

Oxfordshire CCG

CCG 360° stakeholder survey 2015

Main report

Version 1 | Internal Use Only

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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 assurance conversations between NHS England sub-regions and CCGs. The survey will form part of the evidence used to assess whether the stakeholder relationships, forged during the transition through authorisation, continue to be central to the effective commissioning of services by CCGs, and in doing so, improve quality and outcomes for patients.

- 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 core list of 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.
- They 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.
- The survey was conducted primarily online via email invitations. 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>One per local HealthWatch</i>
Other patient groups	<i>Up to three</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>

- 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 represent.
- Fieldwork was conducted between 10th March 2015 and 7th April 2015.
- 71 of the CCG's stakeholders completed the survey. The overall response rate was 66% which varied across the stakeholder groups shown in the table opposite.

Survey response rates for Oxfordshire CCG

Stakeholder group	Invited to take part in survey	Completed survey	Response rate
GP member practices	80	50	63%
Health and wellbeing boards	2	1	50%
Local HealthWatch/patient groups	5	5	100%
NHS providers	5	5	100%
Other CCGs	4	3	75%
Upper tier or unitary local authorities	5	2	40%
Wider stakeholders	6	5	83%

- For each question, the responses to each answer are presented both as a percentage (%) and the number of stakeholders giving a certain answer, which are included in brackets (n).
- The number of stakeholders answering (the base size) is stated for each question. The total number of responses is shown 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 Oxfordshire CCG's stakeholder survey. Throughout the report, 'the CCG / your CCG' refers to Oxfordshire 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 Appendix A.
- 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.

- This report contains a **summary section**, a **section on overall views of relationships** and a **section for each of the six assurance domains** which show detailed breakdowns of responses to each question.
- 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 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.
- The main report has been structured by the six assurance domains. There is also an additional initial section on overall engagement and relationships which contains the general questions that are not linked to specific domains.
- At the end of each section of the main report, there is a table summarising the results, along with some comparative data for those questions asked of all stakeholders.

- For some questions, data has been included in the reports to compare the results for the CCG with:
 - The CCG's result in 2014
 - The 2015 average across all CCGs in the CCG's cluster
 - National CCG average in 2015
- **The comparisons are included to provide a rough headline guide 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 2014 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.

Summary

Overall engagement and relationship summary

KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

COMPARISON GROUP

CCG in 2014
(Base: 73/*Base: 73/**Base: 73)

CCG in 2015
(Base: 71/*Base: 70/**Base: 70)

CCG Cluster
(Base: 1199/*Base: 1172/**Base: 1180)

All CCGs
(Base: 8472/*Base: 8320/**Base: 8363)

	CCG in 2014 (Base: 73/*Base: 73/**Base: 73)	CCG in 2015 (Base: 71/*Base: 70/**Base: 70)	CCG Cluster (Base: 1199/*Base: 1172/**Base: 1180)	All CCGs (Base: 8472/*Base: 8320/**Base: 8363)
Extent of engagement by CCG in last 12 months (% A great deal / A fair amount)	68%	72%		
Satisfaction with engagement by CCG in last 12 months* (% Very / Fairly satisfied)	56%	59%		
Extent that the CCG has listened to views when provided (% Strongly / Tend to agree)	55%	48%		
Extent that the CCG has taken on board suggestions when provided (% Strongly / Tend to agree)	Not comparable to 2014	39%		
Overall rating of working relationship with CCG (% Very good / Fairly good)	59%	69%		
Change in working relationship with CCG in last 12 months** (% Got much better / Got a little better)	34%	50%		

Commissioning decisions and contribution to wider discussions

KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

COMPARISON GROUP

CCG in 2014
(Base: 73)

CCG in 2015
(Base: 71)

CCG Cluster
(Base: 1199)

All CCGs
(Base: 8472)

Extent to which the CCG engages the right individuals / organisations when making commissioning decisions
(% Strongly / Tend to agree)

45%

49%

Confidence in the CCG to commission high quality services
(% Strongly / Tend to agree)

48%

55%

Understanding of the reasons behind commissioning decisions
(% Strongly / Tend to agree)

48%

45%

Effectiveness of CCG's communication about commissioning decisions
(% Strongly / Tend to agree)

47%

41%

Confidence that the CCG's plans will deliver continuous improvement in quality
(% Strongly / Tend to agree)

42%

42%

Extent to which the CCG has contributed to wider discussions in local health economy
(% A great deal / A fair amount)

Not comparable to 2014

66%

KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

COMPARISON GROUP

CCG in 2014
(Base: 73)

CCG in 2015
(Base: 71)

CCG Cluster
(Base: 1199)

All CCGs
(Base: 8472)

Confidence that CCG effectively monitors the quality of the services it commissions
(% Strongly agree / Tend to agree)

41%

59%

Feel able to raise concerns about the quality of local services with the CCG
(% Strongly agree / Tend to agree)

85%

89%

Confidence in CCG to act on feedback it receives about the quality of services
(% Strongly agree / Tend to agree)

59%

73%

KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

COMPARISON GROUP

CCG in 2014
(Base: 73)

CCG in 2015
(Base: 71)

CCG Cluster
(Base: 1199)

All CCGs
(Base: 8472)

Knowledge of CCG's plans and priorities
(% A great deal / A fair amount)

70%

73%

Have had the opportunity to influence the CCG's plans and priorities
(% Strongly / Tend to agree)

48%

54%

Comments on CCG's plans and priorities have been taken on board
(% Strongly / Tend to agree)

37%

35%

The CCG effectively communicated its plans and priorities
(% Strongly / Tend to agree)

Not comparable to 2014

52%

The CCG's plans and priorities are the right ones
(% Strongly / Tend to agree)

45%

45%

Improving patient outcomes is a core focus for the CCG
(% Strongly / Tend to agree)

Not asked in 2014

80%

KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

COMPARISON GROUP

CCG in 2014
(Base: 73)

CCG in 2015
(Base: 71)

CCG Cluster
(Base: 1199)

All CCGs
(Base: 8472)

The leadership of the CCG has the necessary blend of skills and experience
(% Strongly / Tend to agree)

41%

66%

There is clear and visible leadership of the CCG
(% Strongly / Tend to agree)

47%

69%

Confidence in the leadership of the CCG to deliver its plans and priorities
(% Strongly / Tend to agree)

41%

55%

The leadership of the CCG is delivering continued quality improvements
(% Strongly / Tend to agree)

38%

51%

Confidence in the leadership of the CCG to deliver improved outcomes for patients
(% Strongly / Tend to agree)

44%

56%

KEY

The CCG's 2015 result is in **top third** of comparison group

The CCG's 2015 result is in **middle third** of comparison group

The CCG's 2015 result is in **bottom third** of comparison group

COMPARISON GROUP

CCG in 2014
(Base: 73)

CCG in 2015
(Base: 71)

CCG Cluster
(Base: 1199)

All CCGs
(Base: 8472)

