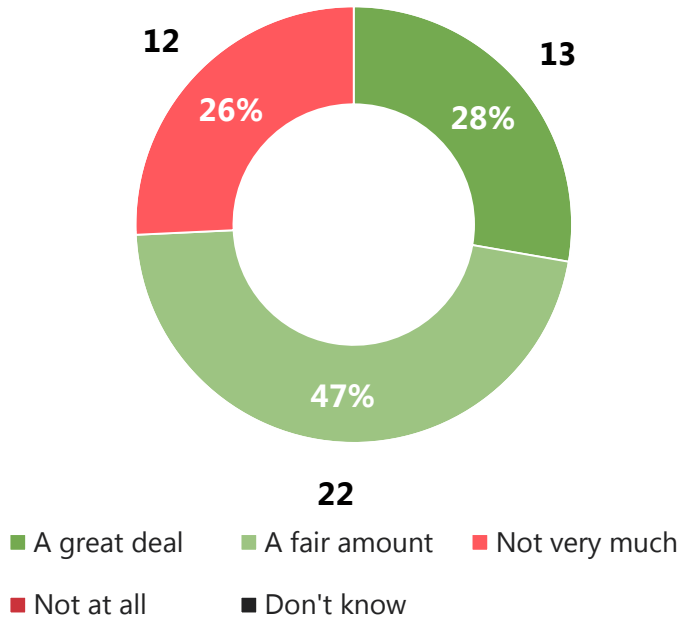
Overall views of relationships



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

All stakeholders

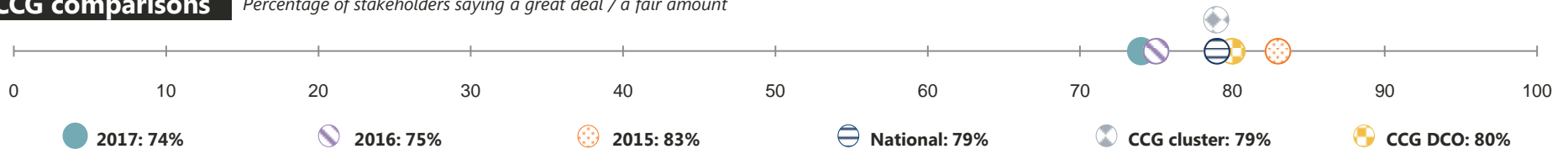


By stakeholder group

Stakeholder group	Base	Great deal / Fair amount	Not very much / Not at all
GP member practices	22	77% (17)	23% (5)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	83% (5)	17% (1)
NHS providers	5	60% (3)	40% (2)
Other CCGs	6	83% (5)	17% (1)
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	75% (3)	25% (1)

CCG comparisons

Percentage of stakeholders saying a great deal / a fair amount

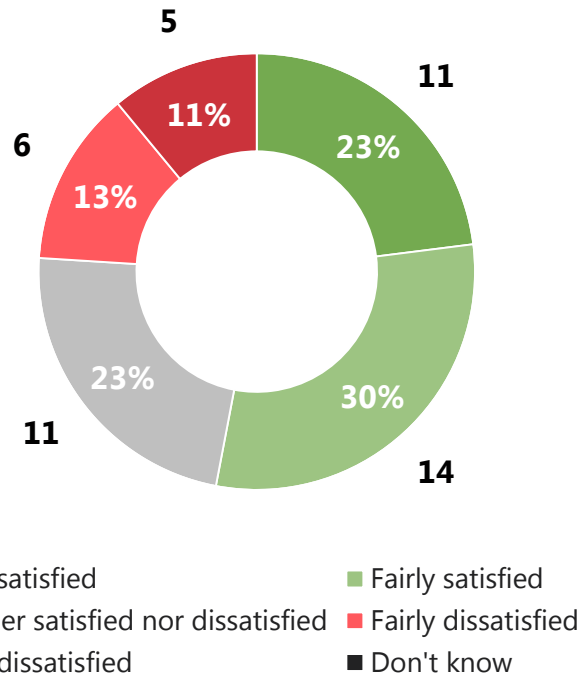


Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

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

All stakeholders who have been engaged by the CCG

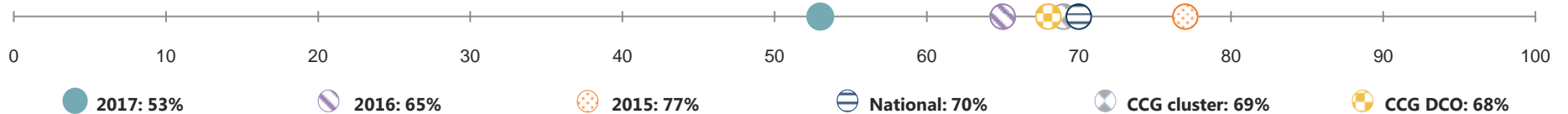


By stakeholder group

Stakeholder group	Base	Very / Fairly satisfied	Very / Fairly dissatisfied
GP member practices	22	50% (11)	27% (6)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	50% (3)	17% (1)
NHS providers	5	40% (2)	40% (2)
Other CCGs	6	67% (4)	-
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying very / fairly satisfied

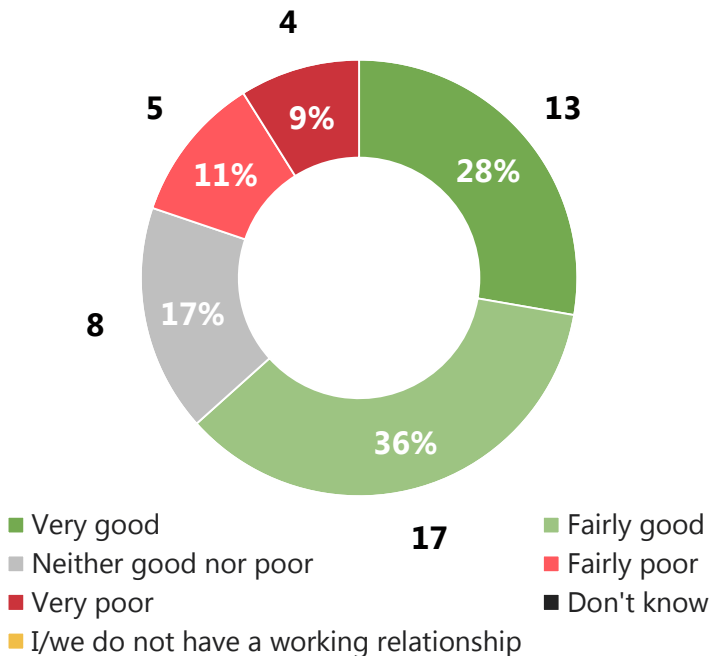


Base: All those who feel they have had some level of engagement (2017: 47; 2016: 54; 2015: 39; National average: 8297; CCG cluster: 723; CCG DCO: 476)

St Helens CCG

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

All stakeholders

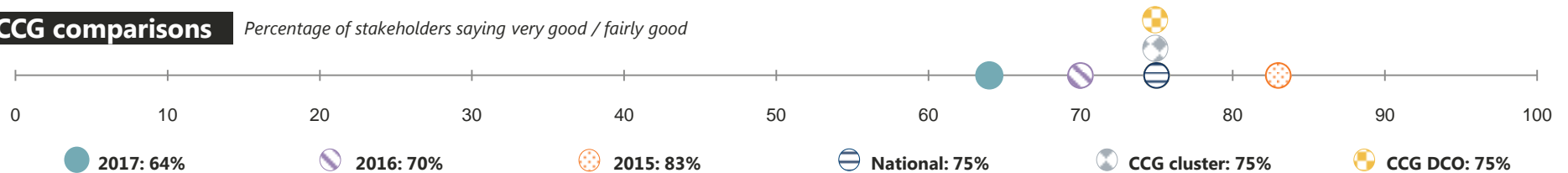


By stakeholder group

Stakeholder group	Base	Very good / Fairly good	Very poor / Fairly poor
GP member practices	22	55% (12)	27% (6)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	50% (3)	17% (1)
NHS providers	5	80% (4)	20% (1)
Other CCGs	6	83% (5)	-
Upper tier/unitary local authorities	3	33% (1)	33% (1)
Wider stakeholders	4	100% (4)	-

CCG comparisons

Percentage of stakeholders saying very good / fairly good



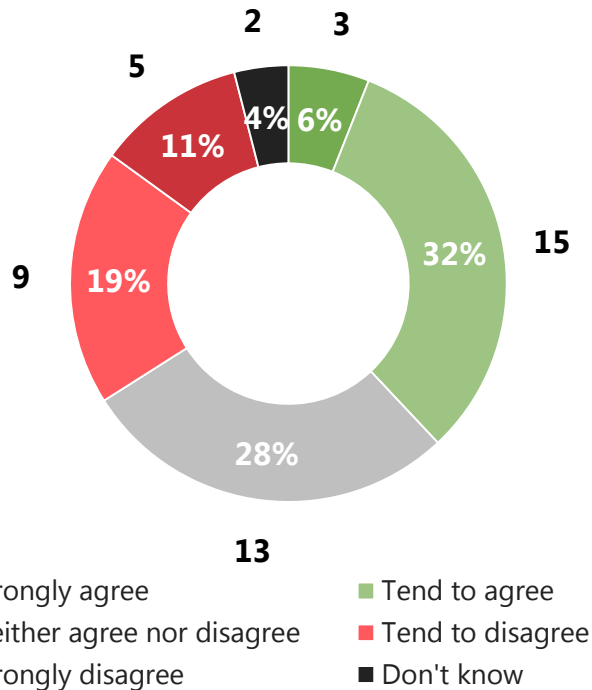
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St Helens CCG

To what extent do you agree or disagree with the following statements about the way in which the CCG commissions services...?

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

All stakeholders

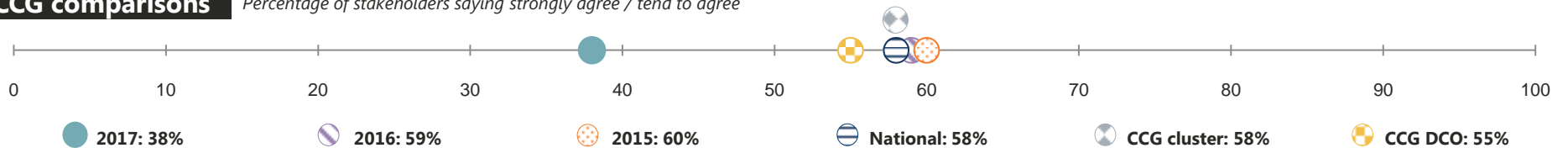


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	23% (5)	27% (6)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	33% (2)	17% (1)
NHS providers	5	60% (3)	40% (2)
Other CCGs	6	67% (4)	33% (2)
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	50% (2)	25% (1)

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



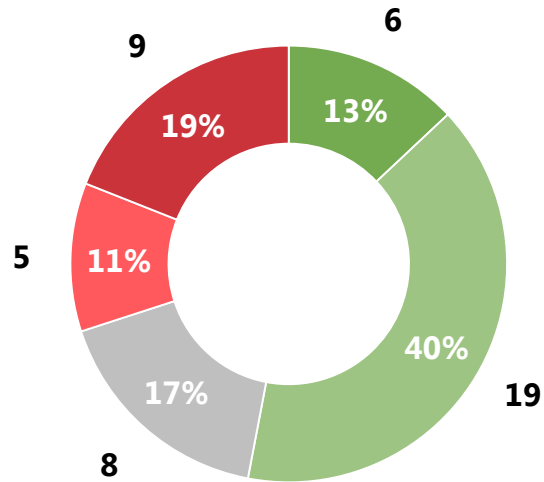
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St Helens CCG

To what extent do you agree or disagree with the following statements about the way in which the CCG commissions services...?

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

All stakeholders



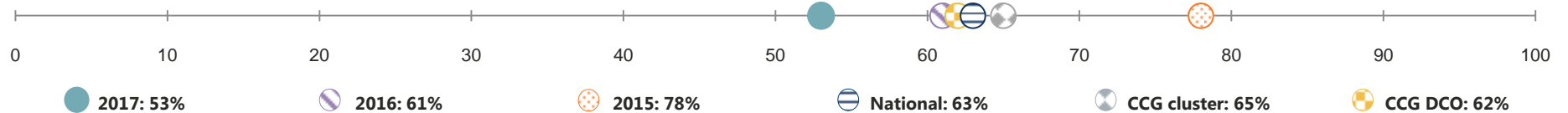
■ Strongly agree ■ Tend to agree
■ Neither agree nor disagree ■ Tend to disagree
■ Strongly disagree ■ Don't know

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	45% (10)	36% (8)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	17% (1)	33% (2)
NHS providers	5	80% (4)	20% (1)
Other CCGs	6	67% (4)	17% (1)
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	100% (4)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



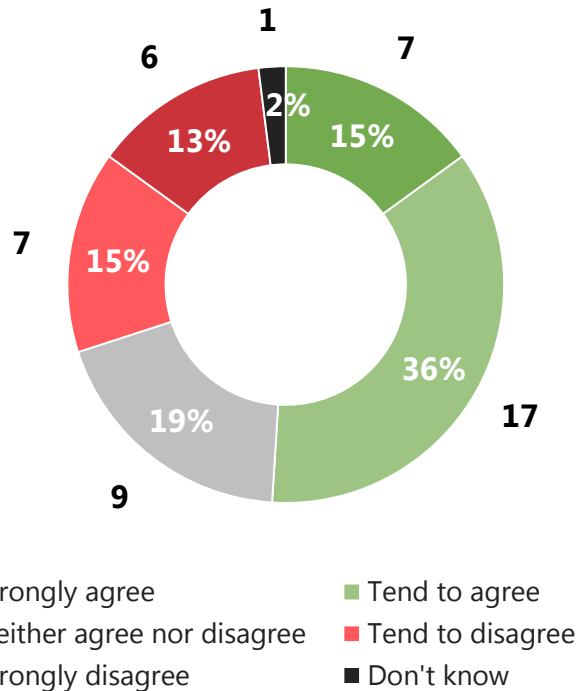
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St Helens CCG

To what extent do you agree or disagree with the following statements about the way in which the CCG commissions services...?

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

All stakeholders

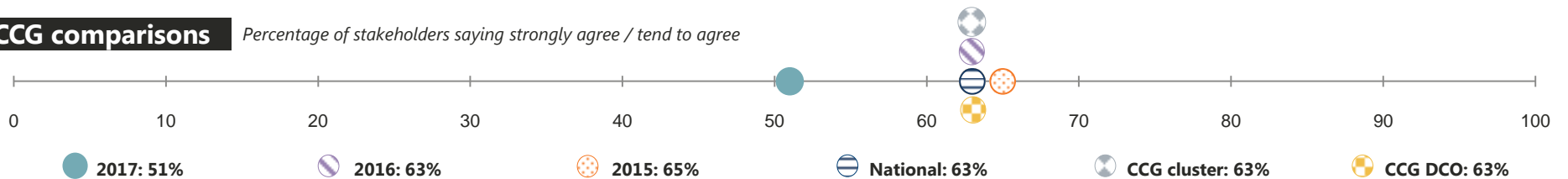


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	45% (10)	36% (8)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	33% (2)	33% (2)
NHS providers	5	60% (3)	40% (2)
Other CCGs	6	67% (4)	17% (1)
Upper tier/unitary local authorities	3	33% (1)	-
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



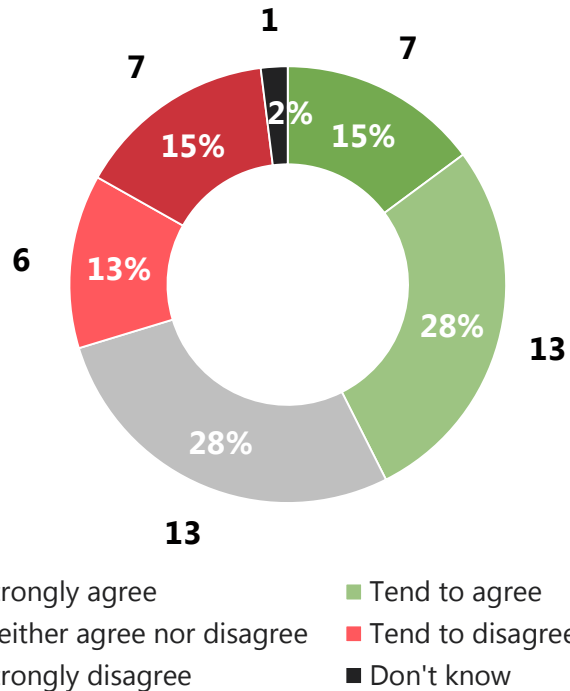
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St Helens CCG

To what extent do you agree or disagree with the following statements about the way in which the CCG commissions services...?

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

All stakeholders

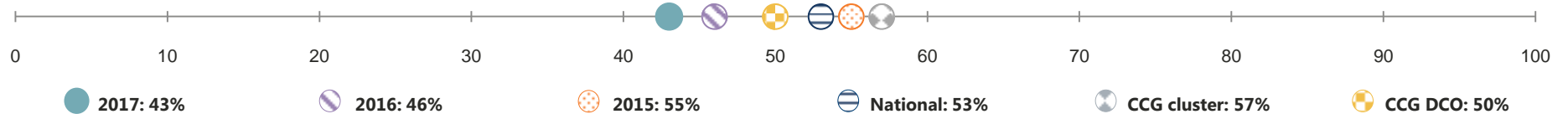


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	36% (8)	32% (7)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	17% (1)	17% (1)
NHS providers	5	40% (2)	40% (2)
Other CCGs	6	67% (4)	17% (1)
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



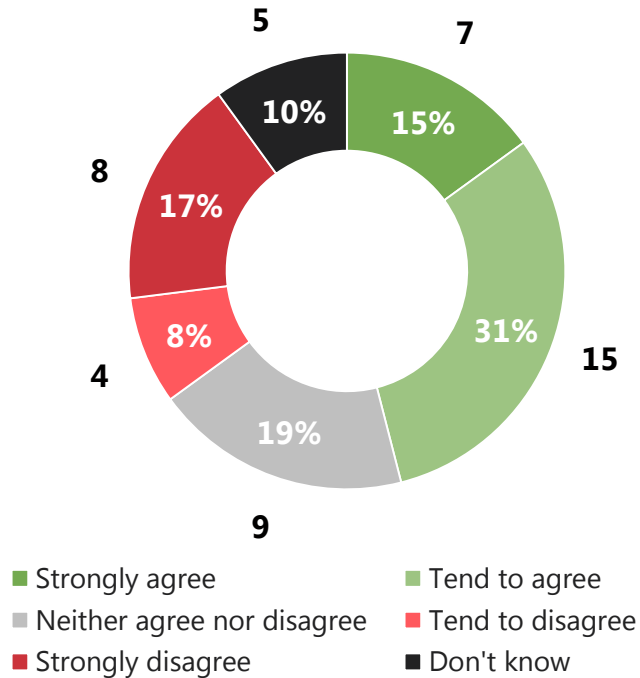
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St Helens CCG

To what extent do you agree or disagree with the following statements about the leadership of the CCG...?

