

Overview of 360 survey

Clinical Commissioning Groups (CCGs) need to have strong relationships with a range of health and care partners 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.

In each area of the survey no targets are set by NHS England for each CCG, however, there are comparisons with the previous 2 years of responses. The first survey was undertaken in 2014. Between 15 January and 28 February 2018 Ipsos MORI carried out a 360° stakeholder survey of all CCGs and behalf of NHS England.

- Stakeholders have the opportunity to take part in the survey via a telephone call with a member of the Ipsos MORI team or directly via an on-line route. Reminders are sent to stakeholders during the survey period, however, it is up to individuals if they respond.
- 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.
- In the category of upper tier/unitary local authority stakeholder, four names were put forward to Ipsos MORI and the data shows all four contributed. For the Health and Wellbeing Board three names were submitted and the data shows all three contributed.
- 44 of the Swindon CCG's stakeholders completed the survey. The overall response rate was 71%. The national response rate was 59%.
- The CCG has a set number of names it can put forward to Ipsos MORI in different stakeholder categories. However, the CCG does not know who in each category took part in the survey.
- The report is positive and in the detailed findings the CCG has performed well particularly when compared to national and cluster groups.

Appendix 1

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 what improvements can be made in this area, if any.