There is clear and visible clinical leadership of the CCG
(% Strongly / Tend to agree)

58%

72%

Confidence in the clinical leadership of the CCG to deliver its plans and priorities
(% Strongly / Tend to agree)

44%

59%

The clinical leadership of the CCG is delivering continued quality improvements
(% Strongly / Tend to agree)

41%

54%

The clinical leadership of the CCG is delivering continued improvements to reduce local health inequalities
(% Strongly / Tend to agree)

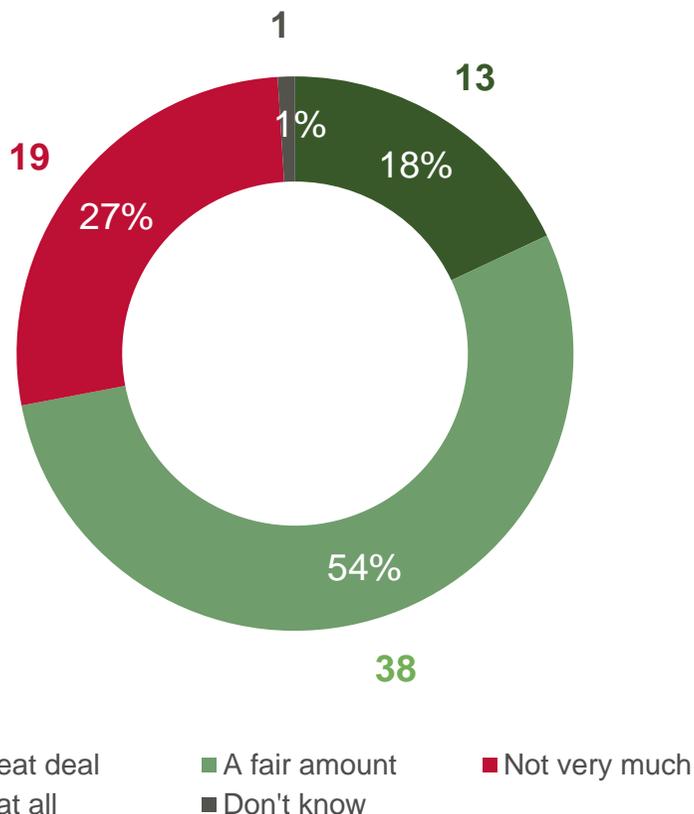
Not asked in 2014

48%

Overall engagement and relationships

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	50	72% (36)	26% (13)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	40% (2)
NHS providers	5	60% (3)	40% (2)
Other CCGs	3	33% (1)	67% (2)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	100% (5)	-% (0)



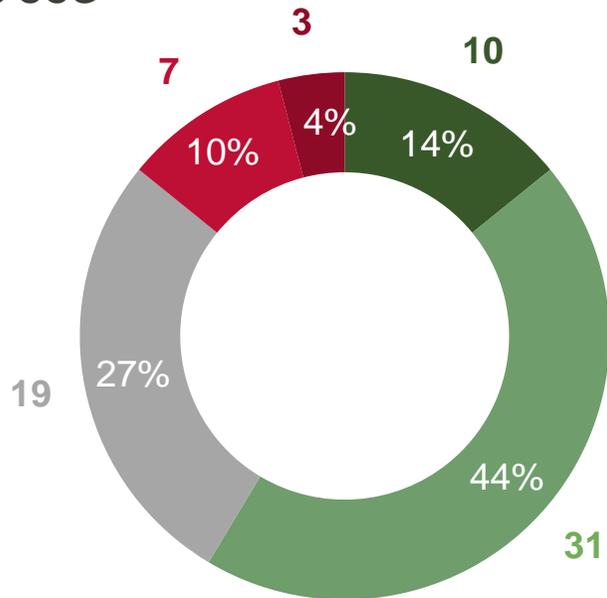
Total responses : All stakeholders (2015: 71); (2014: 73)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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



- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

59% (41)	2015 Very satisfied / Fairly satisfied	56% (41)	2014 Very satisfied / Fairly satisfied
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By stakeholder group

Stakeholder group	Base	Very / Fairly satisfied	Very / Fairly dissatisfied
GP member practices	49	53% (26)	14% (7)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	-% (0)
NHS providers	5	40% (2)	60% (3)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	100% (5)	-% (0)

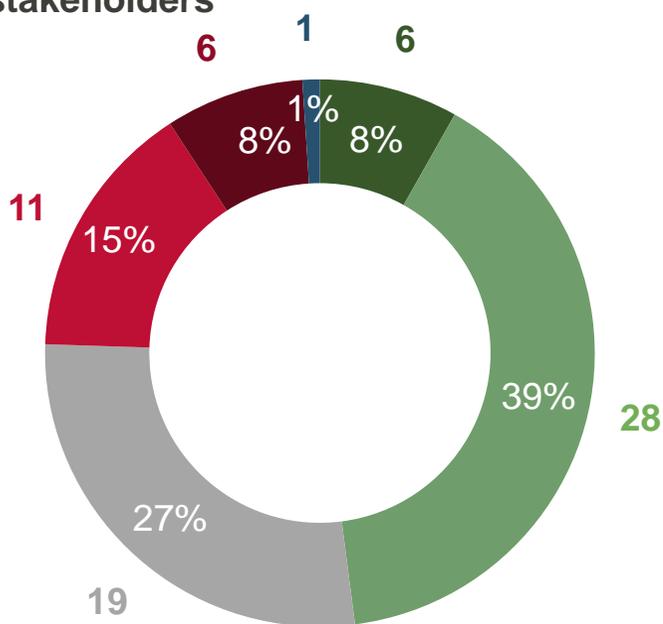
Total responses : All stakeholders who say they have been engaged by CCG (2015: 70); (2014: 73)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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?

All stakeholders



- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Strongly disagree
- Don't know
- I have not given any views

48%
(34)

2015
Strongly agree /
Tend to agree

55%
(40)

2014
Strongly agree /
Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	38% (19)	24% (12)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	80% (4)	20% (1)
NHS providers	5	20% (1)	80% (4)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	100% (5)	-% (0)

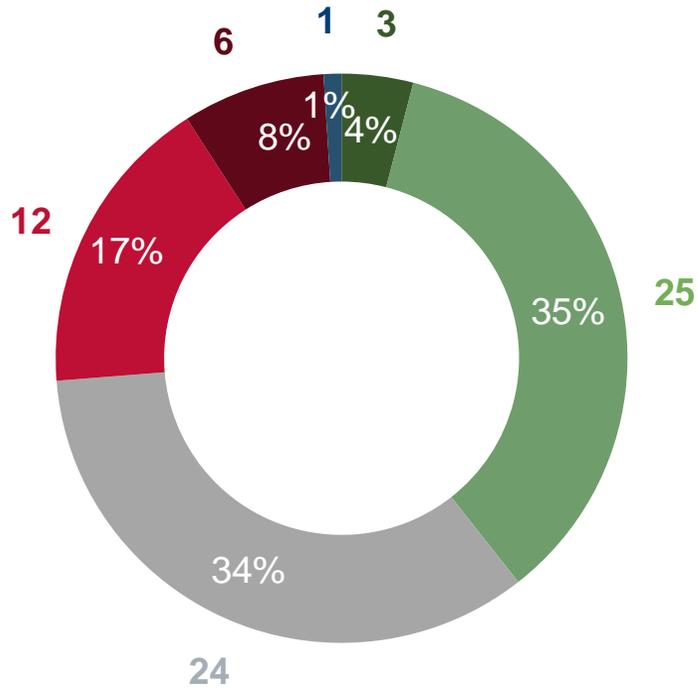
Total responses : All stakeholders (2015: 71); (2014: 73)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