The leadership of the CCG has the necessary blend of skills and experience

All stakeholders

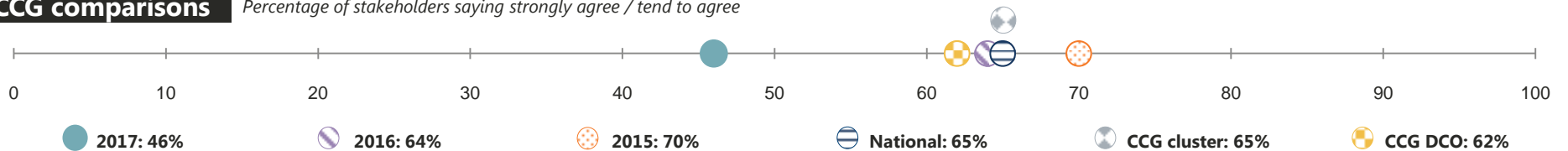


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	41% (9)	32% (7)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	17% (1)	33% (2)
NHS providers	5	40% (2)	40% (2)
Other CCGs	6	67% (4)	17% (1)
Upper tier/unitary local authorities	3	33% (1)	-
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



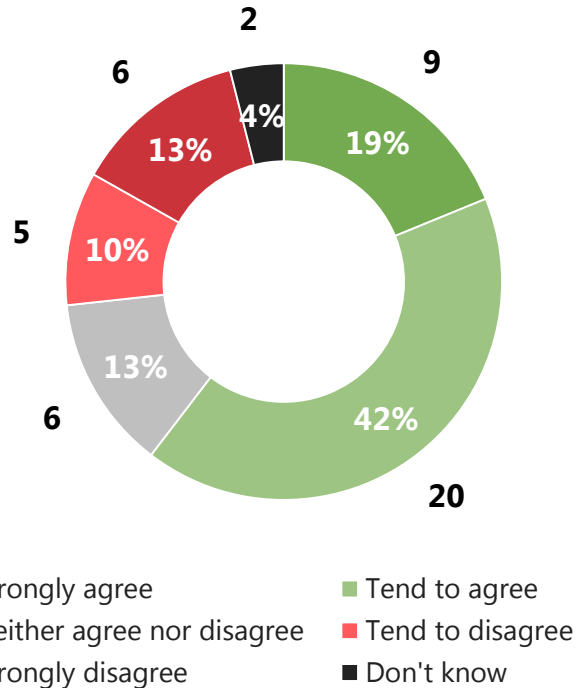
Base 2017: All stakeholders (48), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8516), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (487)

St Helens CCG

To what extent do you agree or disagree with the following statements about the overall leadership of the CCG...?

There is clear and visible leadership of the CCG

All stakeholders

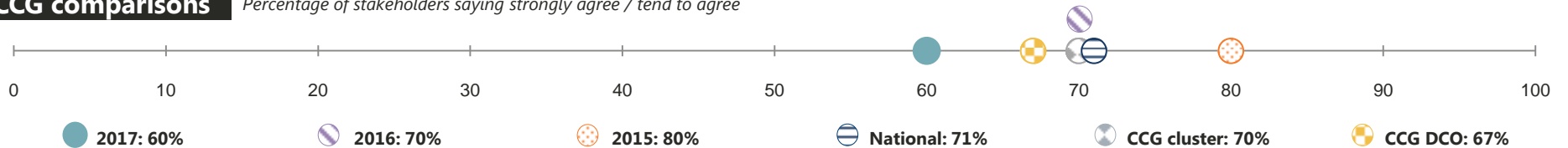


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	55% (12)	32% (7)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	33% (2)	33% (2)
NHS providers	5	40% (2)	40% (2)
Other CCGs	6	100% (6)	-
Upper tier/unitary local authorities	3	67% (2)	-
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



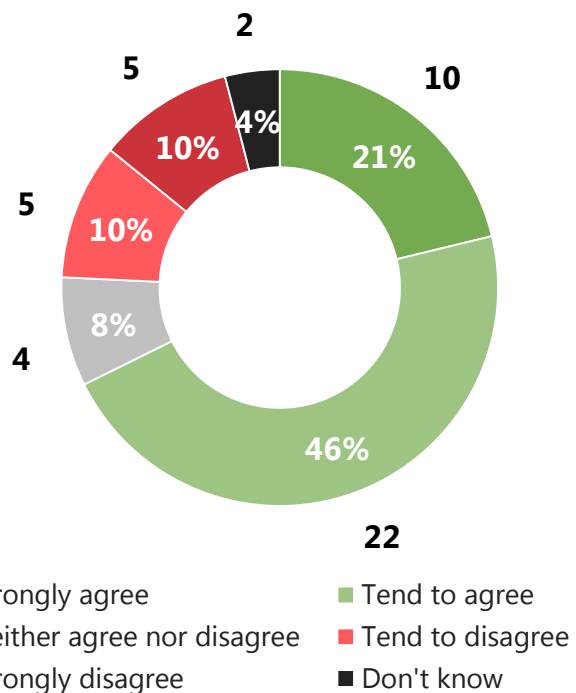
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St Helens CCG

To what extent do you agree or disagree with the following statements about the clinical leadership of the CCG...?

There is clear and visible clinical leadership of the CCG

All stakeholders

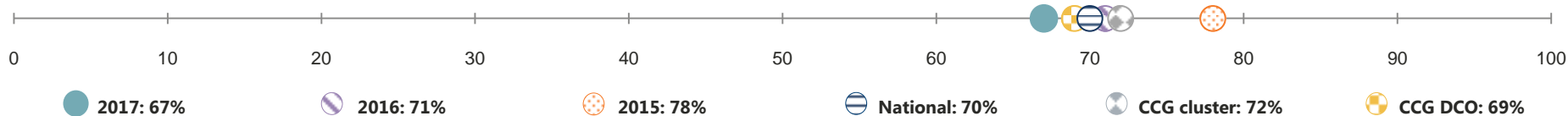


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	64% (14)	32% (7)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	33% (2)	17% (1)
NHS providers	5	60% (3)	20% (1)
Other CCGs	6	83% (5)	17% (1)
Upper tier/unitary local authorities	3	67% (2)	-
Wider stakeholders	4	100% (4)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



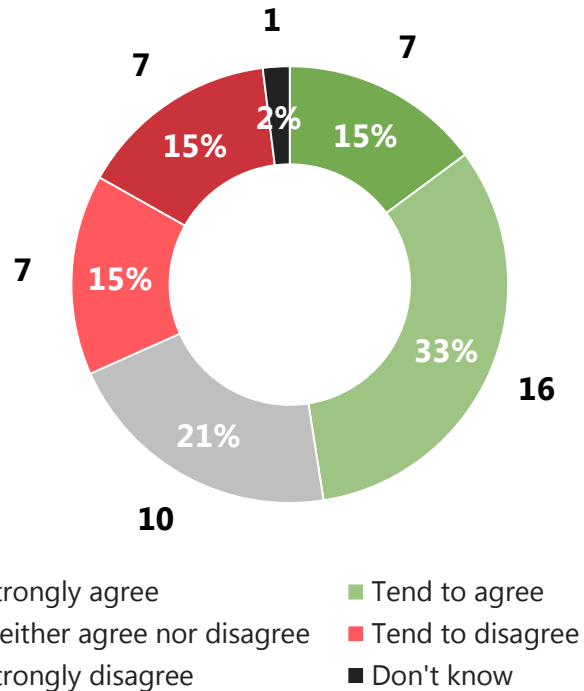
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St Helens CCG

To what extent do you agree or disagree with the following statements about the leadership of the CCG...?

I have confidence in the leadership of my CCG/CCG to deliver its plans and priorities

All stakeholders

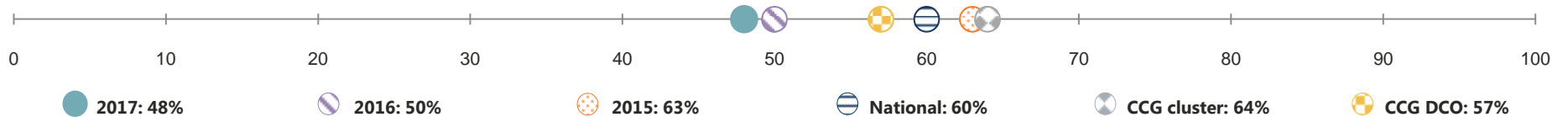


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	36% (8)	41% (9)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	17% (1)	33% (2)
NHS providers	5	60% (3)	40% (2)
Other CCGs	6	67% (4)	-
Upper tier/unitary local authorities	3	67% (2)	33% (1)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



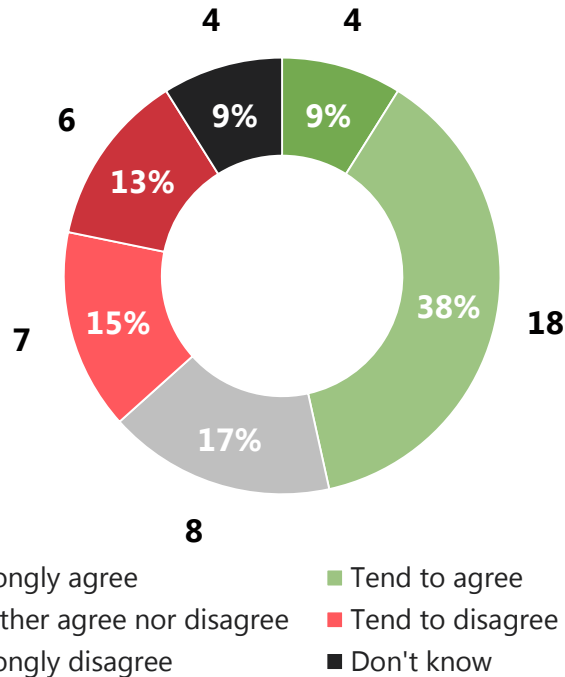
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St Helens CCG

To what extent do you agree or disagree with the following statements about the leadership of the CCG...?

The leadership of my CCG/ CCG is delivering continued quality improvements

All stakeholders

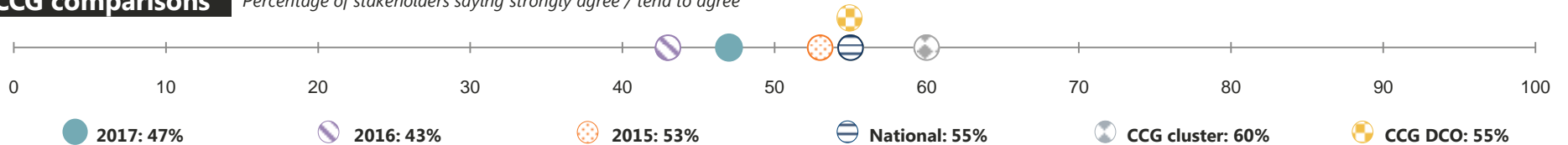


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	45% (10)	32% (7)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	17% (1)	17% (1)
NHS providers	5	40% (2)	40% (2)
Other CCGs	6	67% (4)	17% (1)
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



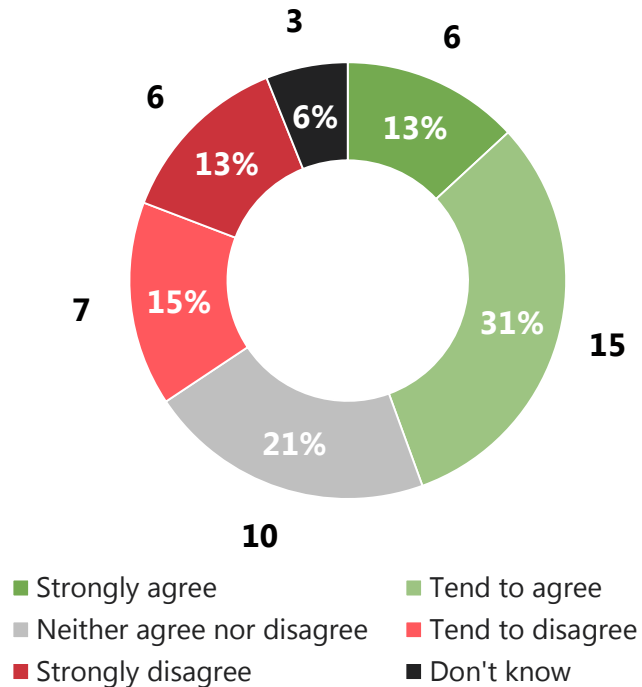
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St Helens CCG

To what extent do you agree or disagree with the following statements about the leadership of the CCG...?

I have confidence in the leadership of the CCG to deliver improved outcomes for patients

All stakeholders

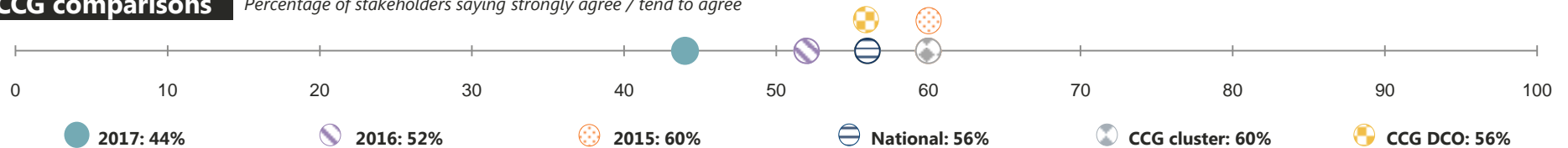


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	36% (8)	27% (6)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	17% (1)	33% (2)
NHS providers	5	40% (2)	40% (2)
Other CCGs	6	83% (5)	17% (1)
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



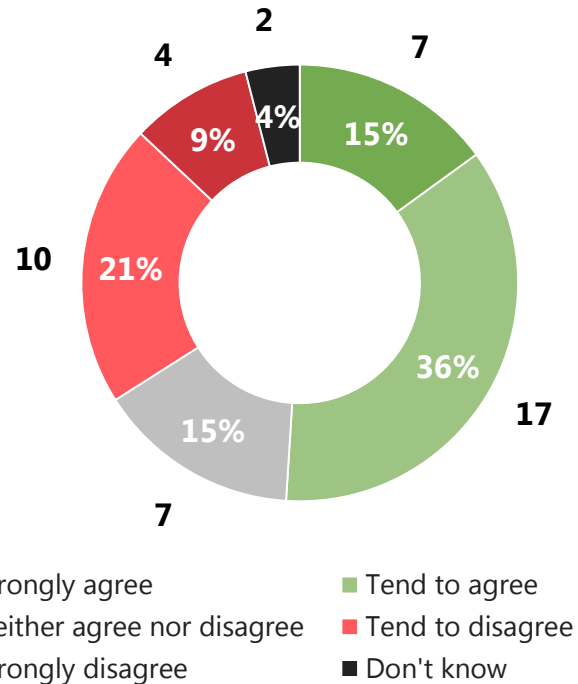
Base 2017: All stakeholders (48), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8516), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (487)

St Helens CCG

To what extent do you agree or disagree with the following statements about the way in which the CCG monitors and reviews the quality of commissioned services...?

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

All stakeholders

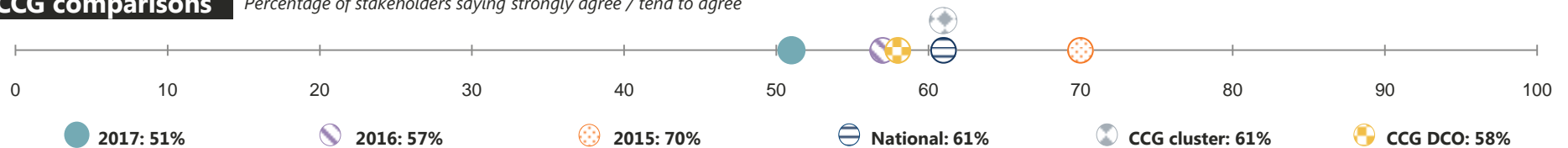


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	55% (12)	27% (6)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	17% (1)	67% (4)
NHS providers	5	60% (3)	40% (2)
Other CCGs	6	50% (3)	-
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



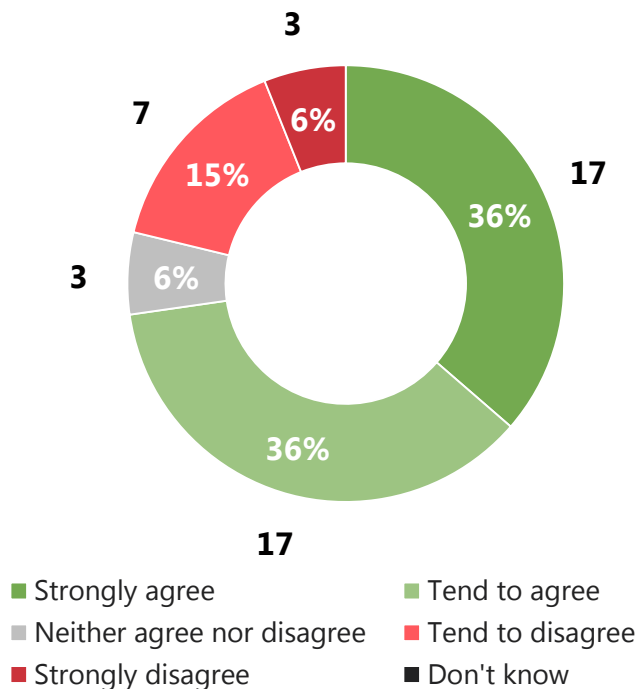
Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

To what extent do you agree or disagree with the following statements about the way in which the CCG monitors and reviews the quality of commissioned services...?

