

## CCG 360° Stakeholder Survey 2018/19

Thank you for taking the time to complete this survey. Your views matter and help CCGs to continuously improve what they do, in partnership with others in their local health and care system. The more stakeholders we hear from, the more we can learn about what is working well and what needs to get better. This year, in response to feedback, we have significantly reduced and simplified the questionnaire to make responding much quicker and easier.

The CCG provided your details as a stakeholder. Where survey questions refer to “you”, this should be read as the organisation, group or network that you represent. You may wish to download a PDF version of the questionnaire [available here](#) to share with others in your organisation to help you gather their views, before you respond to the survey online, taking their views into account.

The results of this research will be reported anonymously. However, due to small numbers in some stakeholder groups for each CCG, it may be possible to identify individuals from their responses.

You are strongly encouraged to provide your views in response to the free text questions as these provide a rich source of intelligence and learning. PLEASE NOTE: All answers to the free text questions will be passed on to the CCG(s) and NHS England in verbatim form (as recorded).

It is expected that all CCGs will publish the numerical data from the survey and share it with their local health and care system, to aid decision making and support engagement. NHS England will publish a report of the summary of the results nationally. Previous national survey reports are available [here](#).

### How to complete this survey

Depending on the extent of your comments, this questionnaire should only take around 5-10 minutes to complete.

As you complete the questionnaire, your answers will be saved, so you do not need to complete the whole survey in one visit. If you wish to return to the survey, please do so by following the link in the email invitation. When you have completed the survey please click on the submit button at the end.

If you need to change any of your answers, please use the back button to go back and change previous responses.

If you need help completing this survey, please let us know by emailing [CCG360stakeholder@ipsos-mori.com](mailto:CCG360stakeholder@ipsos-mori.com) or calling Ipsos MORI on Freephone 0808 141 3058.

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**Q1**

Overall, how would you rate the effectiveness of your working relationship with [CCG NAME]?

Please select one answer only

Very good  
Fairly good  
Fairly poor  
Very poor

**Q2**

Please provide further comments, including identifying existing good practice and making suggestions for how, if necessary, your working relationship with [CCG NAME] could be improved.

**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)?

Please select one answer only

Very effective  
Fairly effective  
Not very effective  
Not at all effective

**Q4**

Please provide further comments, including identifying existing good practice and making suggestions for how, if necessary, [CCG NAME] could improve its effectiveness as a local system leader.

**Q5**

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

Strongly agree  
Tend to agree  
Tend to disagree  
Strongly disagree

- A. [CCG NAME] considers the benefits to the whole health and care system when taking a decision
- B. [CCG NAME] actively avoids passing on problems to another system partner
- C. [CCG NAME] works collaboratively with other system partners on the vision to improve the future health of the population across the whole system.

**Q6**

How would you rate the effectiveness of [CCG NAME] at doing EACH of the following?

- A. Improving health outcomes for its population
- B. Reducing health inequalities
- C. Improving the quality of local health services
- D. Delivering value for money

Very effective  
Fairly effective  
Not very effective  
Not at all effective

**Q7**

Please provide further comments, including identifying existing good practice and making suggestions for how, if necessary, [CCG NAME] could improve its effectiveness.

**Q8**

To what extent do you agree or disagree with EACH of the following statements about the way in which [CCG NAME] commissions/decommissions services?

Strongly agree  
Tend to agree  
Tend to disagree  
Strongly disagree

- D. [CCG NAME] involves the right individuals and organisations when commissioning/decommissioning services
- E. [CCG NAME] asks the right questions at the right time when commissioning/decommissioning services
- F. [CCG NAME] 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
- G. [CCG NAME] 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.

\* CCGs need to pay particular attention to understanding the needs and wishes of those groups within their local population which experience poorer health outcomes and/or barriers to accessing health and care. Possible examples of such groups are:- elderly people living alone, homeless people, black and minority ethnic (BME) groups, Gypsies and Travellers, lesbian, gay, bisexual and trans (LGBT) people, asylum seekers, and young carers.

**Q9**

Please provide further comments, including identifying existing good practice and making suggestions for how, if necessary, [CCG NAME] could improve the way it commissions/decommissions services.

Thank you for your assistance in completing this survey.