All stakeholders



- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know
- I have not given any suggestions

Total responses : All stakeholders (71)

Oxfordshire CCG

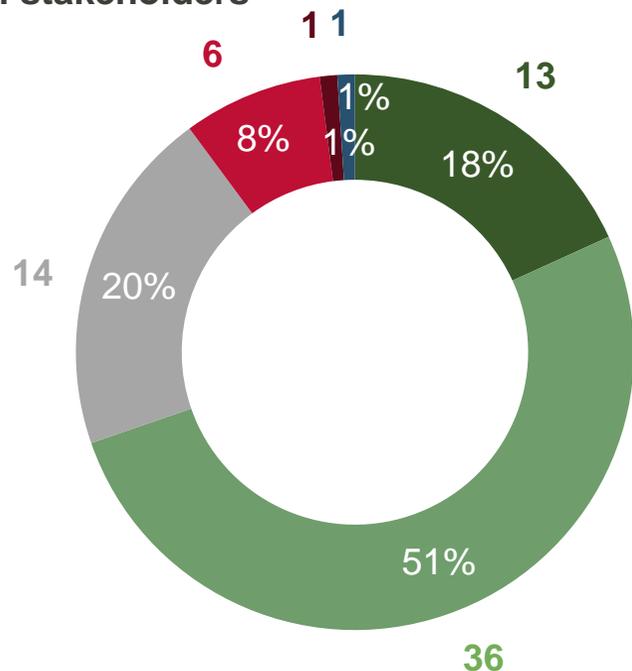
By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	30% (15)	26% (13)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	20% (1)
NHS providers	5	20% (1)	80% (4)
Other CCGs	3	33% (1)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	100% (5)	-% (0)

Fieldwork: 10 March - 7 April 2015

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

All stakeholders



- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor
- Don't know
- I/we do not have a working relationship

69% (49)	2015 Very good / Fairly good	59% (43)	2014 Very good / Fairly good
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By stakeholder group

Stakeholder group	Base	Very good / Fairly good	Very poor / Fairly poor
GP member practices	50	66% (33)	8% (4)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	80% (4)	-% (0)
NHS providers	5	40% (2)	60% (3)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	100% (5)	-% (0)

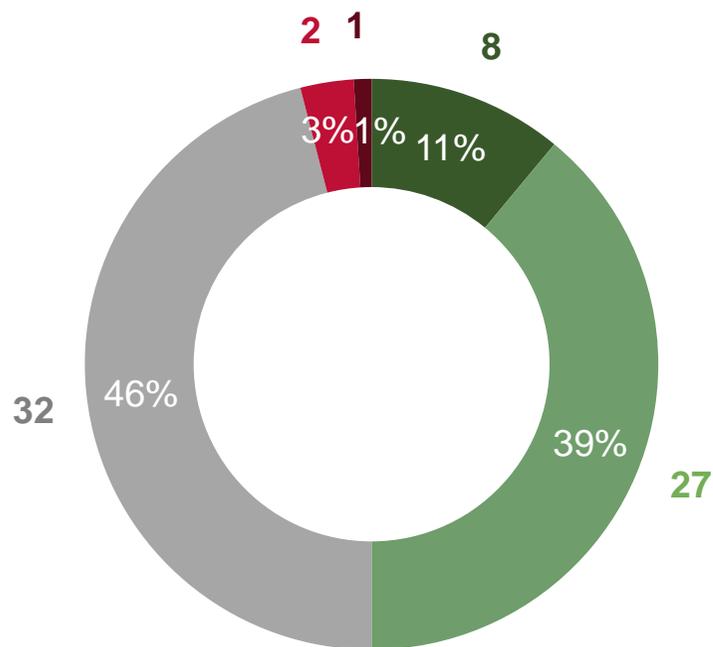
Total responses : All stakeholders (2015: 71); (2014: 73)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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?

All stakeholders who say they have a working relationship with the CCG



- Got much better
- Got a little better
- Stayed about the same
- Got a little worse
- Got much worse
- Don't know

50% (35)	2015 Got much / A little better	34% (25)	2014 Got much / A little better
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By stakeholder group

Stakeholder group	Base	Got much / A little better	Got much / A little worse
GP member practices	49	43% (21)	4% (2)
Health and wellbeing boards	1	-% (0)	-% (0)
Local HealthWatch/patient groups	5	100% (5)	-% (0)
NHS providers	5	60% (3)	20% (1)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	40% (2)	-% (0)

Total responses : All stakeholders who say they have a working relationship with the CCG (2015: 70); (2014: 73)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

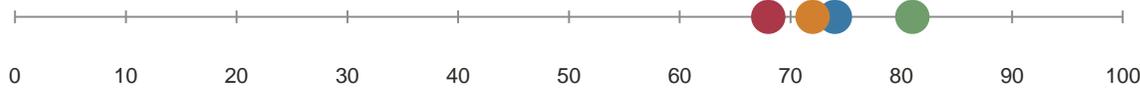
		Base
Overall, to what extent, if at all, do you feel you have been <u>engaged</u> by the CCG over the past 12 months?	72% (51) a great deal / a fair amount	All stakeholders (71)
And how satisfied or dissatisfied are you with the way in which the CCG has <u>engaged</u> with you over the past 12 months?	59% (41) very / fairly satisfied	All stakeholders who have been engaged (70)
Still thinking about the past 12 months, to what extent do you agree or disagree that the CCG has <u>listened</u> to your views where you have provided them?	48% (34) strongly / tend to agree	All stakeholders (71)
To what extent do you agree or disagree that the CCG has <u>taken on board</u> your suggestions?	39% (28) strongly / tend to agree	All stakeholders (71)
Overall, how would you rate your <u>working relationship</u> with the CCG?	69% (49) very / fairly good	All stakeholders (71)
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?	50% (35) much better / a little better	All stakeholders who say they have a working relationship with the CCG (70)

● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

Engagement

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

Percentage of stakeholders saying a great deal / a fair amount

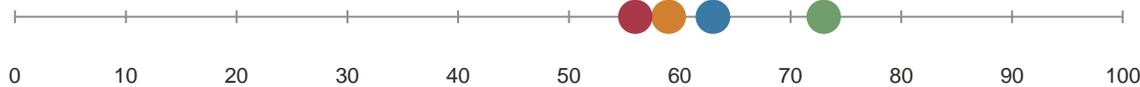


Base 2015:	All stakeholders	(71)	Base CCG cluster:	All stakeholders	(1199)
Base 2014:	All stakeholders	(73)	Base national average:	All stakeholders	(8472)

Satisfaction with engagement

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

Percentage of stakeholders saying very / fairly satisfied



Base 2015:	All stakeholders who say they have been engaged	(70)	Base CCG cluster:	All stakeholders who say they have been engaged	(1172)
Base 2014:	All stakeholders who say they have been engaged	(73)	Base national average:	All stakeholders who say they have been engaged	(8320)

- The majority of stakeholders say that they have been engaged either a great deal or a fair amount.
- This is about the same as the finding for CCGs overall.
- Around half of stakeholders say they are satisfied with the way the CCG has engaged with them.
- This is lower than the finding for CCGs overall.