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

All stakeholders

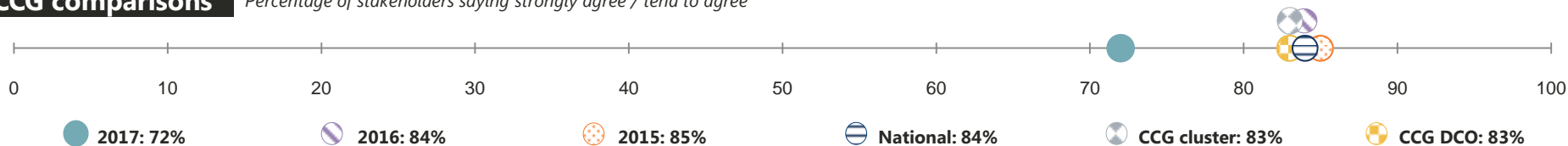


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	68% (15)	23% (5)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	50% (3)	50% (3)
NHS providers	5	80% (4)	-
Other CCGs	6	83% (5)	17% (1)
Upper tier/unitary local authorities	3	67% (2)	33% (1)
Wider stakeholders	4	100% (4)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



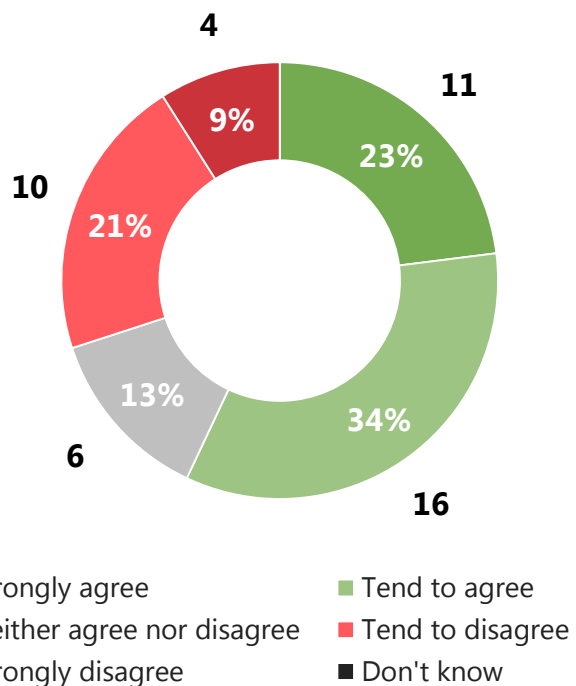
Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

To what extent do you agree or disagree with the following statements about the way in which the CCG monitors and reviews the quality of commissioned services...?

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

All stakeholders

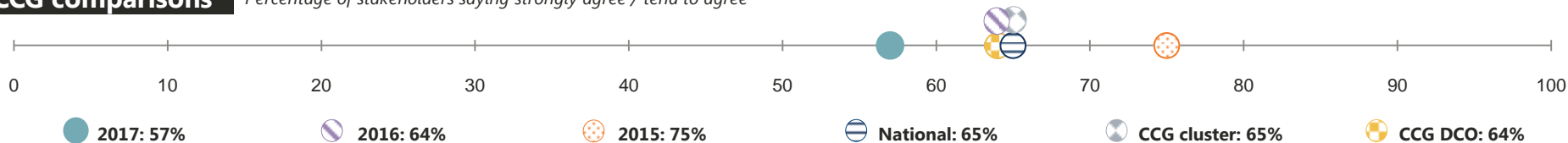


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	50% (11)	36% (8)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	33% (2)	67% (4)
NHS providers	5	60% (3)	-
Other CCGs	6	83% (5)	17% (1)
Upper tier/unitary local authorities	3	33% (1)	33% (1)
Wider stakeholders	4	100% (4)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree

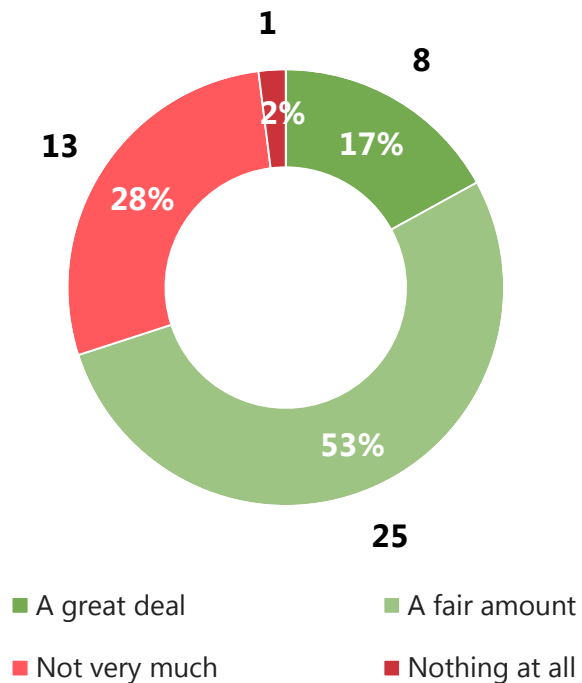


Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

How much would you say you know about the CCG's plans and priorities?

All stakeholders

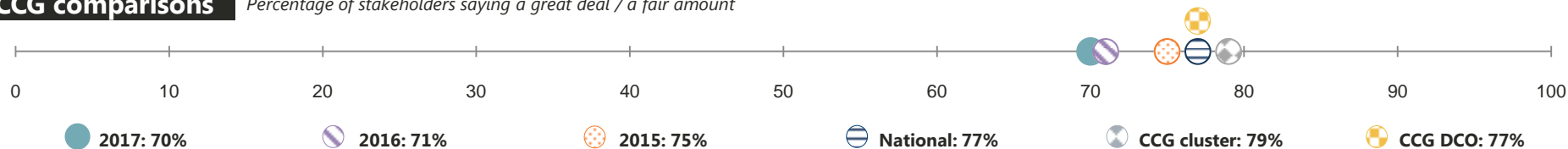


By stakeholder group

Stakeholder group	Base	Great deal / Fair amount	Not very much / Nothing at all
GP member practices	22	73% (16)	27% (6)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	50% (3)	50% (3)
NHS providers	5	80% (4)	20% (1)
Other CCGs	6	67% (4)	33% (2)
Upper tier/unitary local authorities	3	67% (2)	33% (1)
Wider stakeholders	4	75% (3)	25% (1)

CCG comparisons

Percentage of stakeholders saying a great deal / a fair amount



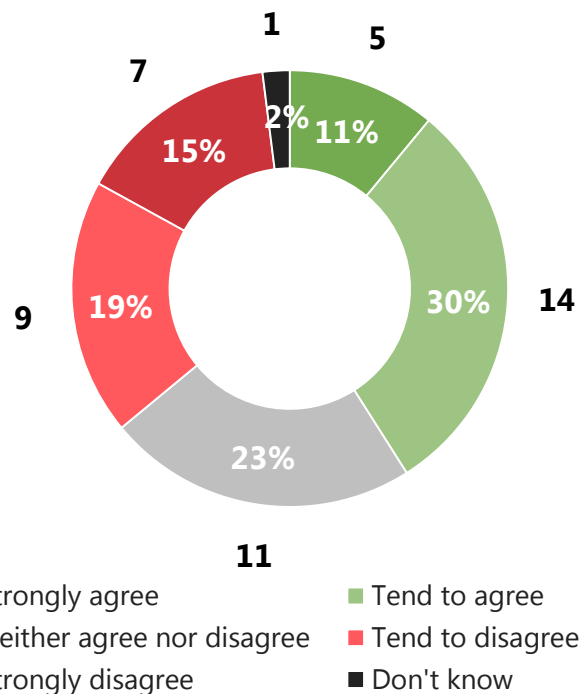
Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

To what extent do you agree or disagree with each of the following statements about the CCG's plans and priorities, including operational and sustainability plans?

I have been given the opportunity to influence the CCG's plans and priorities

All stakeholders

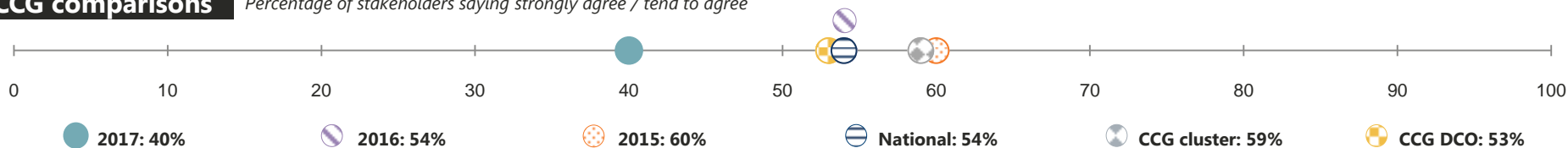


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	41% (9)	23% (5)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	50% (3)	50% (3)
NHS providers	5	20% (1)	60% (3)
Other CCGs	6	33% (2)	33% (2)
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	50% (2)	25% (1)

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



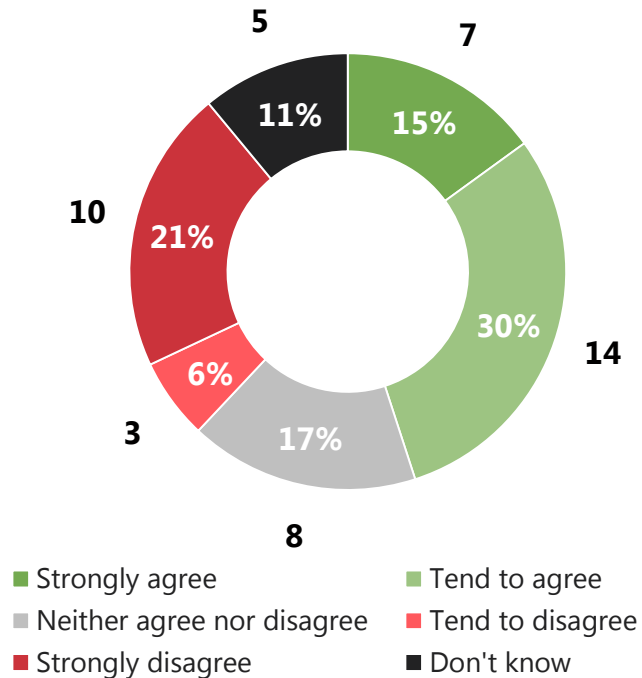
Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

To what extent do you agree or disagree with each of the following statements about the CCG's plans and priorities...?

When I have commented on the CCG's plans and priorities I feel that my comments have been taken on board

All stakeholders

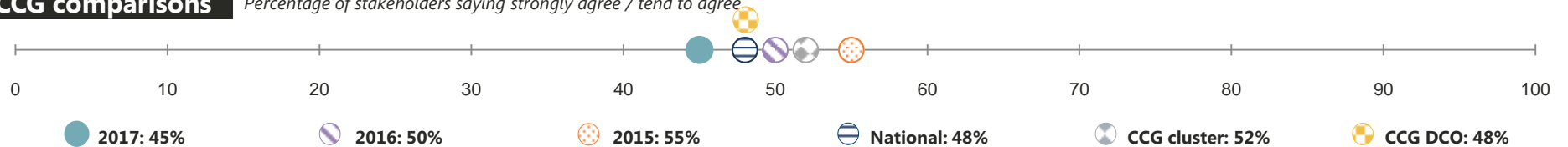


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	45% (10)	36% (8)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	-	33% (2)
NHS providers	5	40% (2)	40% (2)
Other CCGs	6	67% (4)	-
Upper tier/unitary local authorities	3	33% (1)	33% (1)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



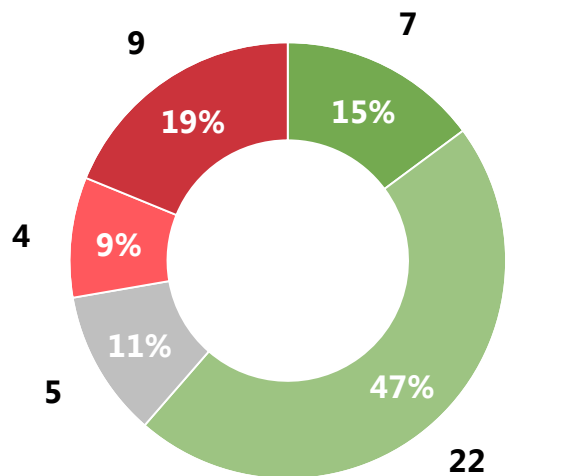
Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

To what extent do you agree or disagree with each of the following statements about the CCG's plans and priorities...?

The CCG has effectively communicated its plans and priorities to me

All stakeholders



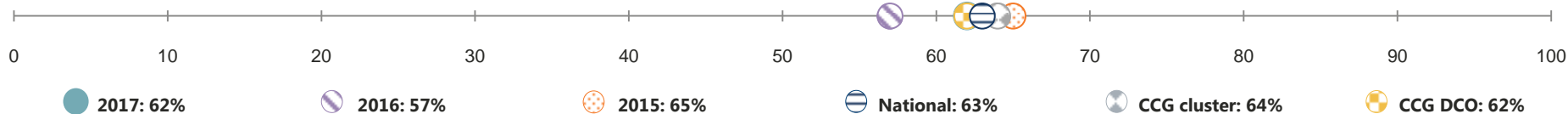
■ Strongly agree ■ Tend to agree
■ Neither agree nor disagree ■ Tend to disagree
■ Strongly disagree ■ Not applicable
■ Don't know

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	59% (13)	23% (5)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	50% (3)	33% (2)
NHS providers	5	60% (3)	40% (2)
Other CCGs	6	67% (4)	33% (2)
Upper tier/unitary local authorities	3	67% (2)	33% (1)
Wider stakeholders	4	75% (3)	25% (1)

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



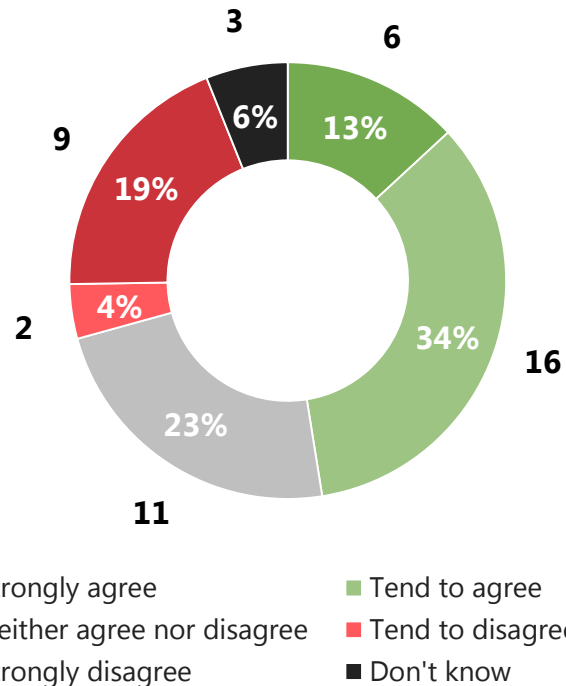
Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

To what extent do you agree or disagree with each of the following statements about the CCG's plans and priorities...?

The CCG's plans and priorities are the right ones

All stakeholders

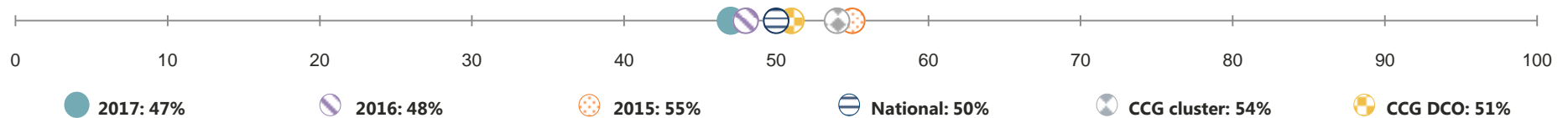


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	36% (8)	27% (6)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	17% (1)	33% (2)
NHS providers	5	60% (3)	20% (1)
Other CCGs	6	67% (4)	17% (1)
Upper tier/unitary local authorities	3	67% (2)	33% (1)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



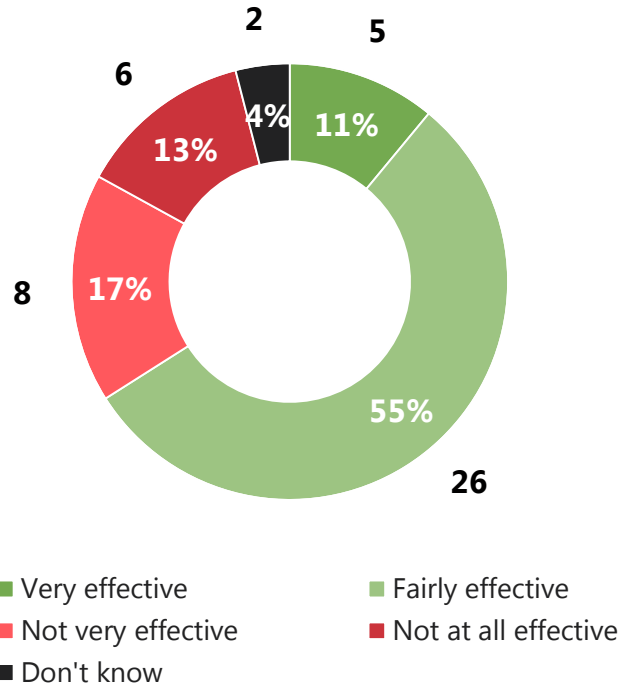
Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

How effective, if at all, do you feel the CCG is as a local system leader?

By 'local system leader' we mean that the CCG works proactively and constructively with the other partners in its local economy, prioritising tasks-in-common over formal organisational boundaries, for example sustainability and transformation plans, to seek the best health and wellbeing outcomes for its population.

All stakeholders

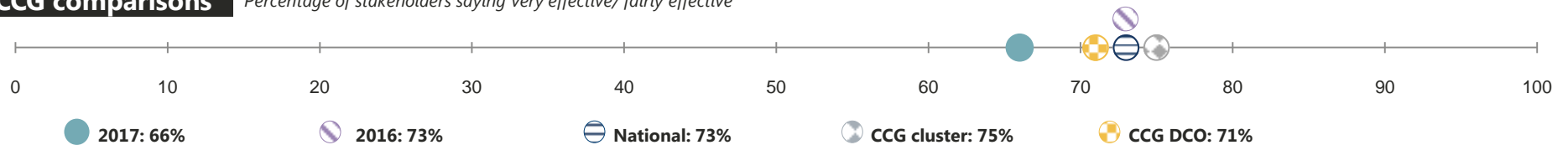


By stakeholder group

Stakeholder group	Base	Very / Fairly effective	Not very / Not at all effective
GP member practices	22	73% (16)	27% (6)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	50% (3)	33% (2)
NHS providers	5	60% (3)	40% (2)
Other CCGs	6	67% (4)	33% (2)
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying very effective/ fairly effective

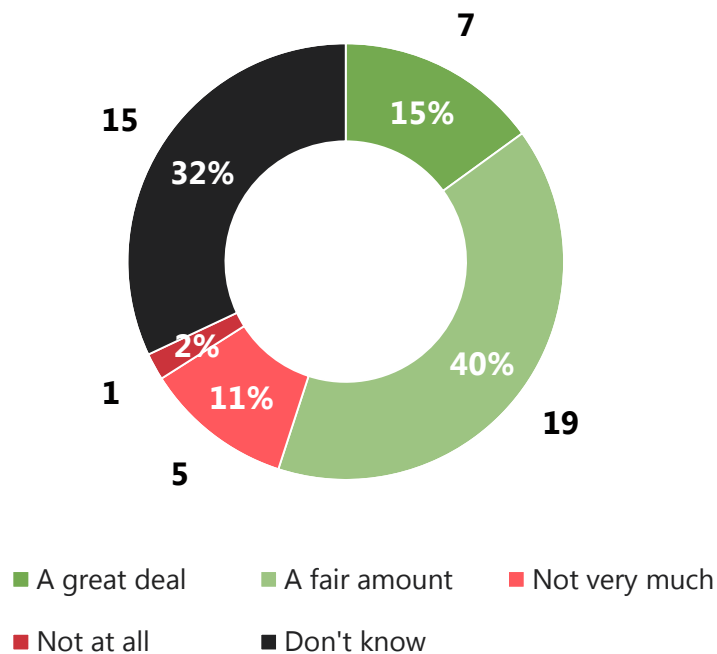


Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

Please now think about discussions that take place about the wider health economy in your area, through local groups. This may include groups such as the Quality Surveillance Group, Urgent Care Working Group, Council for Voluntary Services, Strategic Clinical Networks, Clinical Senate Assemblies, clinical or non-clinical networks, forums and any other relevant local groups. To what extent, if at all, would you say the CCG has contributed to wider discussions through these groups?

