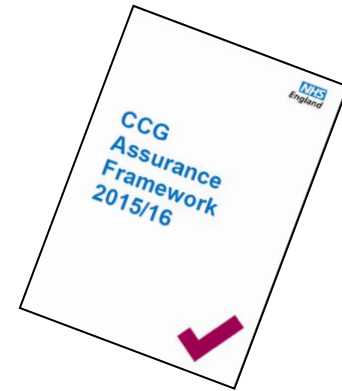


Durham Dales, Easington and Sedgfield (DDES) CCG and North Durham (ND) CCG 360° Stakeholder Survey 2019



BACKGROUND

- The 360° survey has been independently carried out across the country since 2014
- Allows a range of key stakeholders to provide feedback on working relationships with the CCG
- Provides a source of information to support the organisational development (OD) priorities and actions
- Will be used as part of the assurance conversation with NHS England



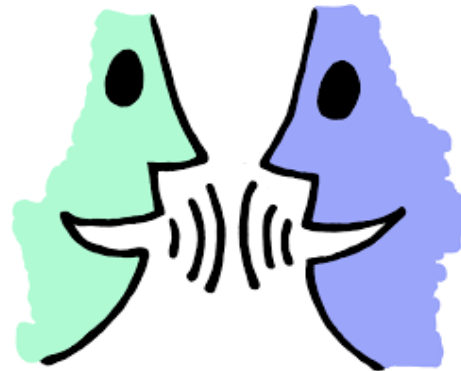
COMMENTS DDES

Good working relationships through formal and informal meetings and shared vision

good level of autonomy and good listening to ideas from CCG leads

More engagement needed with practices at grass roots level

Need to invest in prevention/ promotion



Need to challenge national policies to support local priorities

We are involved in discussion right from the early stage of a project/ developments

sometimes decisions are taken and it feels as if we are only notified after the event rather than truly part of decision making process.

lots of public consultation before taking big decisions



THEMES OF DDES VERBATIM COMMENTS

- **Strong** drive and leadership
- Communication **improving**
- **Forward** thinking organisation
- **Robust** relationships
- **Improved** collaborative working required
- Need to **recognise** the difference in localities and the variety in issues
- **More** engagement required in secondary care
- **Improve** listening



COMMENTS NORTH DURHAM

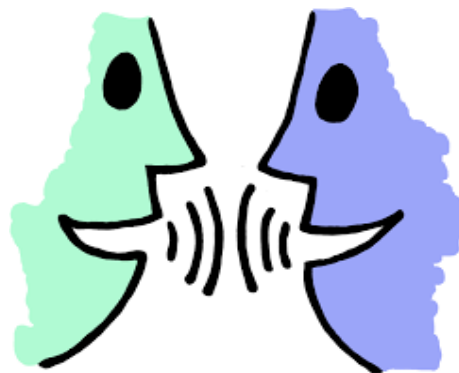
If I have a query, I can email in the knowledge that email will be responded to very quickly.

In most cases GP views are taken into consideration.

Good working relationships

They should listen to what primary care staff who are on the ground dealing with patients on a daily basis have to say

CCG shouldn't drop their responsibilities on PCN's as they merge into large organizations.



It seems comments from last year have been taken on board and there does seem to be more “openness” around discussions

There is a general feeling that decisions are made and then put out for rubber stamping

they do a lot of things well that other CCGs do not



THEMES OF ND VERBATIM COMMENTS

- **Strong** key relationships but others need to be improved to work more effectively
- Communication requires **improvement** with practices
- **Appreciative** of GP pressures
- **Improvement** needed with GP Practice relationships
- **Strong** links with local communities, scrutiny committees and patient reference groups
- **More** openness with engagement



OVERALL

Questions	Responses included	2019 ND	2019 DDES
Overall, how would you rate the effectiveness of your working relationship with the CCG?	% very good/fairly good	86	98
Overall, how would you rate (the CCG's) effectiveness as a local system leader	%very effective / fairly effective	80	93
To what extent do you agree or disagree that the CCG demonstrates it has considered the views of patients and the public when making commissioning decisions?	% strongly/ tend to agree	61	84
To what extent do you agree or disagree that the CCG engages effectively with patients and the public when commissioning/ decommissioning services	% strongly/ tend to agree	61	86



HEALTH OUTCOMES AND INEQUALITIES

Questions	Responses included	2019 ND	2019 DDES	National
How would you rate the effectiveness of the CCG at improving health outcomes for its population	Very effective / fairly effective	81	88	76
How would you rate the effectiveness of the CCG at reducing health inequalities	Very effective / fairly effective	69	86	63
How would you rate the effectiveness of the CCG at improving the quality of the local health services	Very effective / fairly effective	84	91	74
How would you rate the effectiveness of the CCG at delivering value for money	Very effective / fairly effective	82	93	65



COMMISSIONING SERVICES

Questions	Responses included	2019 ND	2019 DDES	National
CCG involves the right individuals and organisations when commissioning / decommissioning services	% strongly/ tend to agree	62	88	66
CCG asks the right questions at the right time when commissioning / decommissioning services	% strongly/ tend to agree	66	71	58



COLLABORATIVE WORKING

Questions	Responses included	2019 ND	2019 DDES	National
The CCG considers the benefits of the whole health and care system when taking a decision	% strongly/ tend to agree	79	96	79
The CCG actively avoids passing on problems to another system partner	% strongly/ tend to agree	72	82	64
The CCG works collaboratively with other system partners on the vision to improve the future health of the population across the whole system	% strongly/ tend to agree	81	96	82



CCGs Improvement Assessment Framework 2018/19



WHAT IS THE IAF?

- CCG Improvement and Assessment Framework was introduced in March 2016
- Informed the way NHS England managed its relationships with CCGs
- Designed to supply 'indicators' in healthcare systems as markers of success
- The 2018 - 19 version had 58 'indicators' (an increase on previous years)



PATIENT AND COMMUNITY ENGAGEMENT INDICATOR

- CCGs have statutory duties to involve the public in commissioning
- NHS England needs to assess how well each CCG does this
- This was included for the first time in the 2017 - 2018 IAF reporting



CATEGORIES AND RESULTS – DDES

- The key areas the CCG will be measured against come under the following headings

Domain A	Domain B	Domain C	Domain D	Domain E
Governance	Annual reporting	Day to day practice	Feedback and evaluation	Equalities and health inequalities

- DDES scores for **2017 – 18**

Domain A	Domain B	Domain C	Domain D	Domain E	Final Score	Final RAGG*
1	2	2	1	1	7	AMBER

- DDES scores for **2018 – 19**

Domain A	Domain B	Domain C	Domain D	Domain E	Final Score	Final RAGG*
2	2	3	2	3	12	GREEN



CATEGORIES AND RESULTS – NORTH DURHAM

- The key areas the CCG will be measured against come under the following headings

Domain A	Domain B	Domain C	Domain D	Domain E
Governance	Annual reporting	Day to day practice	Feedback and evaluation	Equalities and health inequalities

- North Durham scores for **2017 – 18**

Domain A	Domain B	Domain C	Domain D	Domain E	Final Score	Final RAGG*
3	2	3	2	2	12	GREEN

- North Durham scores for **2018 – 19**

Domain A	Domain B	Domain C	Domain D	Domain E	Final Score	Final RAGG*
2	2	3	2	3	12	GREEN



QUESTIONS?