Oxfordshire CCG

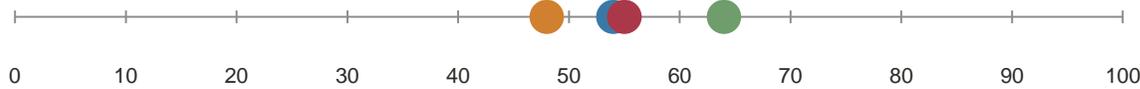
Fieldwork: 10 March - 7 April 2015

● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

Listening to views

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?

Percentage of stakeholders saying strongly agree / tend to agree

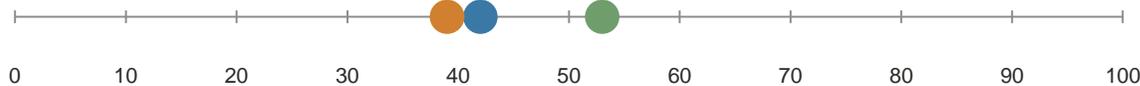


Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

Taking on board suggestions

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

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base national average: All stakeholders (8472)	

- Around half of stakeholders say that the CCG has listened to their views.
- This is lower than the finding for CCGs overall.
- Less than half of stakeholders say that the CCG has taken on board their suggestions.
- This is lower than the finding for CCGs overall.

Oxfordshire CCG

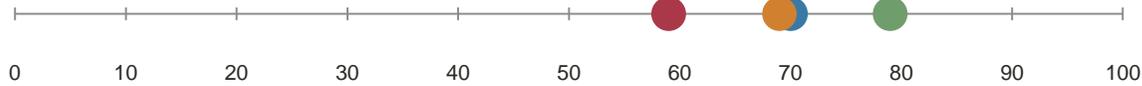
Fieldwork: 10 March - 7 April 2015

● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

Working relationship

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

Percentage of stakeholders saying very good / fairly good

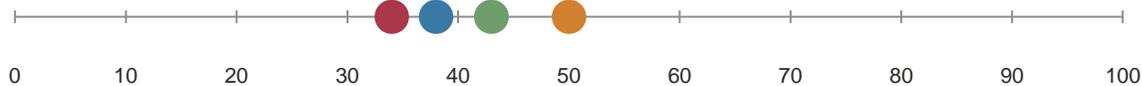


Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

Change in working relationship

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?

Percentage of stakeholders saying got much better / got a little better



Base 2015: All stakeholders who say they have a working relationship with the CCG (70)	Base CCG cluster: All stakeholders who say they have a working relationship with the CCG (1180)
Base 2014: All stakeholders who say they have a working relationship with the CCG (73)	Base national average: All stakeholders who say they have a working relationship with the CCG (8363)

- The majority of stakeholders say that they have a good working relationship with the CCG.
- This is about the same as the finding for CCGs overall.
- Around half of stakeholders say that their working relationship with the CCG has got better over the past 12 months.
- This is about the same as the finding for CCGs overall.

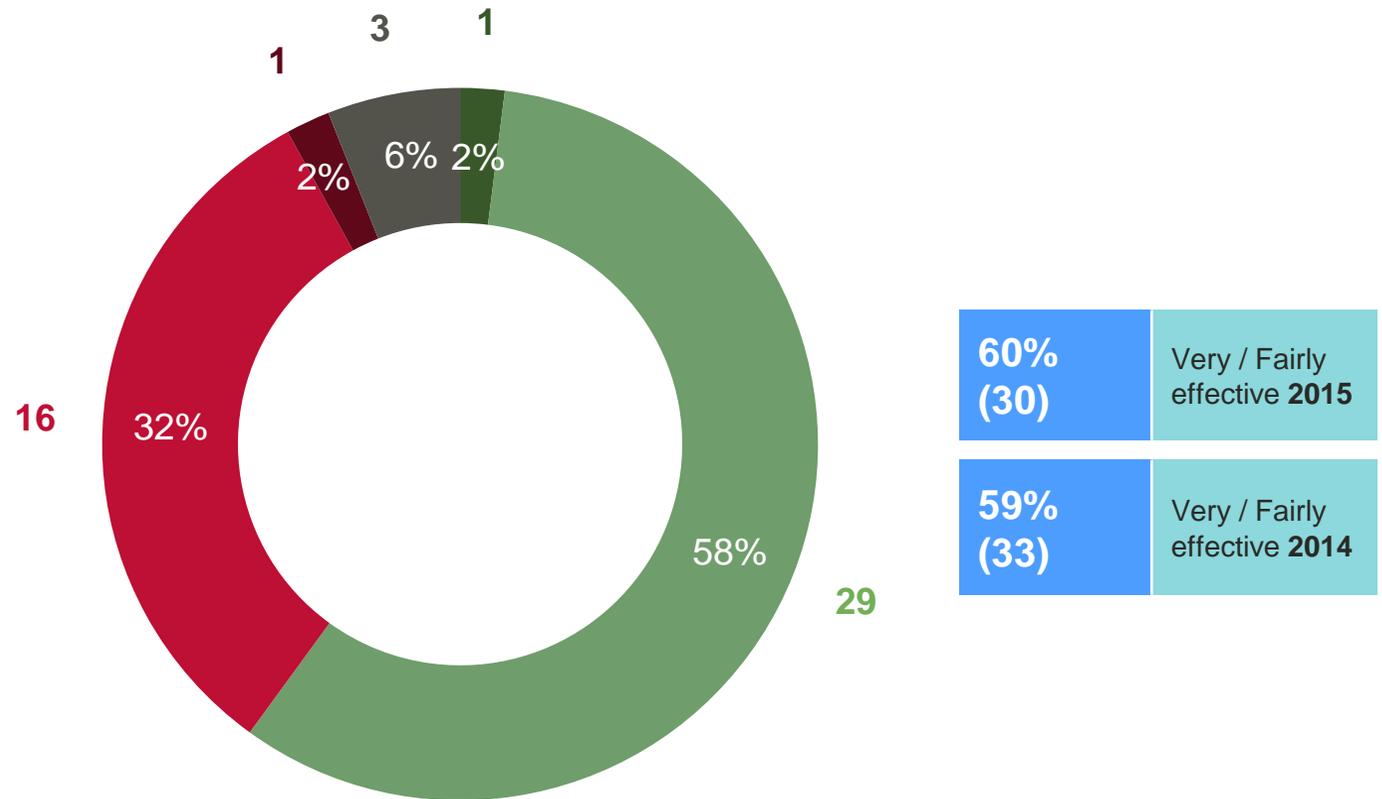
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

Domain 1: Are patients receiving clinically commissioned, high quality services?