All stakeholders

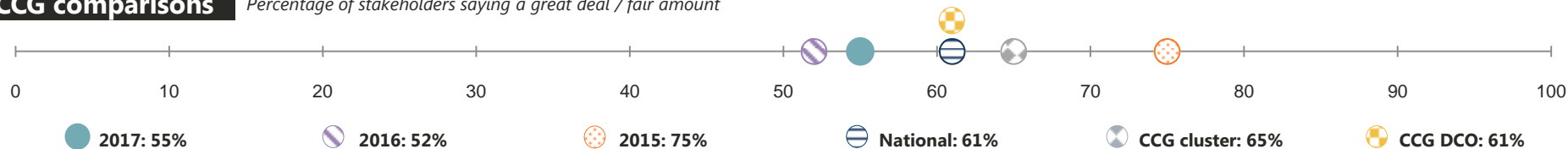


By stakeholder group

Stakeholder group	Base	Great deal / Fair amount	Not very much / Not at all
GP member practices	22	59% (13)	-
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	17% (1)	33% (2)
NHS providers	5	60% (3)	20% (1)
Other CCGs	6	67% (4)	17% (1)
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying a great deal / fair amount

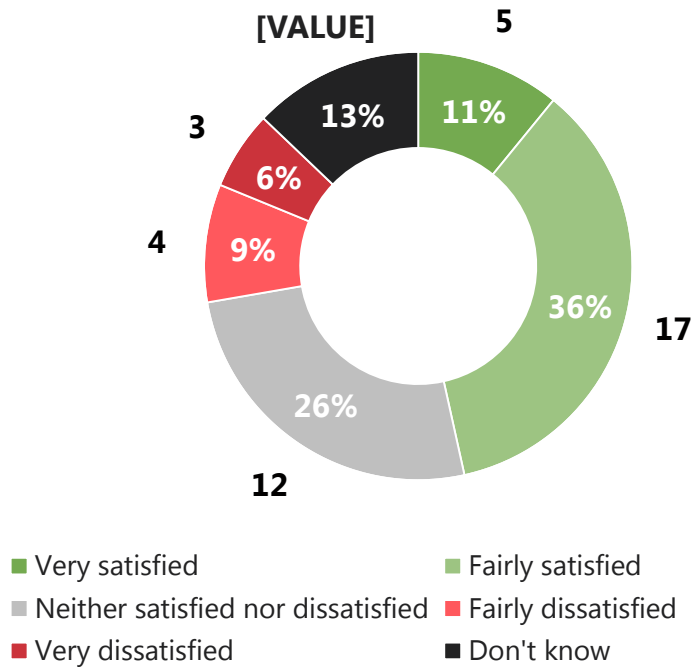


Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

How satisfied or dissatisfied are you with the steps taken by CCG to engage with patients and the public?

All stakeholders

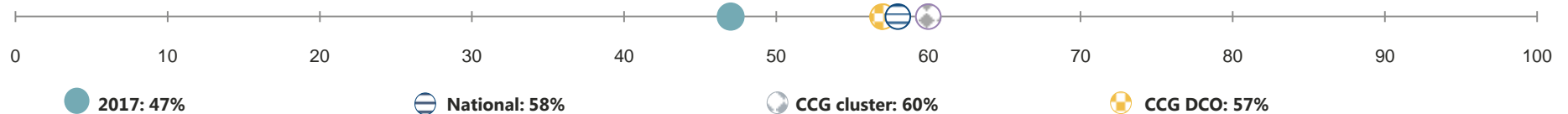


By stakeholder group

Stakeholder group	Base	Very / Fair Satisfied	Very / Fair dissatisfied
GP member practices	22	55% (12)	14% (3)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	33% (2)	17% (1)
NHS providers	5	60% (3)	40% (2)
Other CCGs	6	17% (1)	-
Upper tier/unitary local authorities	3	33% (1)	33% (1)
Wider stakeholders	4	50% (2)	-

CCG comparisons

Percentage of stakeholders saying a great deal / fair amount



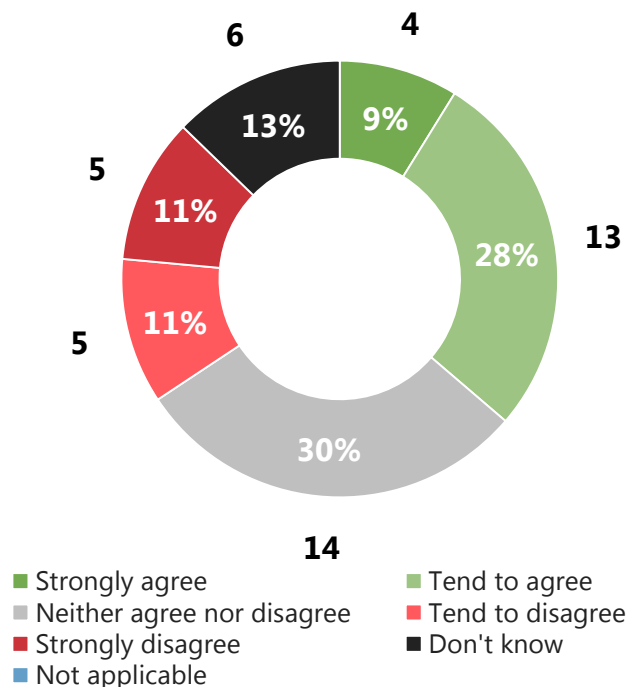
Base 2017: All stakeholders except CQC (47), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

To what extent do you agree or disagree that each of the following statements apply to your CCG?

The CCG acts on the views of patients and the public when making commissioning decisions

All stakeholders

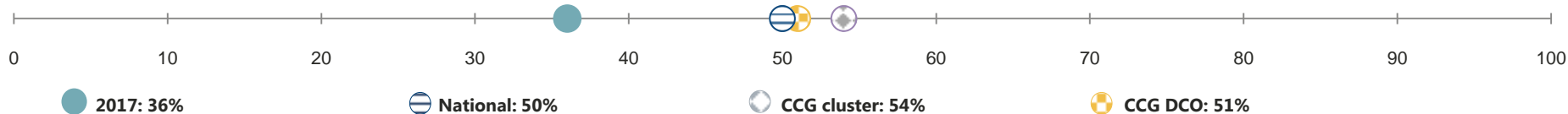


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	27% (6)	18% (4)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	17% (1)	50% (3)
NHS providers	5	40% (2)	20% (1)
Other CCGs	6	67% (4)	-
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	50% (2)	-

CCG comparisons

Percentage of stakeholders saying a great deal / fair amount



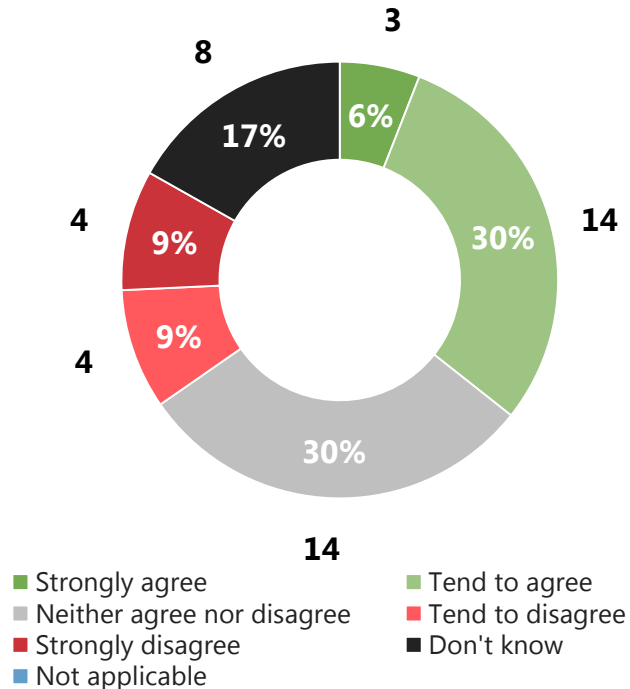
Base 2017: All stakeholders except CQC (47), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

To what extent do you agree or disagree with each of the following statements...?

The CCG effectively communicates about how it has acted on what it is told by patients and the public

All stakeholders

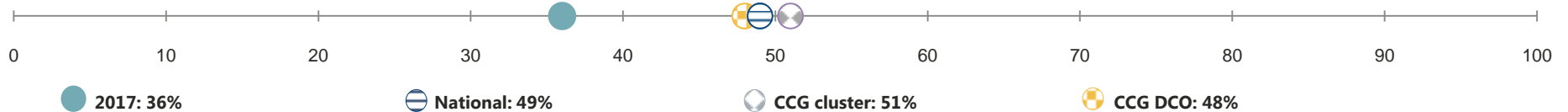


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	41% (9)	9% (2)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	-	50% (3)
NHS providers	5	40% (2)	20% (1)
Other CCGs	6	33% (2)	-
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	50% (2)	-

CCG comparisons

Percentage of stakeholders saying a great deal / fair amount



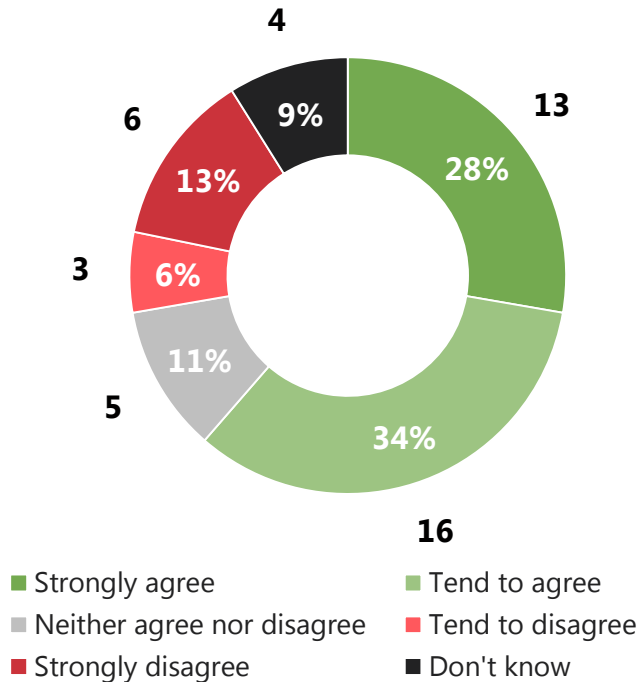
Base 2017: All stakeholders except CQC (47), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

To what extent do you agree or disagree with the following statement...?

Improving patient outcomes is a core focus of the CCG

All stakeholders

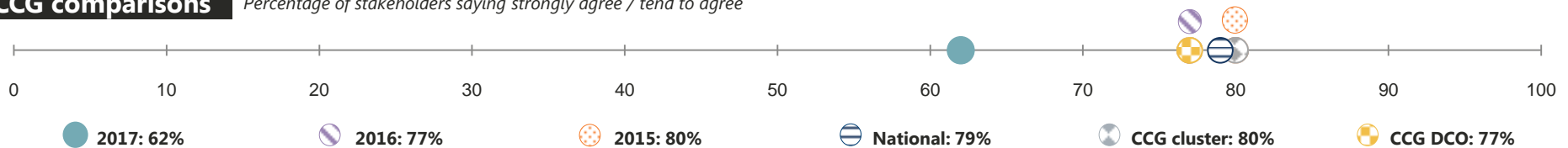


By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	22	55% (12)	27% (6)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	50% (3)	17% (1)
NHS providers	5	80% (4)	20% (1)
Other CCGs	6	83% (5)	-
Upper tier/unitary local authorities	3	33% (1)	33% (1)
Wider stakeholders	4	75% (3)	-

CCG comparisons

Percentage of stakeholders saying strongly agree / tend to agree



Base 2017: All stakeholders except CQC (47), Base 2016: All stakeholders (56), Base 2015: All stakeholders (40), Base national average: All stakeholders (8512), Base CCG cluster: All stakeholders (738), Base CCG DCO: All stakeholders (486)

St Helens CCG

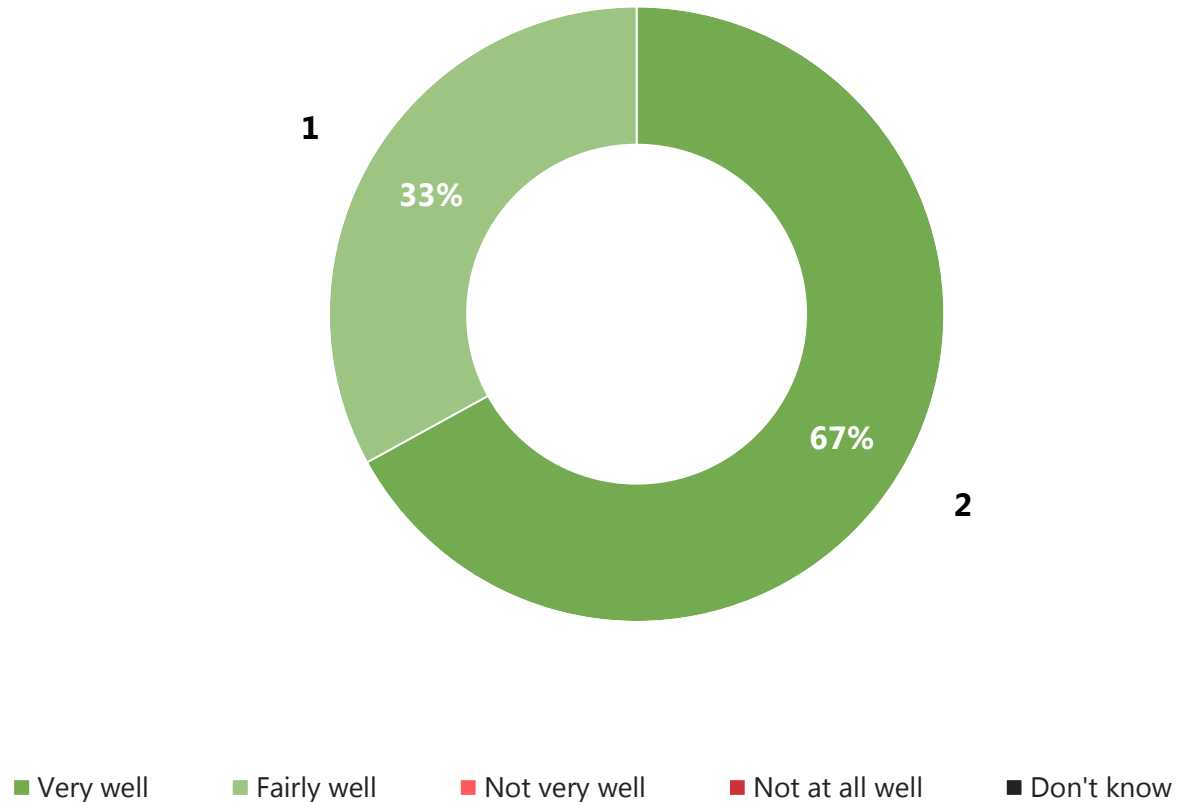
Upper tier and unitary local authorities



Ipsos MORI
Social Research Institute

How well, if at all, would you say the CCG and your local authority are working together to deliver shared plans for integrated commissioning?

All upper tier / unitary local authority stakeholders



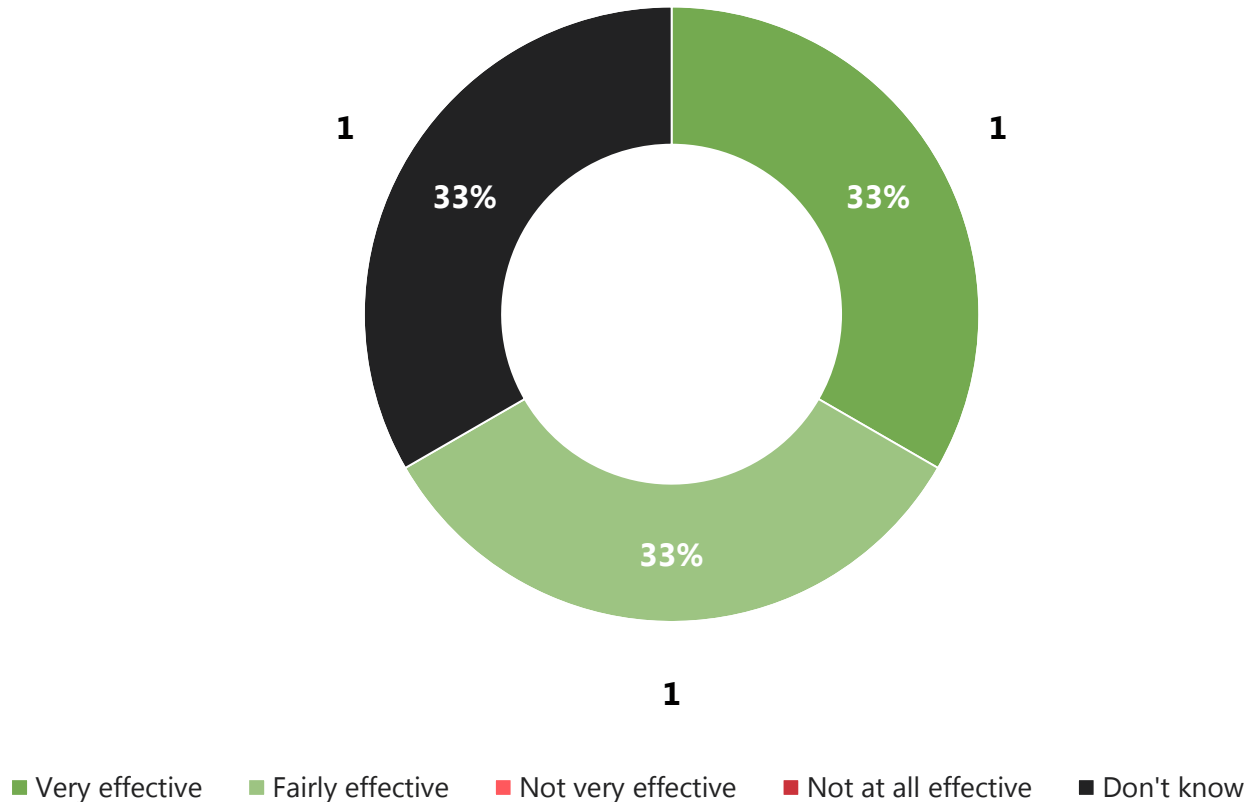
Total responses : All upper tier / unitary local authority stakeholders (3)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

How effective, if at all, has the CCG been as part of the Local Safeguarding Children Board?

All upper tier / unitary local authority stakeholders



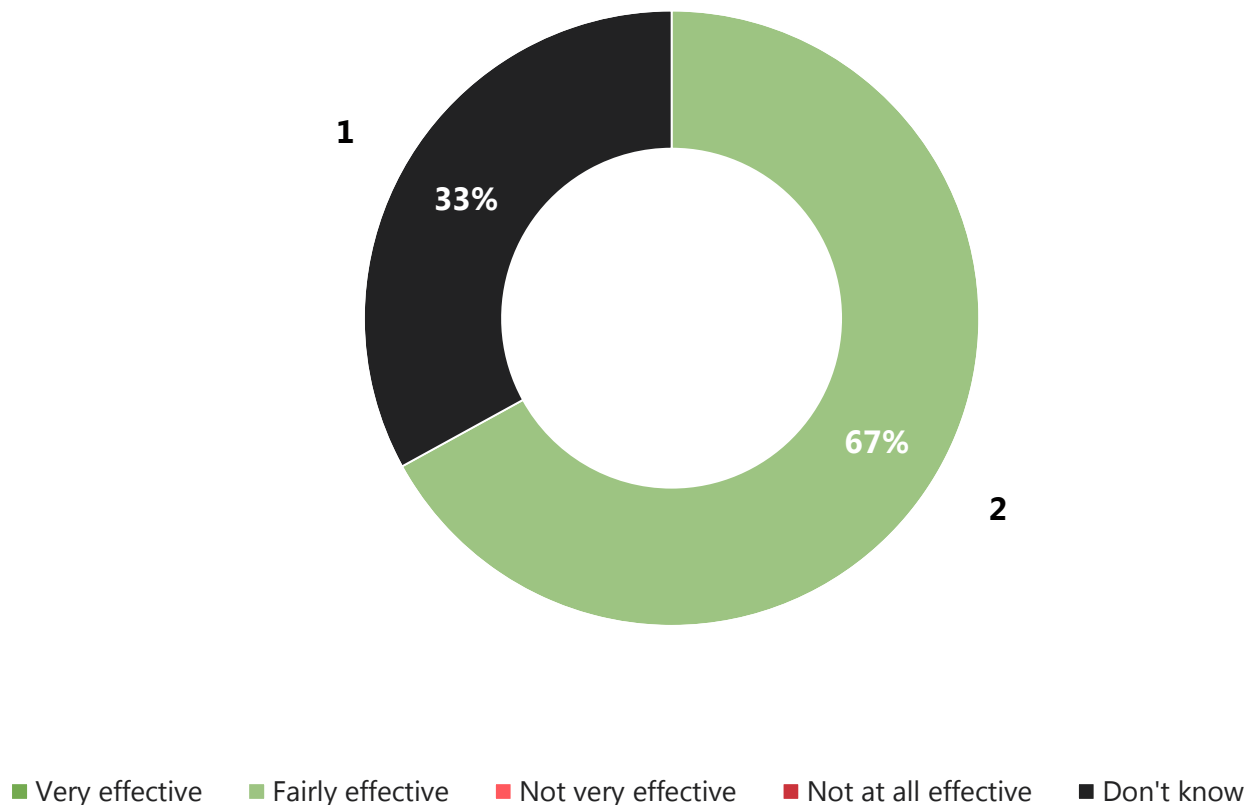
Total responses : All upper tier / unitary local authority stakeholders (3)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

How effective, if at all, has the CCG been as part of the Safeguarding Adults Board?

All upper tier / unitary local authority stakeholders



Total responses : All upper tier / unitary local authority stakeholders (3)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

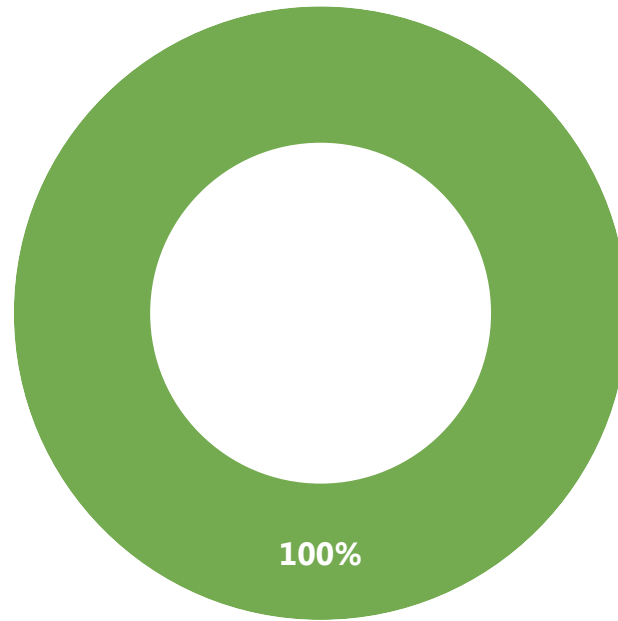
Health and wellbeing board members



Ipsos MORI
Social Research Institute

How active, if at all, would you say the CCG is as a member of the health and wellbeing board?

All Health and wellbeing board stakeholders



1

■ Very active ■ Fairly active ■ Not very active ■ Not at all active ■ Don't know

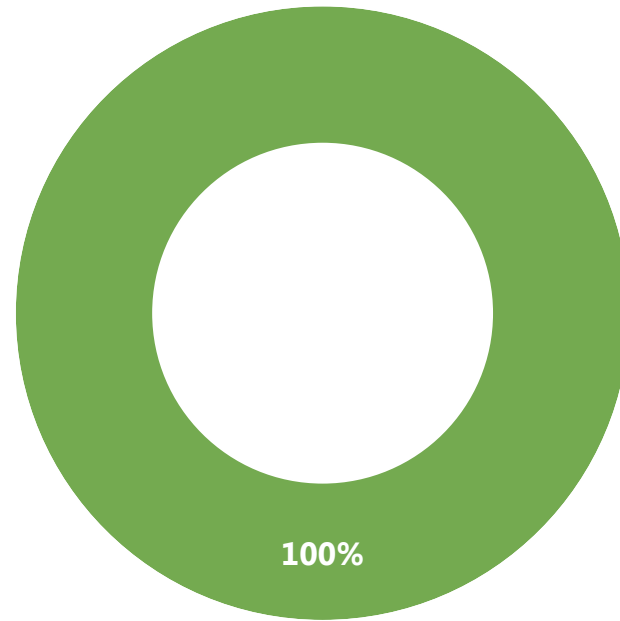
Total responses : All health and wellbeing board stakeholders (1)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

And how well, if at all, would you say the CCG and the local authority are working together to deliver shared plans for integrated commissioning?

All Health and wellbeing board stakeholders



1

■ Very well ■ Fairly well ■ Not very well ■ Not at all well ■ Don't know

Total responses : All health and wellbeing board stakeholders (1)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

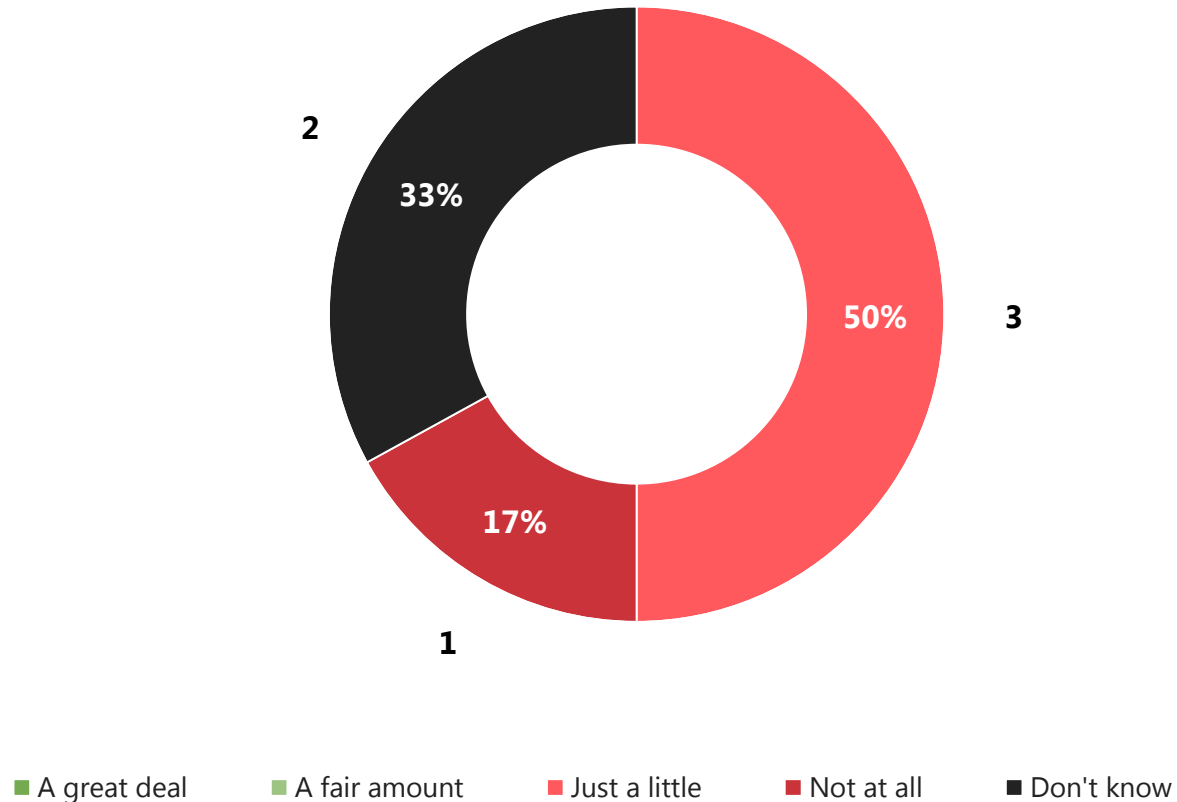
Healthwatch and patient groups



Ipsos MORI
Social Research Institute

To what extent, if at all, do you feel that the CCG has engaged with seldom heard groups?

All Healthwatch and patient group stakeholders



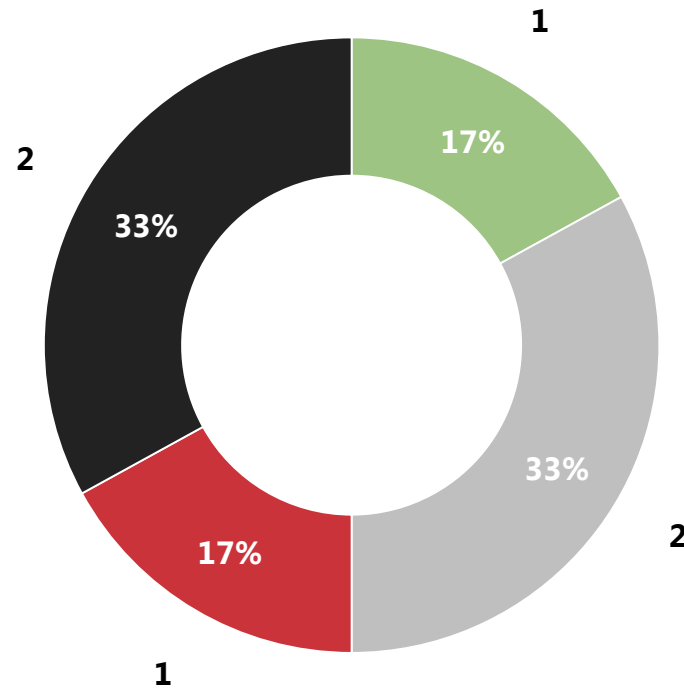
Total responses : All Healthwatch and patient group stakeholders (6)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

To what extent do you agree or disagree that the CCG listens to and acts on any concerns, complaints or issues that are raised?

All Healthwatch and patient group stakeholders



Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know

Total responses : All Healthwatch and patient group stakeholders (6)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

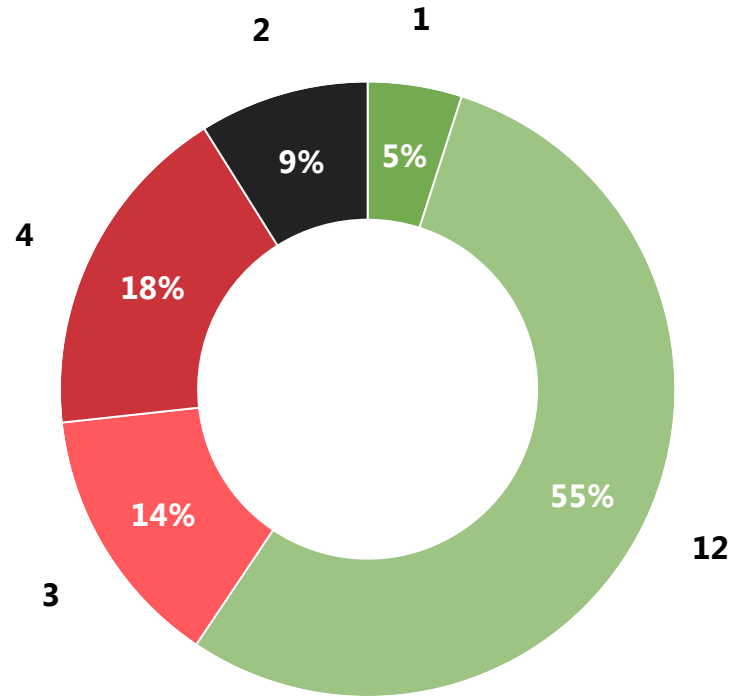
Member practices



Ipsos MORI
Social Research Institute

How effective, if at all, would you say the arrangements are for member participation in decision-making in your CCG?

All member practices



59% (13)	Very / Fairly effective 2017
72% (21)	Very / Fairly effective 2016
59% (13)	Very / Fairly effective 2015

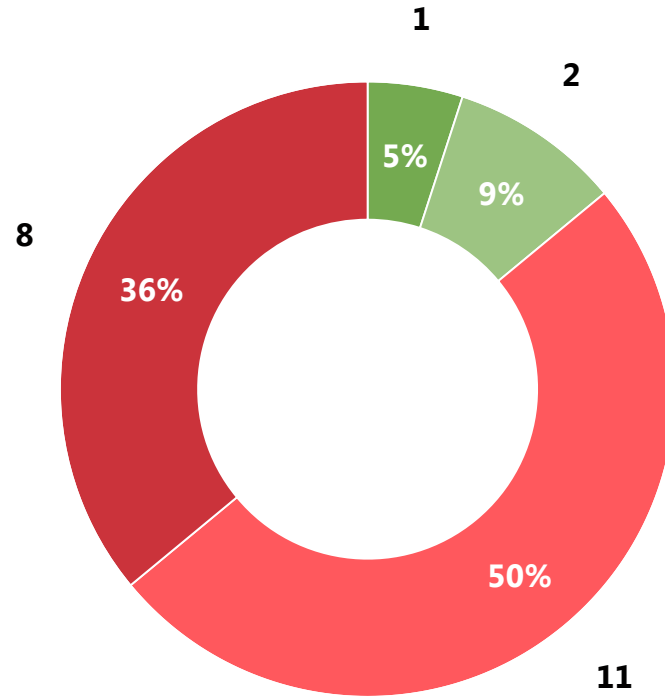
■ Very effective
 ■ Fairly effective
 ■ Not very effective
 ■ Not at all effective
 ■ Don't know

Please note, in 2014 and 2015 the question read: 'How effective, if at all, would you say the arrangements are for member participation and decision making?'

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

To what extent, if at all, do you feel able to influence the CCG's decision-making process?

All member practices



14% (3)	A great deal / Fair amount 2017
34% (10)	A great deal / Fair amount 2016

■ A great deal
 ■ A fair amount
 ■ Just a little
 ■ Not at all
 ■ Don't know

Total responses : All member practices (2017: 22); (2016: 29)

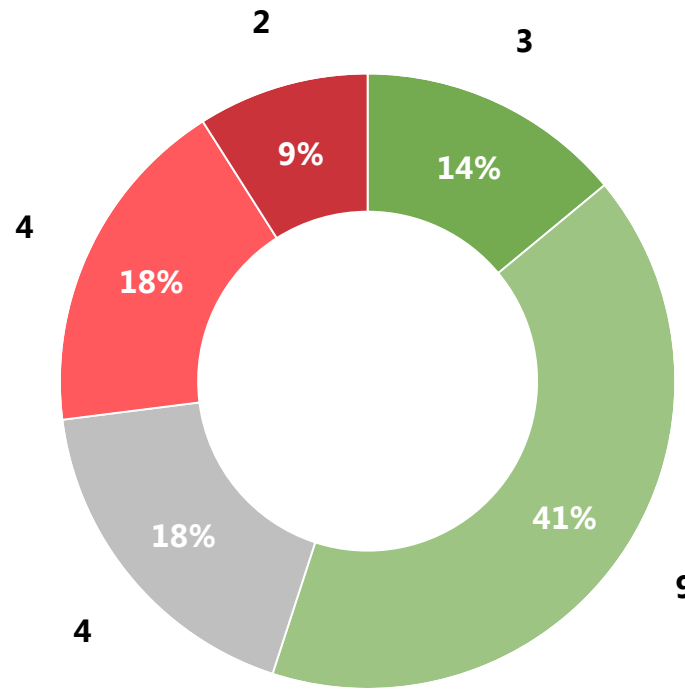
St Helens CCG

Fieldwork: 16 January - 28 February 2017

To what extent do you agree or disagree with the following statements about the clinical leadership of your CCG/CCG...?