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

All member practices



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

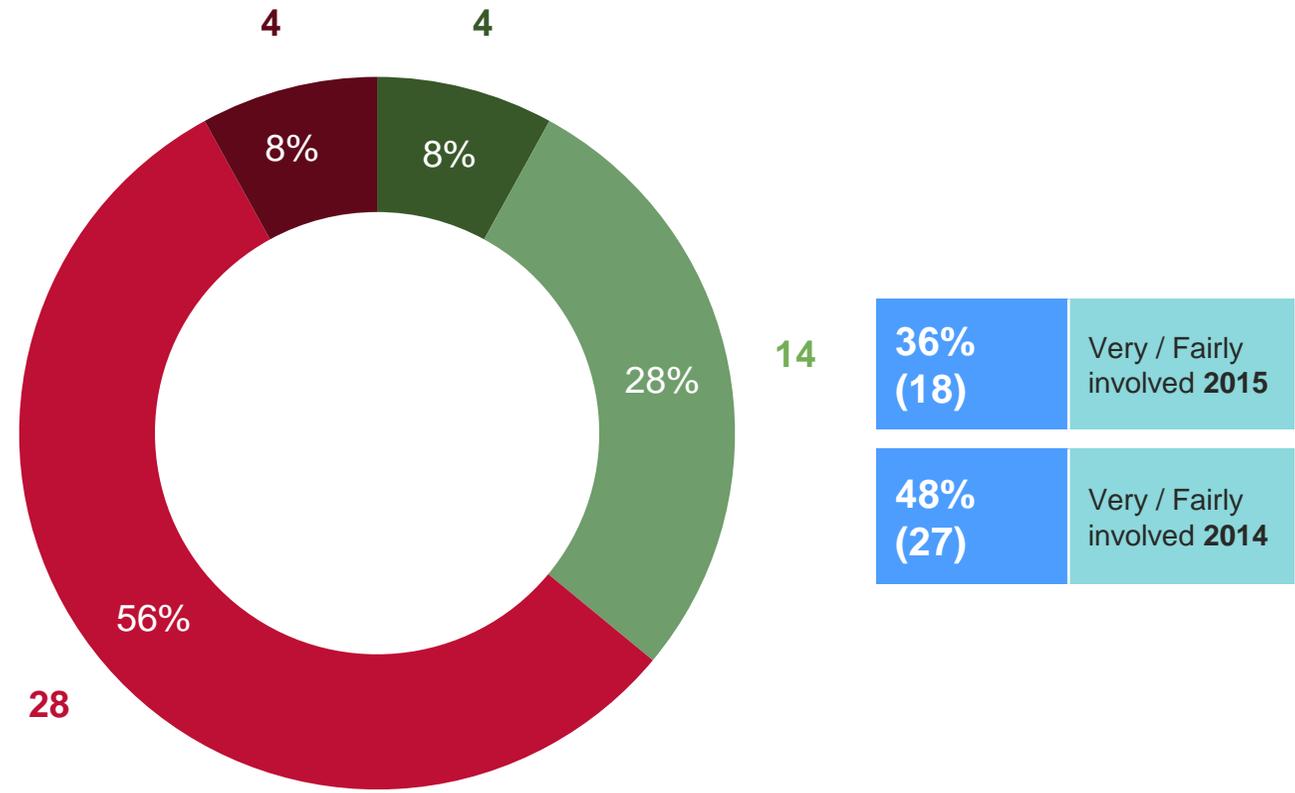
Total responses : All member practices (2015: 50); (2014: 56)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

How involved, if at all, do you feel you are in your CCG's decision making process?

All member practices



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

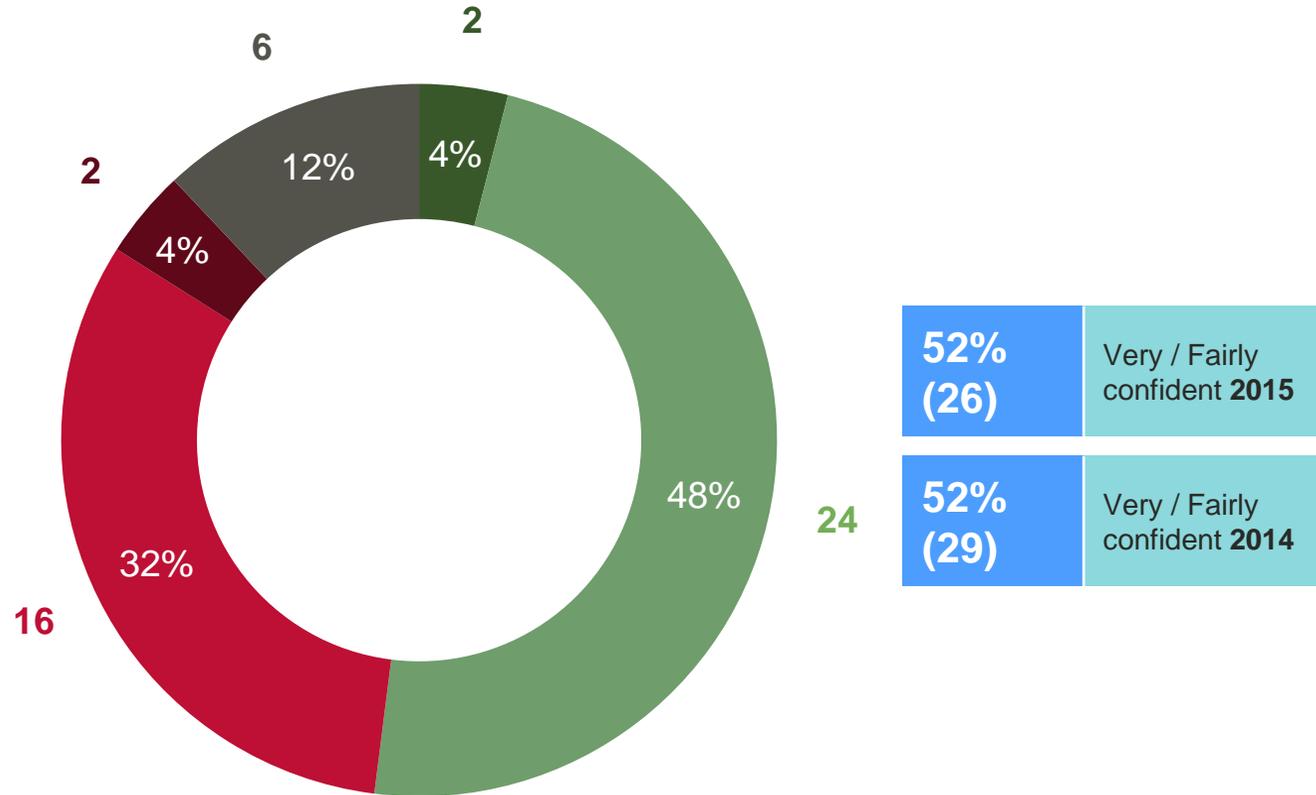
Total responses : All member practices (2015: 50); (2014: 56)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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