I have confidence in the clinical leadership of my CCG/CCG to deliver its plans and priorities

All member practices



55% (12)	Strongly / Tend to agree 2017
59% (17)	Strongly / Tend to agree 2016
64% (14)	Strongly / Tend to agree 2015

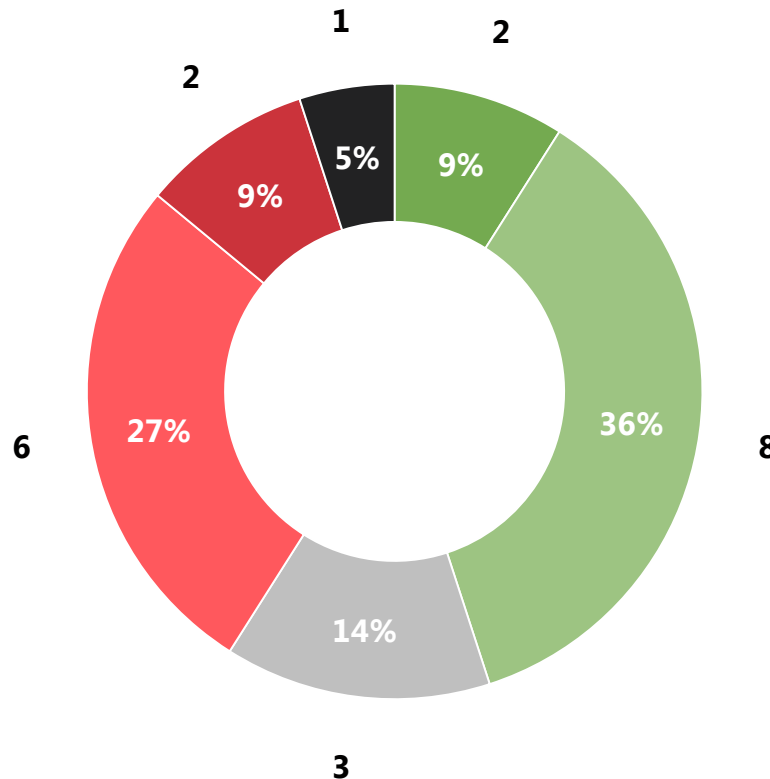
■ Strongly agree
■ Tend to agree
■ Neither agree nor disagree
■ Tend to disagree
■ Strongly disagree
■ Don't know

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

To what extent do you agree or disagree with the following statements about the clinical leadership of your CCG/CCG...?

The clinical leadership of my CCG/CCG is delivering continued quality improvements

All member practices



45% (10)	Strongly / Tend to agree 2017
55% (16)	Strongly / Tend to agree 2016
59% (13)	Strongly / Tend to agree 2015

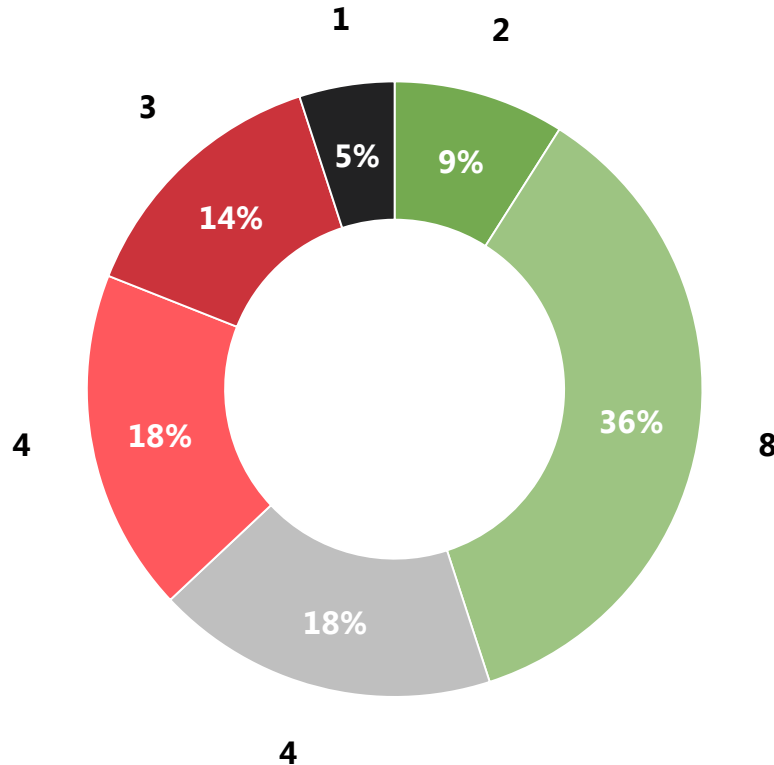
■ Strongly agree
 ■ Tend to agree
 ■ Neither agree nor disagree
 ■ Tend to disagree
 ■ Strongly disagree
 ■ Don't know

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

To what extent do you agree or disagree with the following statements about the clinical leadership of your CCG/CCG...?

The clinical leadership of my CCG/CCG is delivering continued improvements to reduce local health inequalities

All member practices



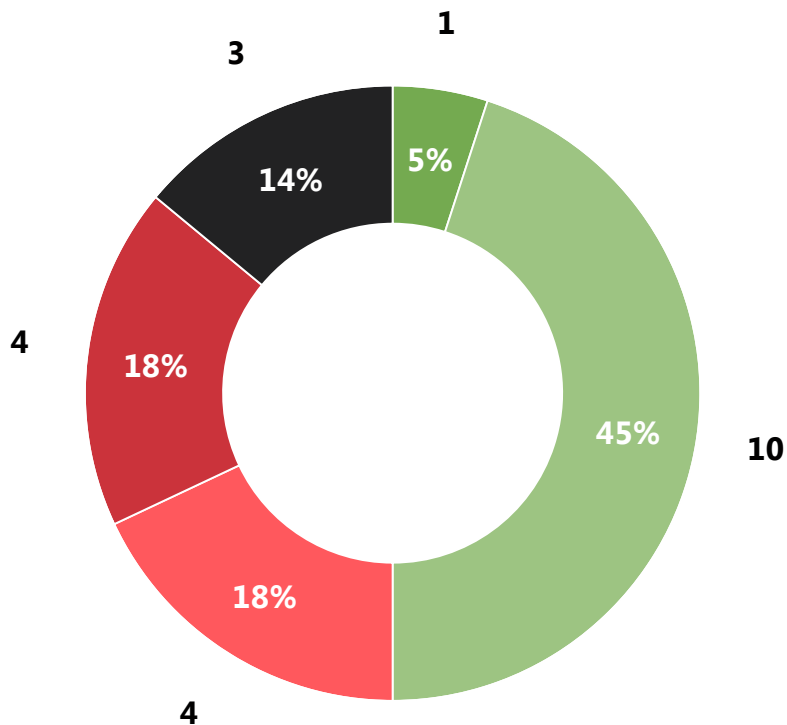
45% (10)	Strongly / Tend to agree 2017
55% (16)	Strongly / Tend to agree 2016
59% (13)	Strongly / Tend to agree 2015

■ Strongly agree
 ■ Tend to agree
 ■ Neither agree nor disagree
 ■ Tend to disagree
 ■ Strongly disagree
 ■ Don't know

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

How confident are you, if at all, in the systems to sustain two-way accountability between your CCG and its member practices in the CCG?

All member practices



50% (11)	Very / Fairly confident 2017
72% (21)	Very / Fairly confident 2016
59% (13)	Very / Fairly confident 2015

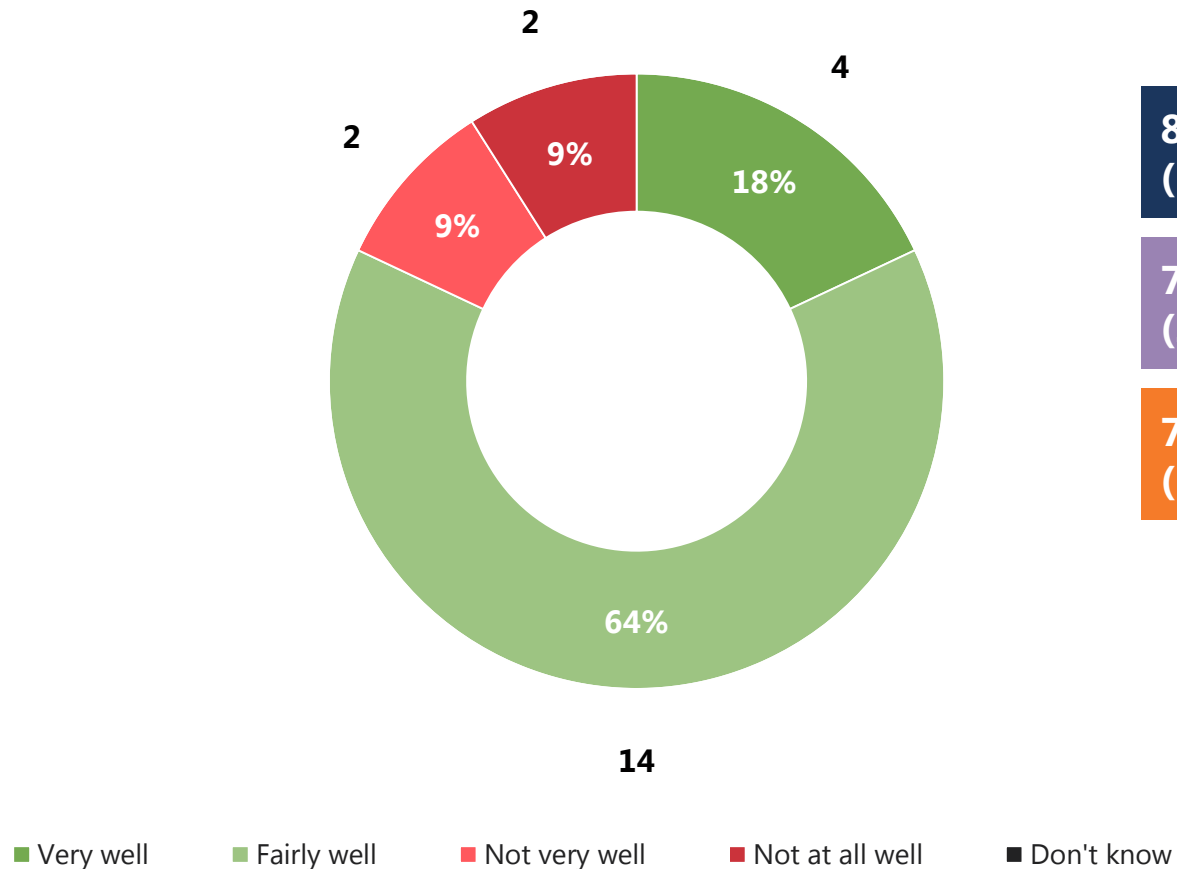
■ Very confident
 ■ Fairly confident
 ■ Not very confident
 ■ Not at all confident
 ■ Don't know

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

How well, if at all, would you say that you understand...?

The financial implications of the CCG's plans

All member practices



82% (18)	Very / Fairly well 2017
79% (23)	Very / Fairly well 2016
73% (16)	Very / Fairly well 2015

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

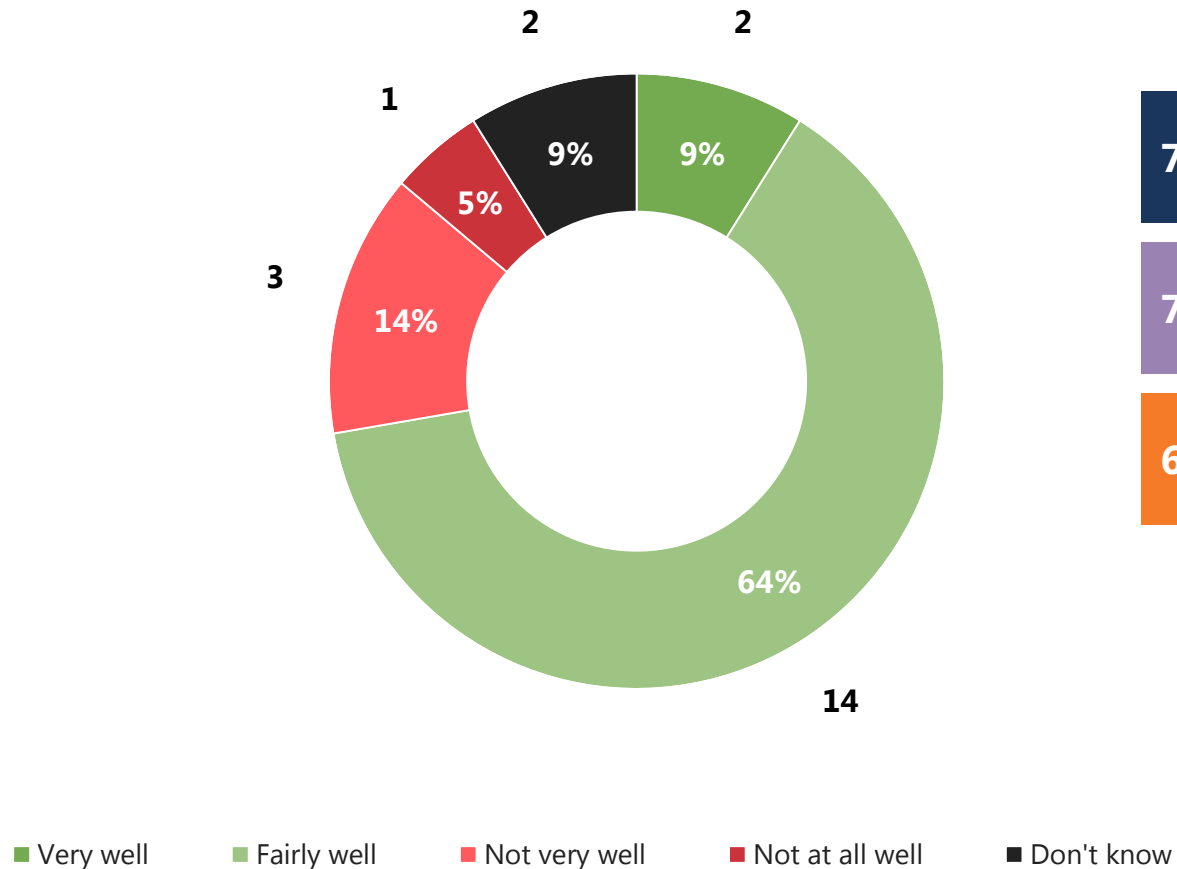
St Helens CCG

Fieldwork: 16 January - 28 February 2017

How well, if at all, would you say that you understand...?

The implications of the CCG's plans for service improvement

All member practices



73% (16)	Very / Fairly well 2017
76% (22)	Very / Fairly well 2016
64% (14)	Very / Fairly well 2015

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

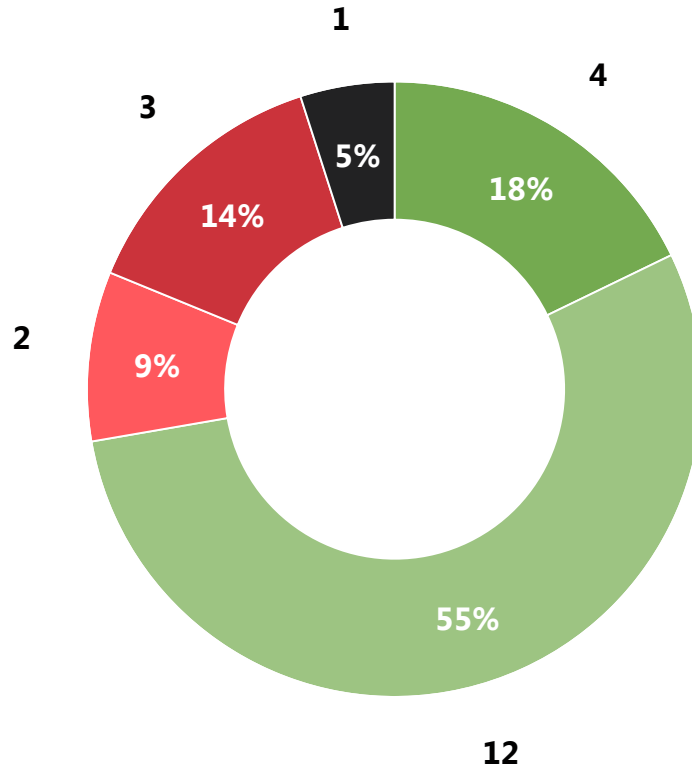
St Helens CCG

Fieldwork: 16 January - 28 February 2017

How well, if at all, would you say that you understand...?

The referral and activity implications of the CCG's plans

All member practices



■ Very well
 ■ Fairly well
 ■ Not very well
 ■ Not at all well
 ■ Don't know

73% (16)	Very / Fairly well 2017
83% (24)	Very / Fairly well 2016
73% (16)	Very / Fairly well 2015

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

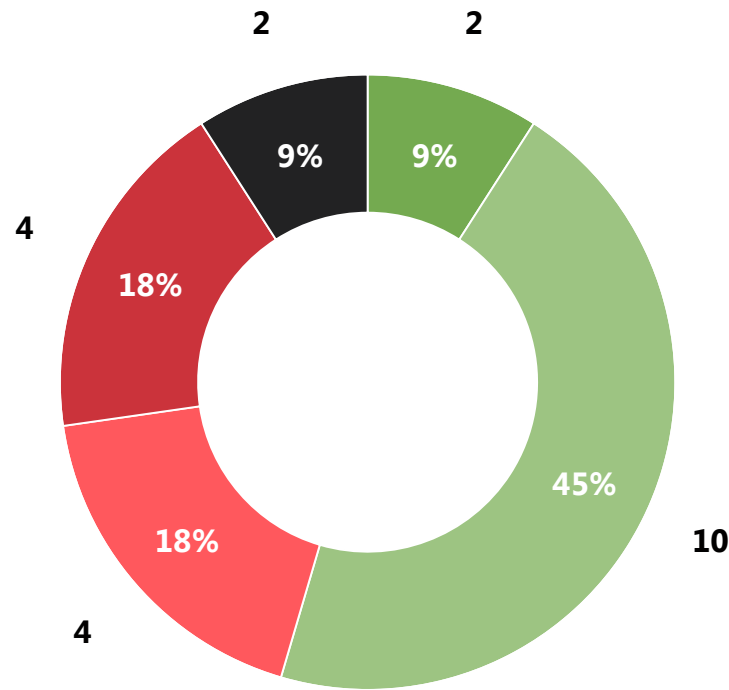
St Helens CCG

Fieldwork: 16 January - 28 February 2017

How well, if at all, would you say that you understand...?

The CCG's plans to reduce health inequalities

All member practices



■ Very well
 ■ Fairly well
 ■ Not very well
 ■ Not at all well
 ■ Don't know

55% (12)	Very / Fairly well 2017
62% (18)	Very / Fairly well 2016
50% (11)	Very / Fairly well 2015

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

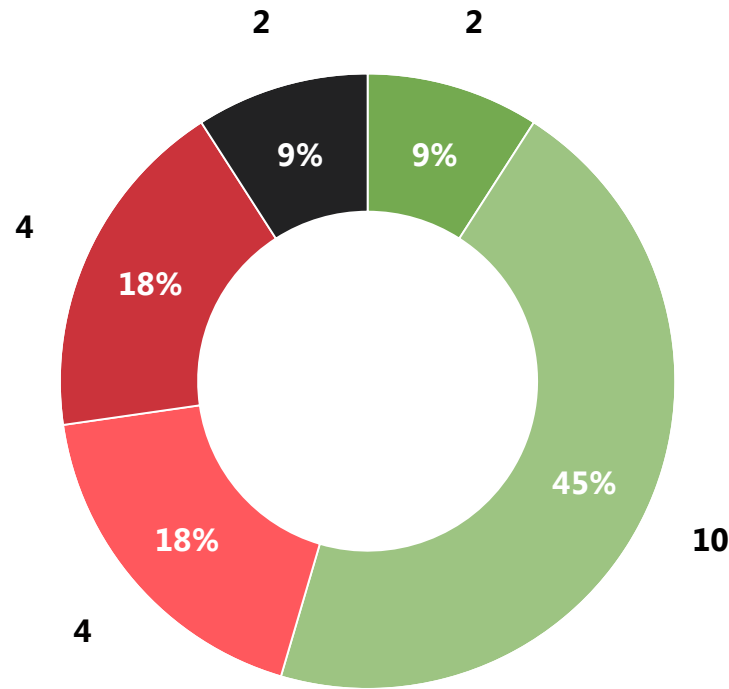
St Helens CCG

Fieldwork: 16 January - 28 February 2017

How well, if at all, would you say that you understand...?