■ Very confident

■ Fairly confident

■ Not very confident

■ Not at all confident

■ Don't know

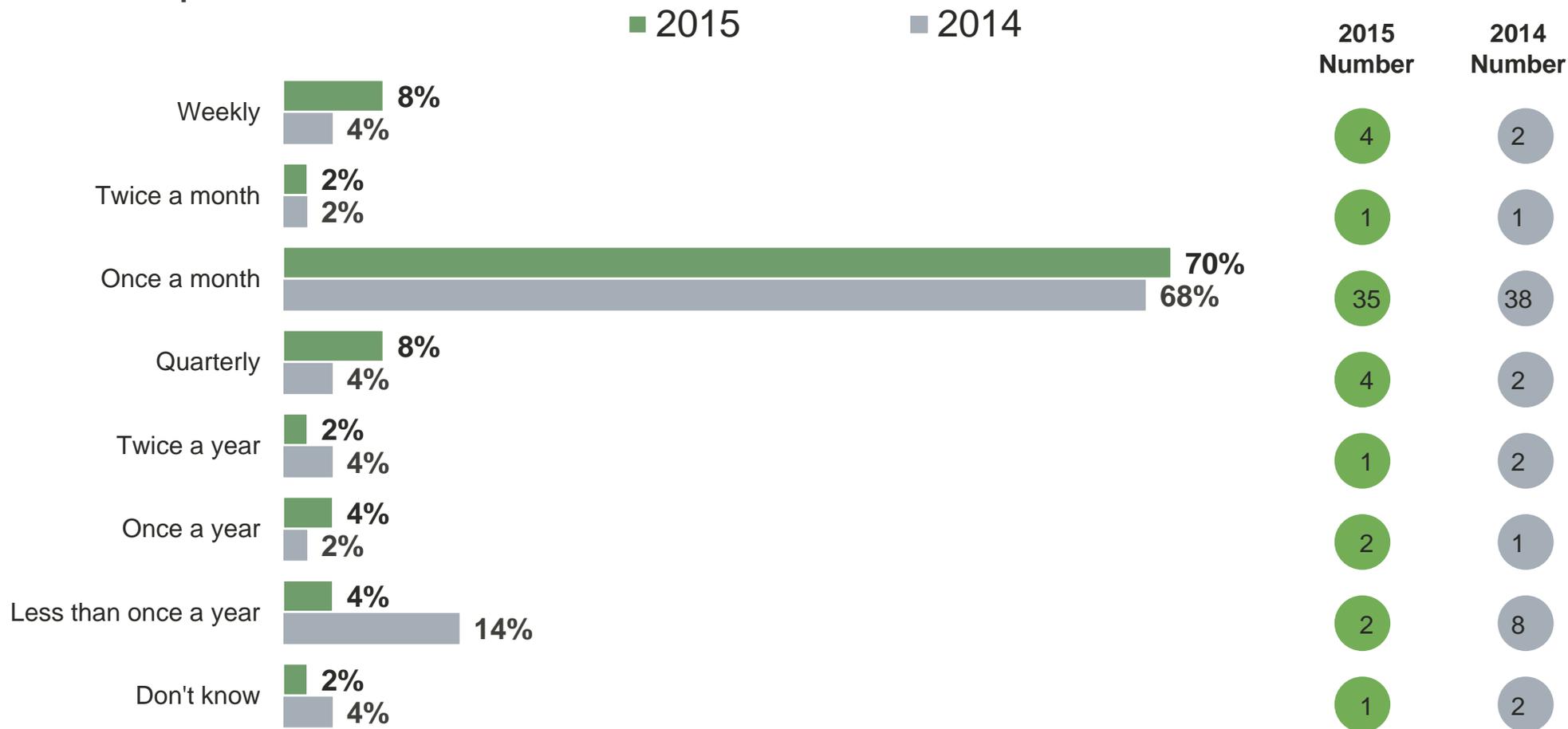
Total responses : All member practices (2015: 50); (2014: 56)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

All member practices



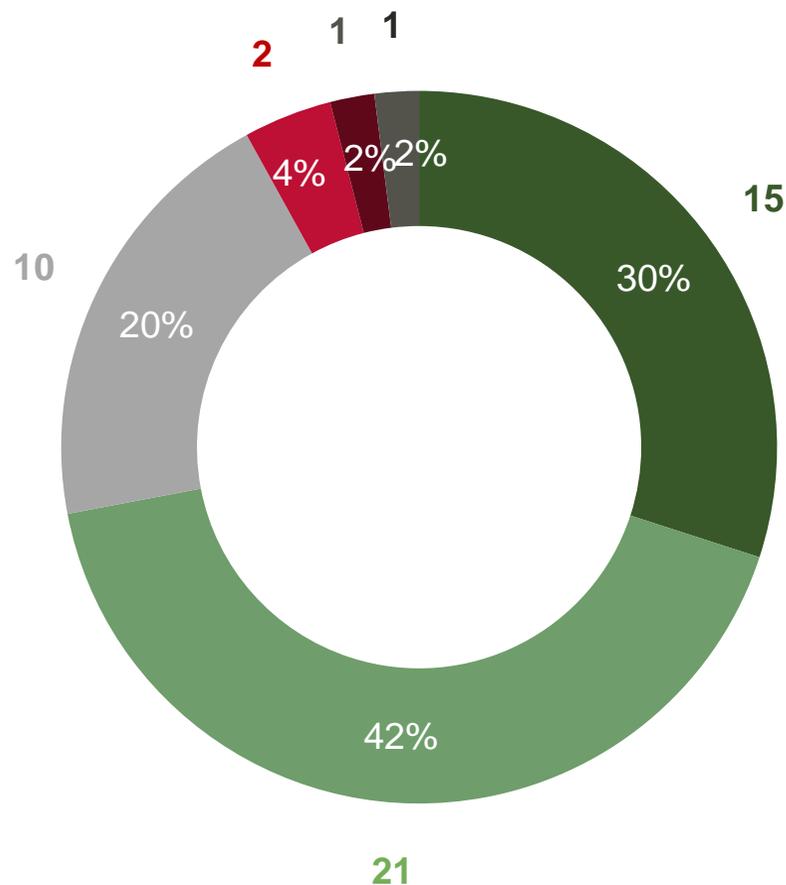
Total responses : All member practices (2015: 50); (2014: 56)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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