The CCG's plans to improve the health of the local population

All member practices



■ Very well
 ■ Fairly well
 ■ Not very well
 ■ Not at all well
 ■ Don't know

55% (12)	Very / Fairly well 2017
76% (22)	Very / Fairly well 2016
64% (14)	Very / Fairly well 2015

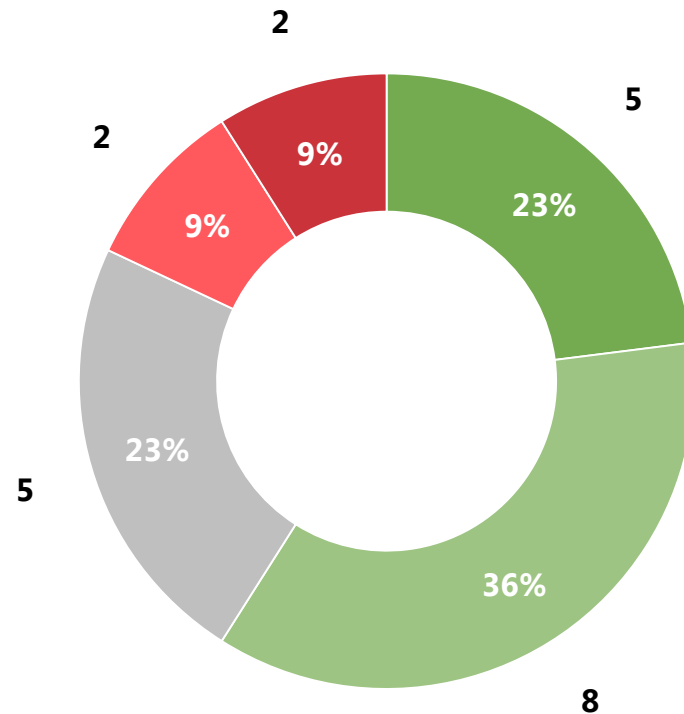
Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

To what extent do you agree or disagree that value for money is a key factor in decision making when formulating my CCG's plans and priorities?

All member practices



59% (13)	Strongly / Tend to agree 2017
79% (23)	Strongly / Tend to agree 2016
86% (19)	Strongly / Tend to agree 2015

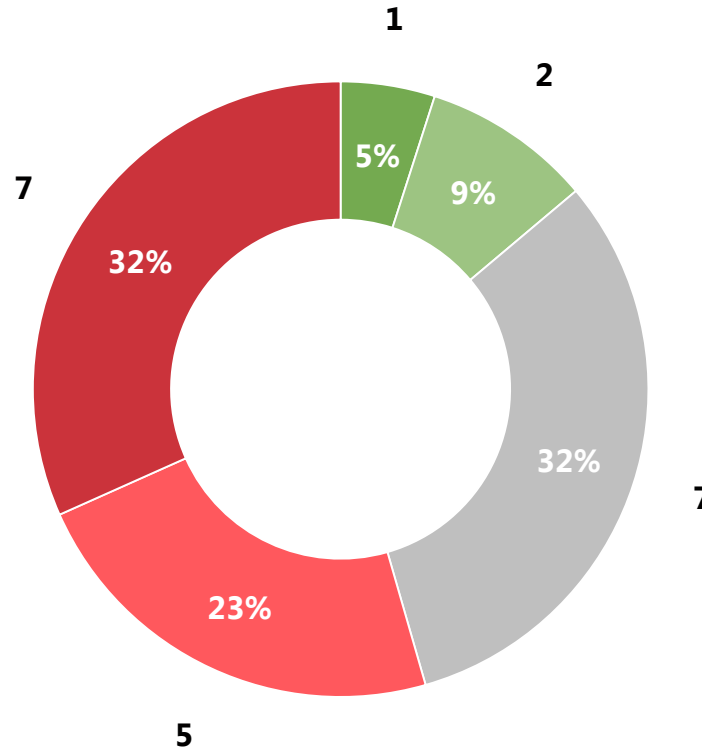
■ Strongly agree
 ■ Tend to agree
 ■ Neither agree nor disagree
 ■ Tend to disagree
 ■ Strongly disagree
 ■ Don't know

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

To what extent do you agree or disagree with the following statement...?

I am regularly involved in discussions regarding the management of my CCG's finances

All member practices



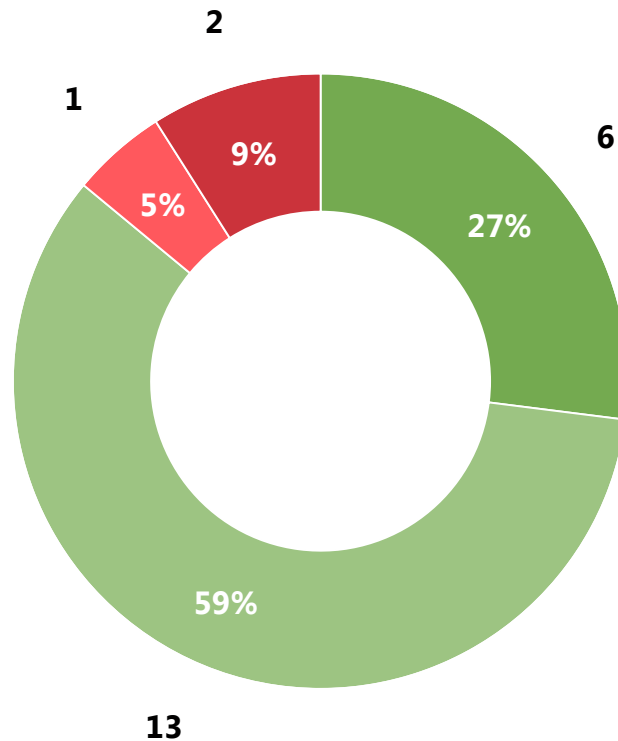
14% (3)	Strongly / Tend to agree 2017
48% (14)	Strongly / Tend to agree 2016
27% (6)	Strongly / Tend to agree 2015

■ Strongly agree
 ■ Tend to agree
 ■ Neither agree nor disagree
 ■ Tend to disagree
 ■ Strongly disagree
 ■ Don't know

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

How familiar are you, if at all, with the financial position of your CCG?

All member practices



■ Very familiar
 ■ Fairly familiar
 ■ Not very familiar
 ■ Not at all familiar
 ■ Don't know

86% (19)	Very / Fairly familiar 2017
93% (27)	Very / Fairly familiar 2016
64% (14)	Very / Fairly familiar 2015

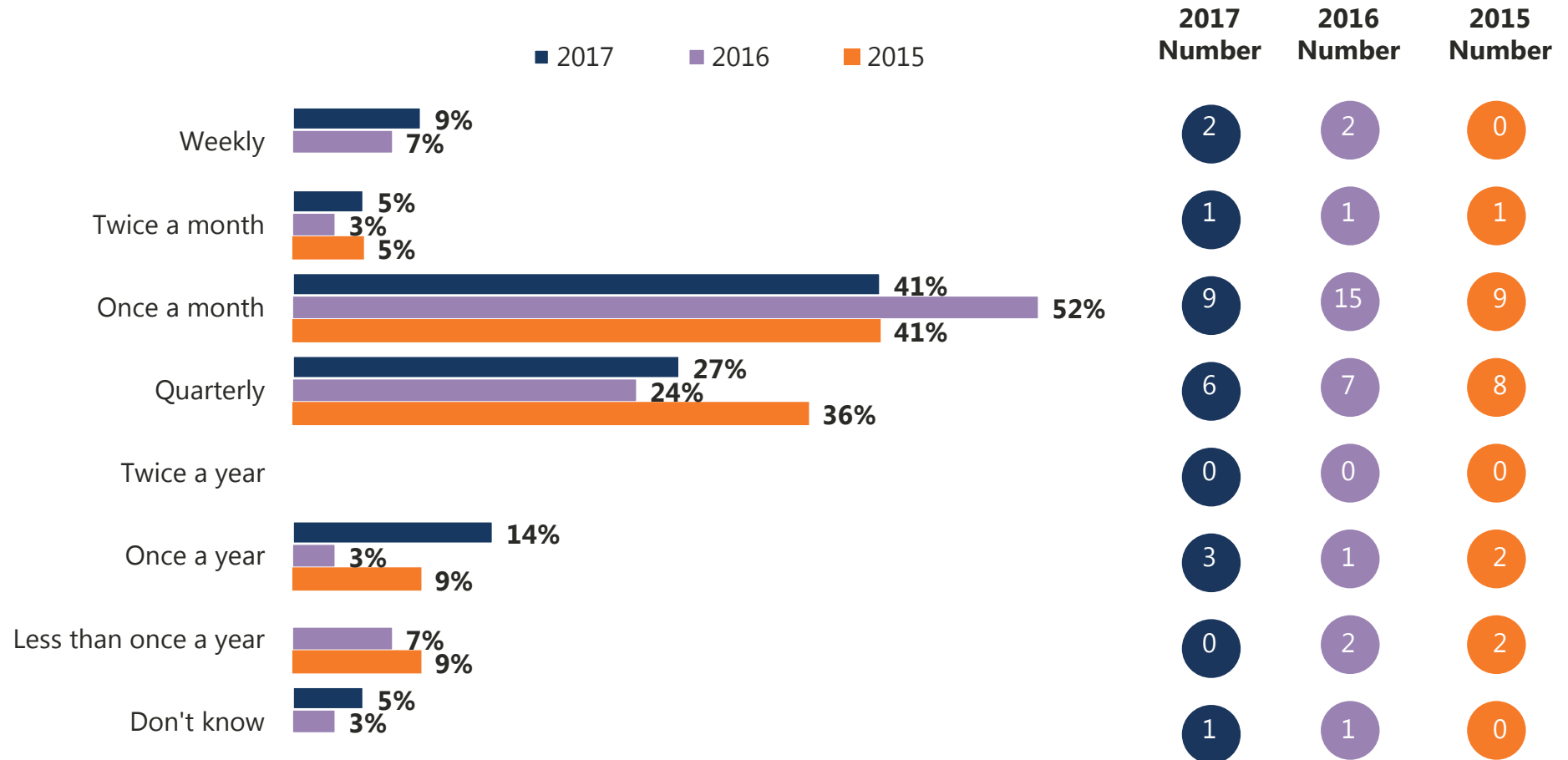
Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

Approximately how often, if at all, do you have the opportunity for direct discussions with your CCG's leaders?

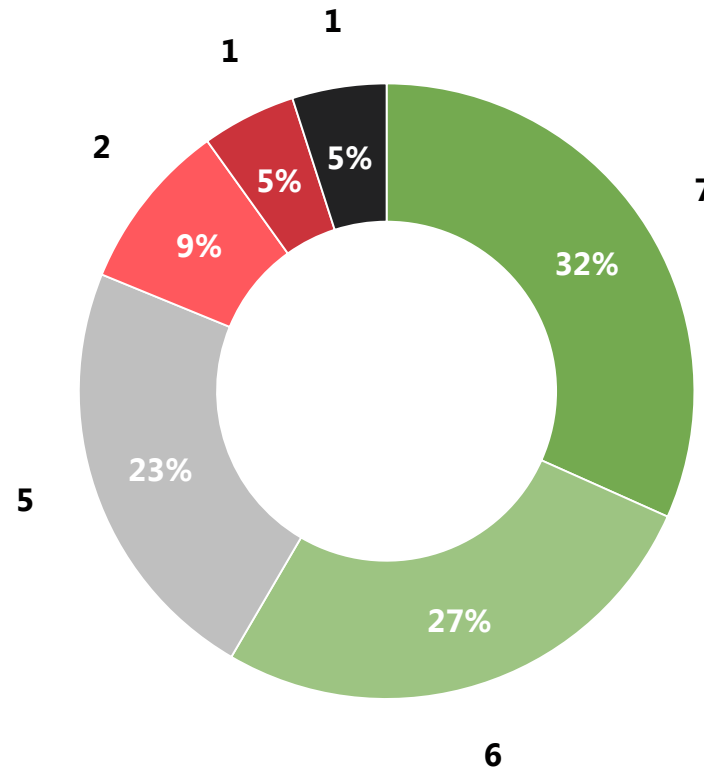
All member practices



Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

To what extent do you agree or disagree that representatives from member practices are able to take a leadership role within the CCG if they want to?

All member practices



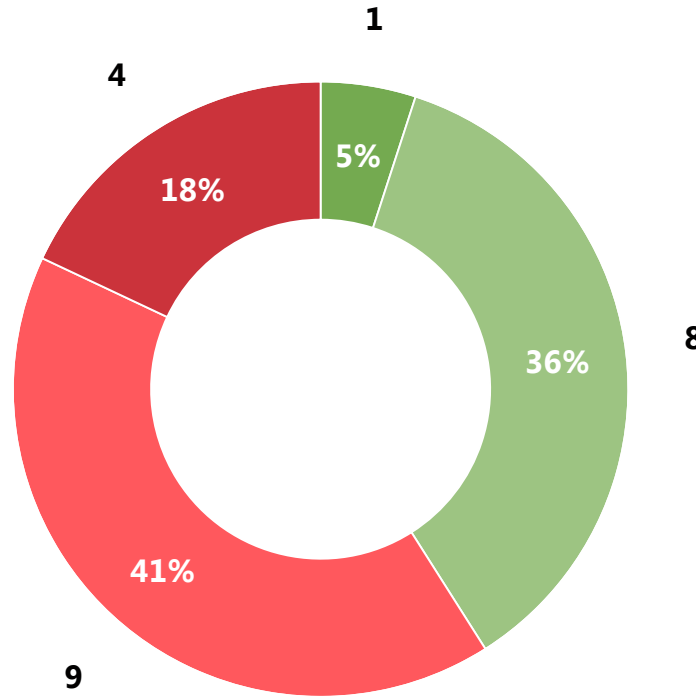
59% (13)	Strongly / Tend to agree 2017
79% (23)	Strongly / Tend to agree 2016
73% (16)	Strongly / Tend to agree 2015

■ Strongly agree
 ■ Tend to agree
 ■ Neither agree nor disagree
 ■ Tend to disagree
 ■ Strongly disagree
 ■ Don't know

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

Overall, how involved, if at all, do you feel you have been in discussions about CCG's plans for primary care co-commissioning?

All member practices



41% (9)	Very / Fairly involved 2017
48% (14)	Very / Fairly involved 2016
41% (9)	Very / Fairly involved 2015

■ Very involved
 ■ Fairly involved
 ■ Not very involved
 ■ Not at all involved
 ■ Not applicable – CCG is not pursuing a co-commissioning role

Please note, in 2015 the question included the response: 'Not applicable - CCG is not pursuing a co-commissioning role'

Total responses : All member practices (2017: 22); (2016: 29); (2015: 22)

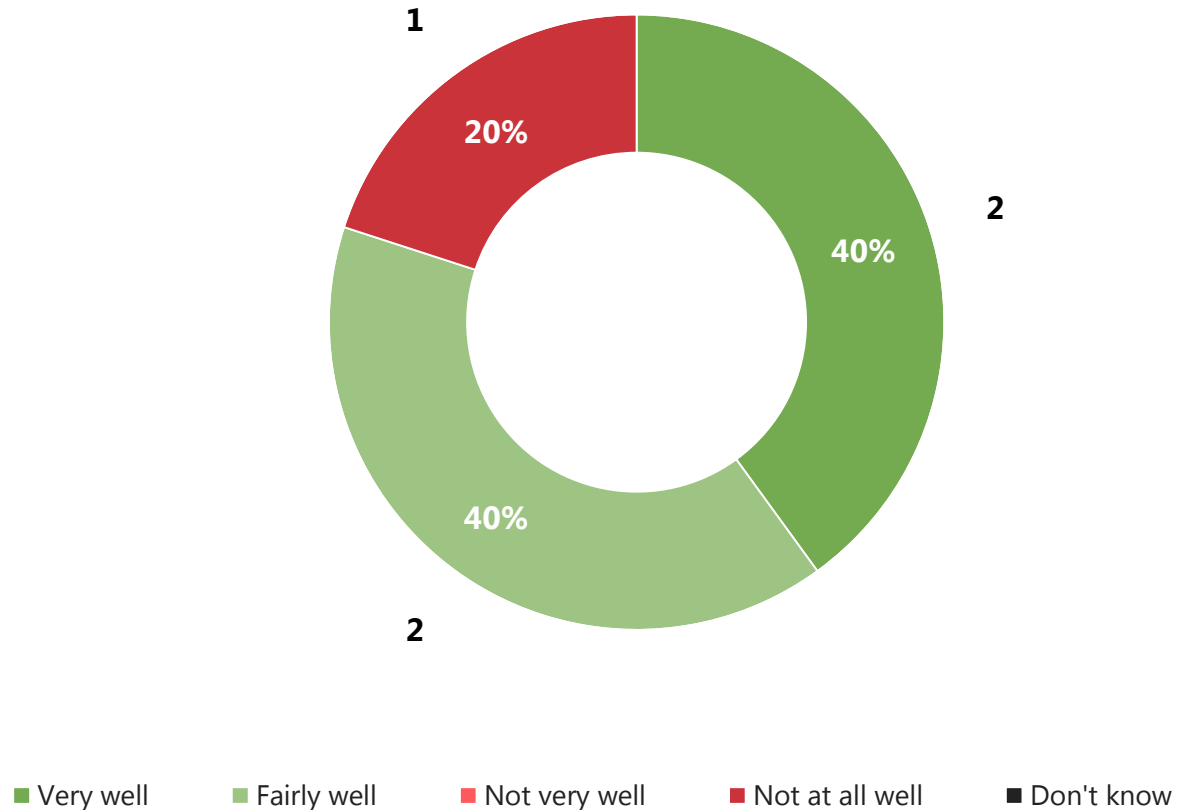
NHS providers



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How well, if at all, would you say the CCG and your organisation are working together to develop long-term strategies and plans?