72% (36)	Strongly / Tend to agree 2015
68% (38)	Strongly / Tend to agree 2014

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

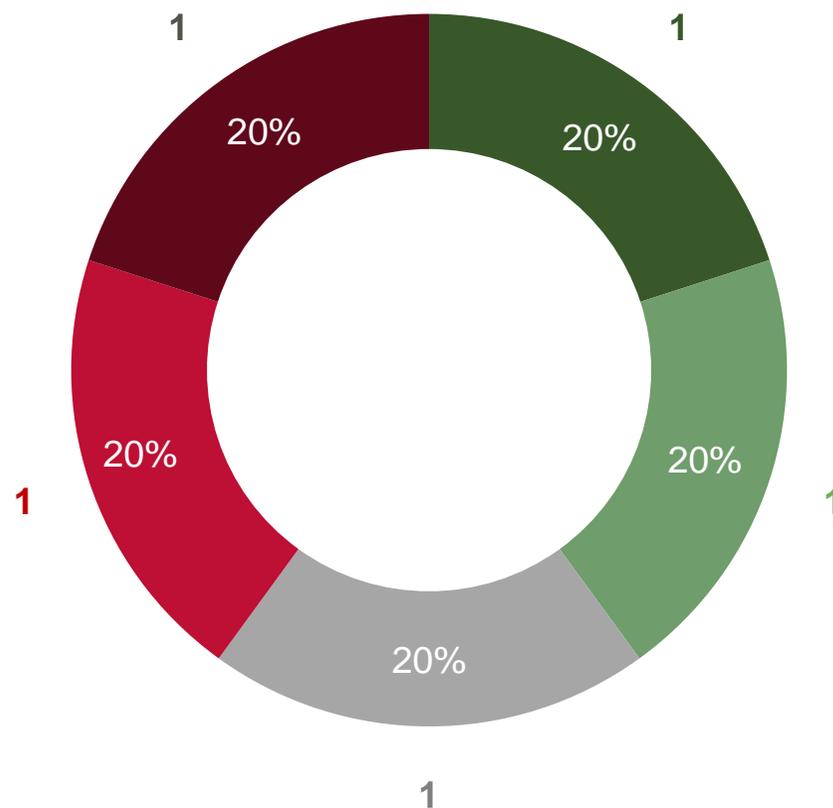
Total responses : All member practices (2015: 50); (2014: 56)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

To what extent do you agree or disagree that the quality of services is a key focus of your contracts with the CCG?

All NHS providers



■ Strongly agree

■ Tend to agree

■ Neither agree nor disagree

■ Tend to disagree

■ Strongly disagree

■ Don't know

Total responses : All NHS providers (5)

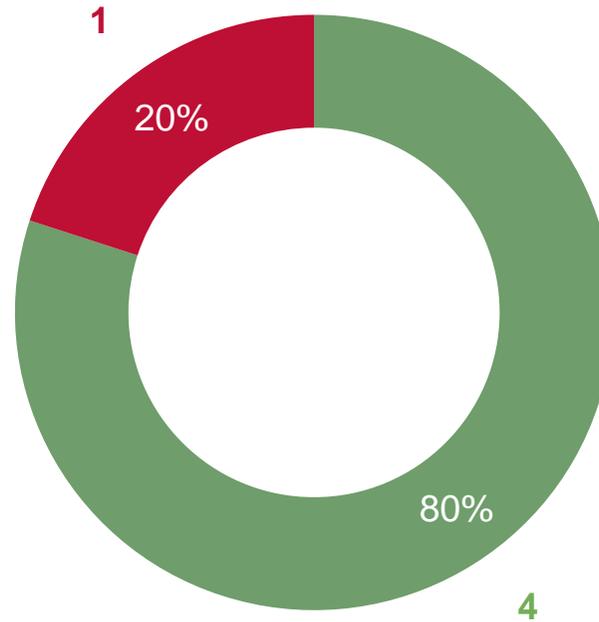
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

Quality

All NHS providers



■ Very involved

■ Fairly involved

■ Not very involved

■ Not at all involved

■ Don't know

Total responses : All NHS providers (5)

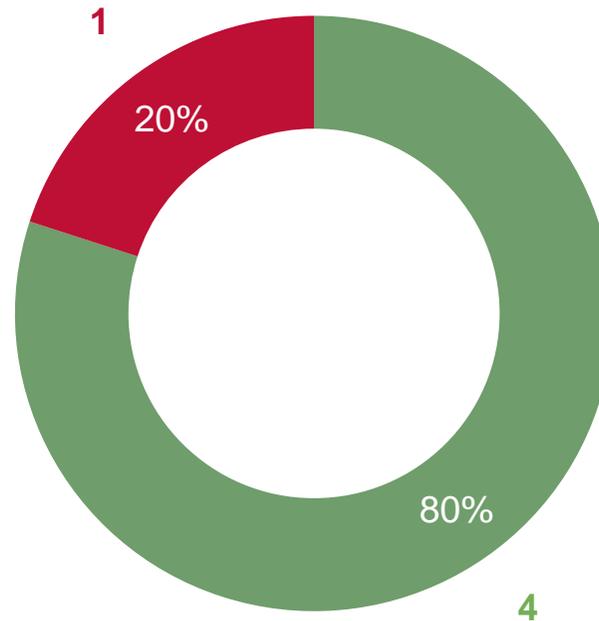
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

Service redesign

All NHS providers



Very involved

Fairly involved

Not very involved

Not at all involved

Don't know

Total responses : All NHS providers (5)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

		Base
How effective, if at all, would you say the arrangements are for <u>member participation and decision making</u> in your CCG?	60% (30) very / fairly effective	All member practices (50)
How involved, if at all, do you feel you are in your CCG's <u>decision making process</u> ?	36% (18) very / fairly involved	All member practices (50)
How confident are you, if at all, in the systems to sustain <u>two-way accountability</u> between your CCG and its member practices in the CCG?	52% (26) very / fairly confident	All member practices (50)
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?	72% (36) strongly / tend to agree	All member practices (50)
To what extent do you agree or disagree that the quality of services is a key focus of your contracts with the CCG?	40% (2) strongly / tend to agree	All NHS providers (5)
How involved, if at all, would you say clinicians from the CCG are in discussions about...?		All NHS providers (5)
A. Quality	80% (4) very / fairly involved	
B. Service redesign	80% (4) very / fairly involved	

Domain 2: Are patients and the public actively engaged and involved?