All NHS providers



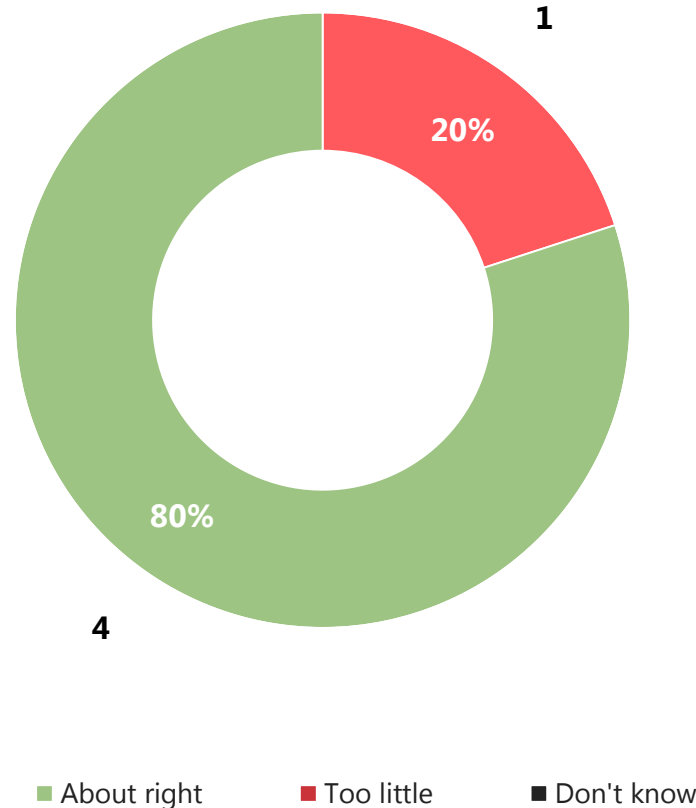
Total responses : All NHS providers (5)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

Would you say that the amount of monitoring the CCG carries out on the quality of your services is too much, too little or about right?

All NHS providers



Total responses : All NHS providers (5)

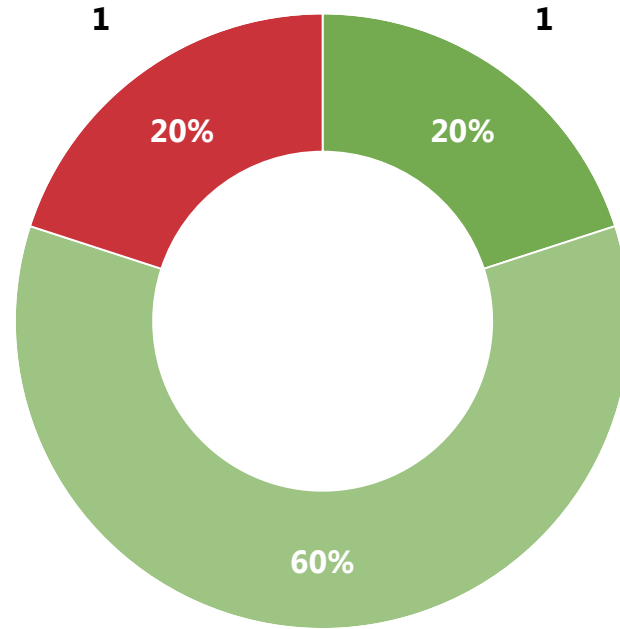
St Helens CCG

Fieldwork: 16 January - 28 February 2017

To what extent do you agree or disagree with the following statement...?

When there is an issue with the quality of services, the response of the CCG is proportionate and fair

All NHS providers



- Strongly agree
- Neither agree nor disagree
- Strongly disagree
- There has never been an issue with the quality of services

- Tend to agree
- Tend to disagree
- Don't know

Total responses : All NHS providers (5)

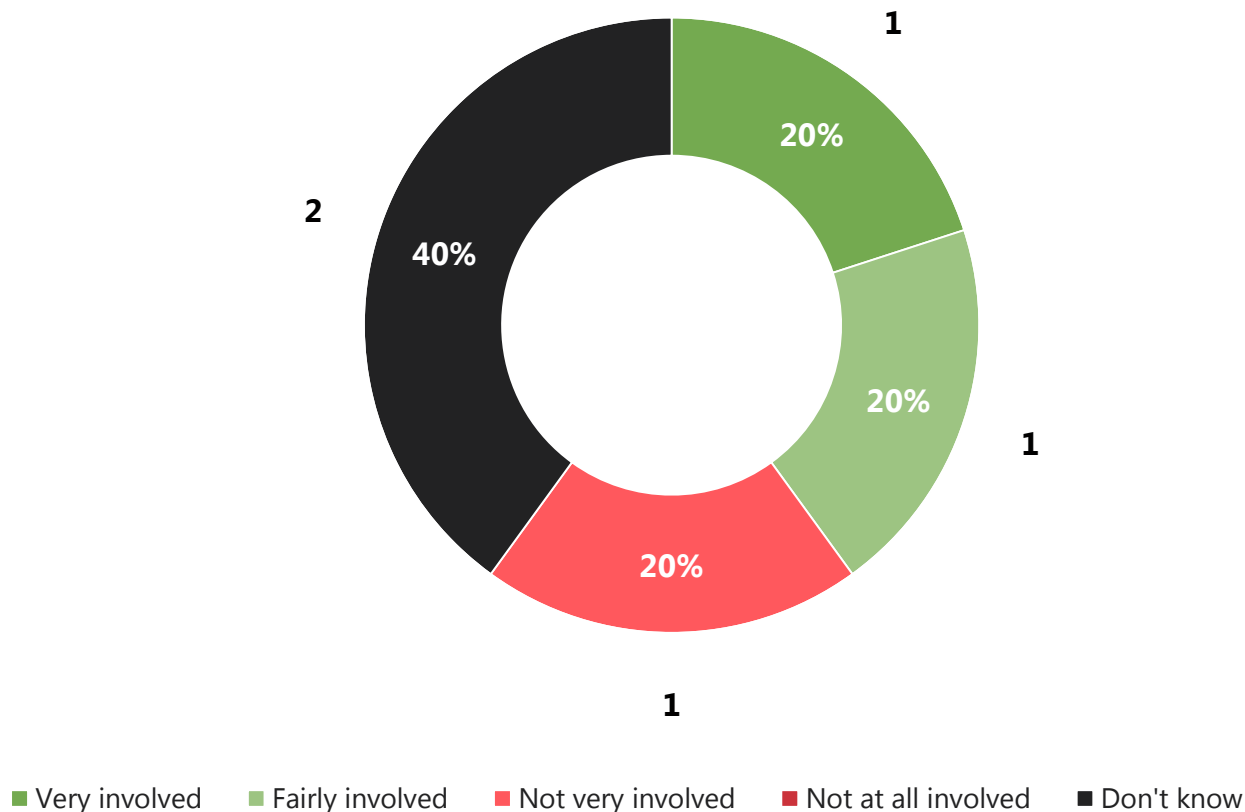
St Helens CCG

Fieldwork: 16 January - 28 February 2017

How involved, if at all, would you say clinicians from the CCG are in discussions about...?

Quality

All NHS providers



Total responses : All NHS providers (5)

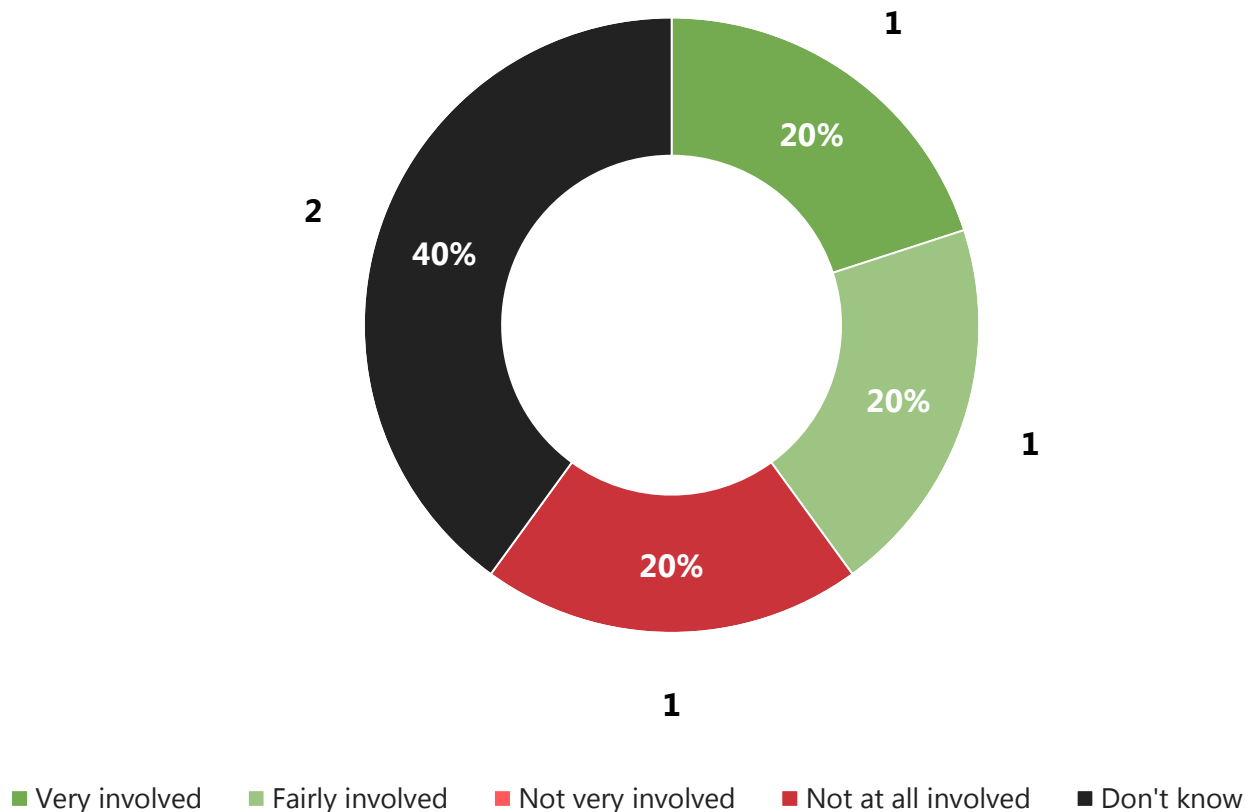
St Helens CCG

Fieldwork: 16 January - 28 February 2017

How involved, if at all, would you say clinicians from the CCG are in discussions about...?

Service Redesign

All NHS providers



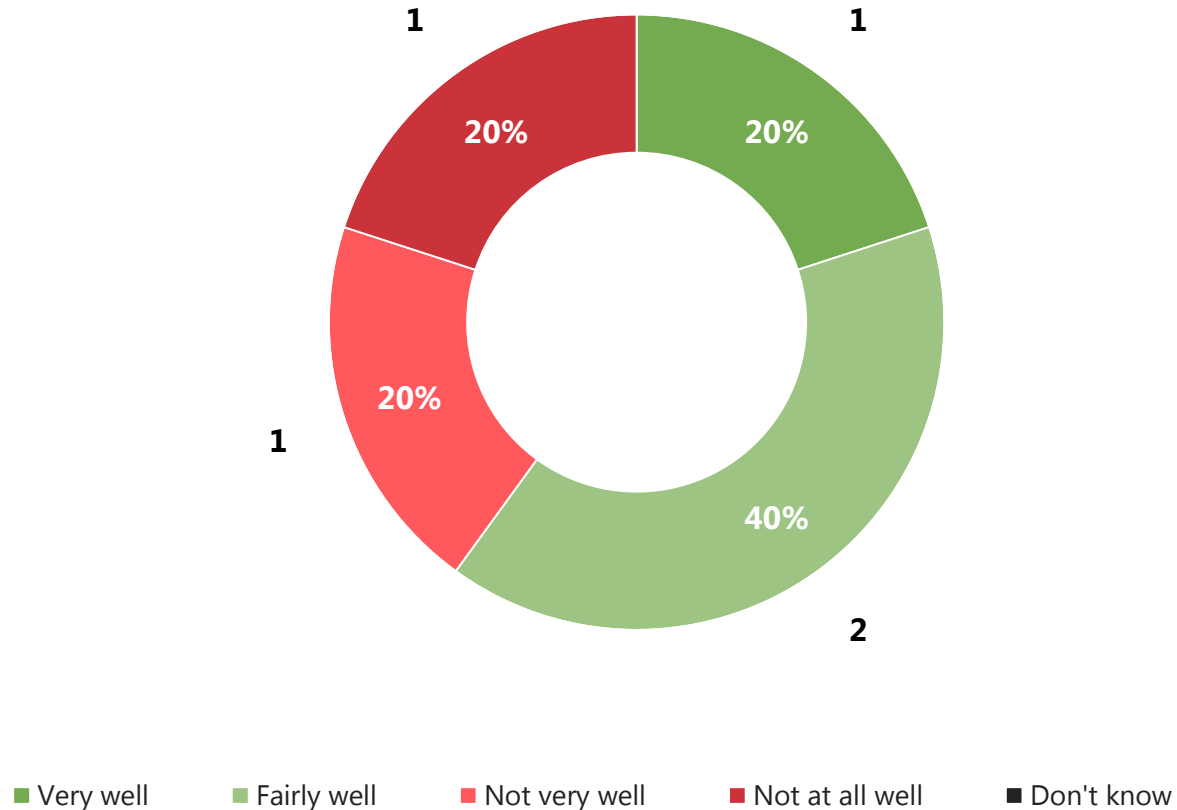
Total responses : All NHS providers (5)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

How well, if at all, would you say the CCG understands the challenges facing your provider organisation?

All NHS providers



Total responses : All NHS providers (5)

St Helens CCG

Fieldwork: 16 January - 28 February 2017



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St Helens CCG's local questions

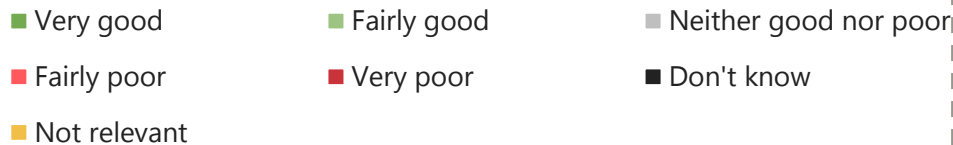
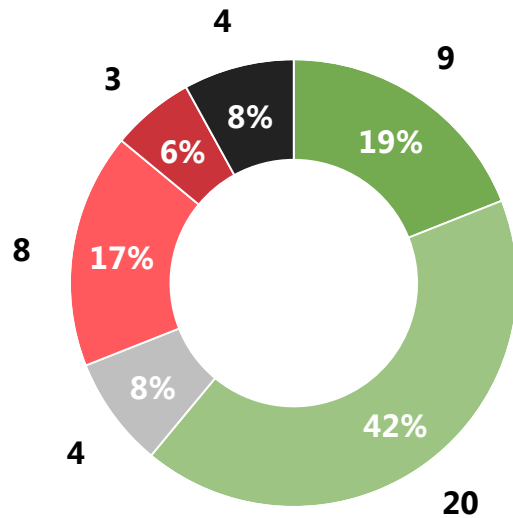


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How would you rate the CCG on each of the following...?

Working in partnership across the local health economy

All stakeholders



By stakeholder group

Stakeholder group	Base	Very / Fairly good	Very / Fairly poor
GP member practices	22	59% (13)	23% (5)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	67% (4)	17% (1)
NHS providers	5	60% (3)	40% (2)
Other CCGs	6	67% (4)	33% (2)
Upper tier/unitary local authorities	3	33% (1)	33% (1)
Wider stakeholders	4	50% (2)	-

Total responses : All stakeholders (48)

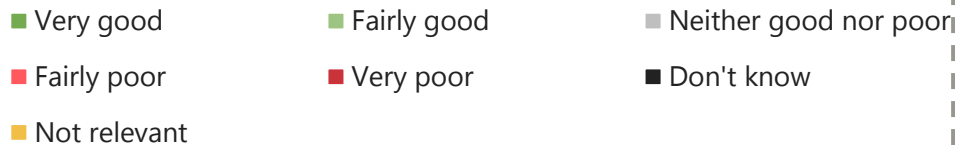
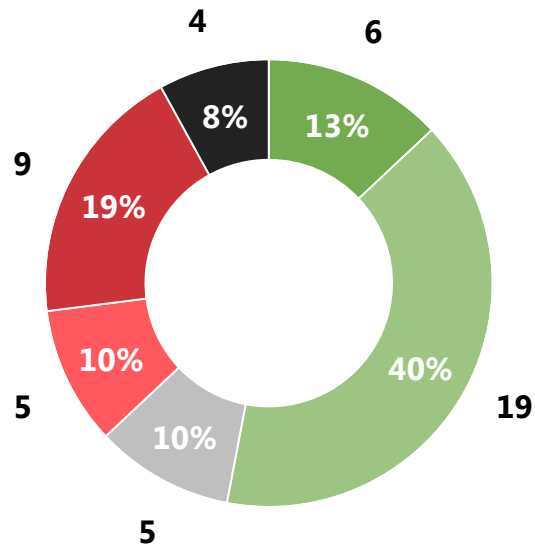
St Helens CCG

Fieldwork: 16 January - 28 February 2017

How would you rate the CCG on each of the following...?

Responsiveness to its financial challenges

All stakeholders



By stakeholder group

Stakeholder group	Base	Very / Fairly good	Very / Fairly poor
GP member practices	22	59% (13)	27% (6)
Health and wellbeing boards	1	100% (1)	-
Local Healthwatch/patient groups	6	50% (3)	33% (2)
NHS providers	5	40% (2)	40% (2)
Other CCGs	6	50% (3)	33% (2)
Upper tier/unitary local authorities	3	33% (1)	67% (2)
Wider stakeholders	4	50% (2)	-

Total responses : All stakeholders (48)

St Helens CCG

Fieldwork: 16 January - 28 February 2017

Appendix



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CCG clusters

Each CCG is compared to a cluster of the 20 other CCGs to which they are most similar. The clusters are based on the following variables:

- Index of Multiple Deprivation averages (overall and health domain)
- Age of population
- Ethnicity
- Population registered with practices
- Population density
- Ratio of registered population to overall population

Based on these variables, the following 20 CCGs form the CCG cluster for St Helens CCG

Barnsley CCG	Darlington CCG
South Sefton CCG	Sunderland CCG
Rotherham CCG	Hardwick CCG
Mansfield and Ashfield CCG	Chorley and South Ribble CCG
South Tyneside CCG	Wigan Borough CCG
Wirral CCG	Stockport CCG
Tameside and Glossop CCG	North East Lincolnshire CCG
North Tyneside CCG	Bassetlaw CCG
Wakefield CCG	Hartlepool and Stockton-on-Tees CCG
Warwickshire North CCG	Warrington CCG

St Helens CCG

For more information

 ccg360stakeholder@ipsos-mori.com



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