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

All stakeholders

Number

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



Total responses : All stakeholders (71)

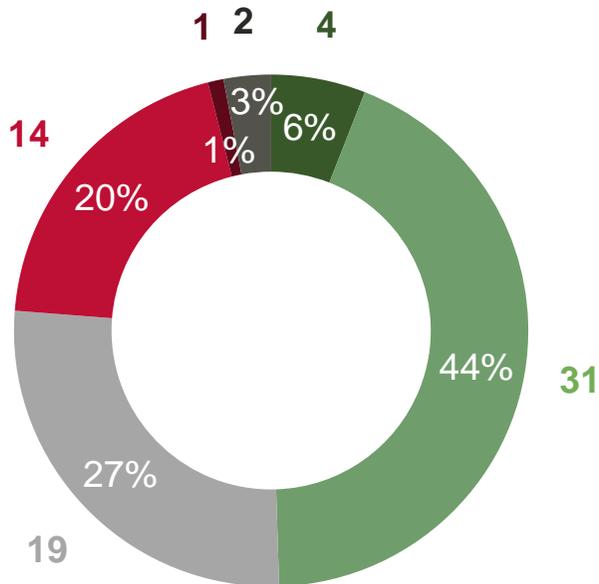
Fieldwork: 10 March - 7 April 2015

Oxfordshire 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



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

49%
(35)

2015
Strongly agree /
Tend to agree

45%
(33)

2014
Strongly agree /
Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	50% (25)	16% (8)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	60% (3)
NHS providers	5	-% (0)	80% (4)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

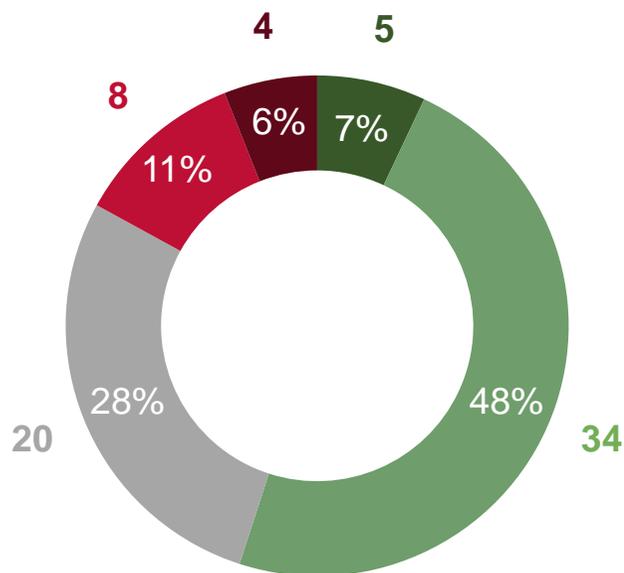
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

55% (39) 2015 Strongly agree / Tend to agree

48% (35) 2014 Strongly agree / Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	58% (29)	12% (6)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	20% (1)
NHS providers	5	-% (0)	100% (5)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

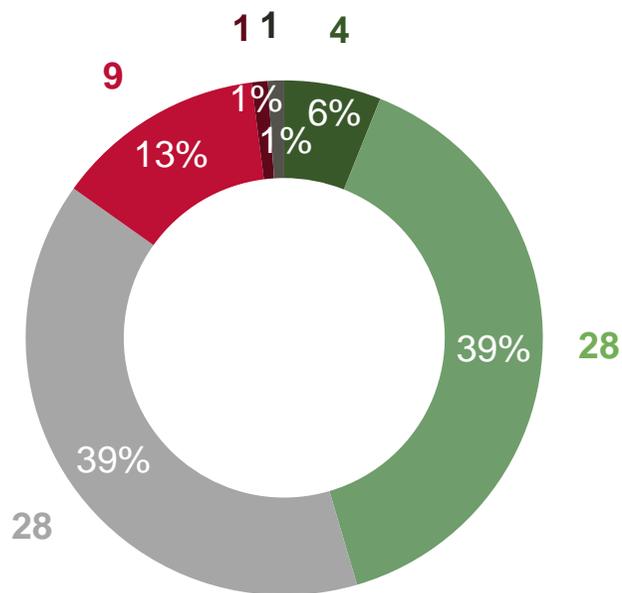
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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



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

45% (32)	2015 Strongly agree / Tend to agree	48% (35)	2014 Strongly agree / Tend to agree
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By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	44% (22)	8% (4)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	20% (1)
NHS providers	5	-% (0)	100% (5)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

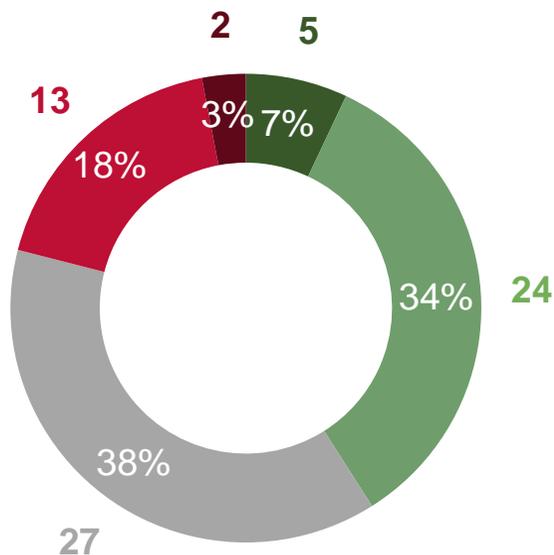
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

The CCG effectively communicates its commissioning decisions with me

All stakeholders



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

41%
(29)

2015
Strongly agree /
Tend to agree

47%
(34)

2014
Strongly agree /
Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	42% (21)	16% (8)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	60% (3)
NHS providers	5	20% (1)	80% (4)
Other CCGs	3	33% (1)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	40% (2)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

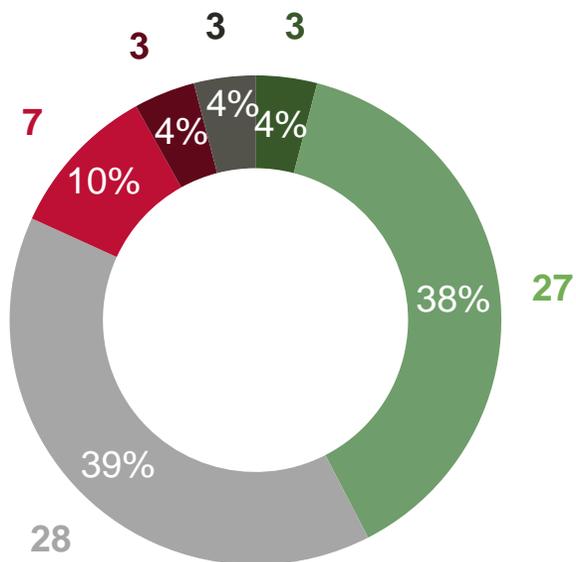
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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



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

42% (30)	2015 Strongly agree / Tend to agree	42% (31)	2014 Strongly agree / Tend to agree
---------------------------	--	---------------------------	--

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	42% (21)	8% (4)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	20% (1)
NHS providers	5	-% (0)	100% (5)
Other CCGs	3	33% (1)	-% (0)
Upper tier/unitary local authorities	2	-% (0)	-% (0)
Wider stakeholders	5	100% (5)	-% (0)

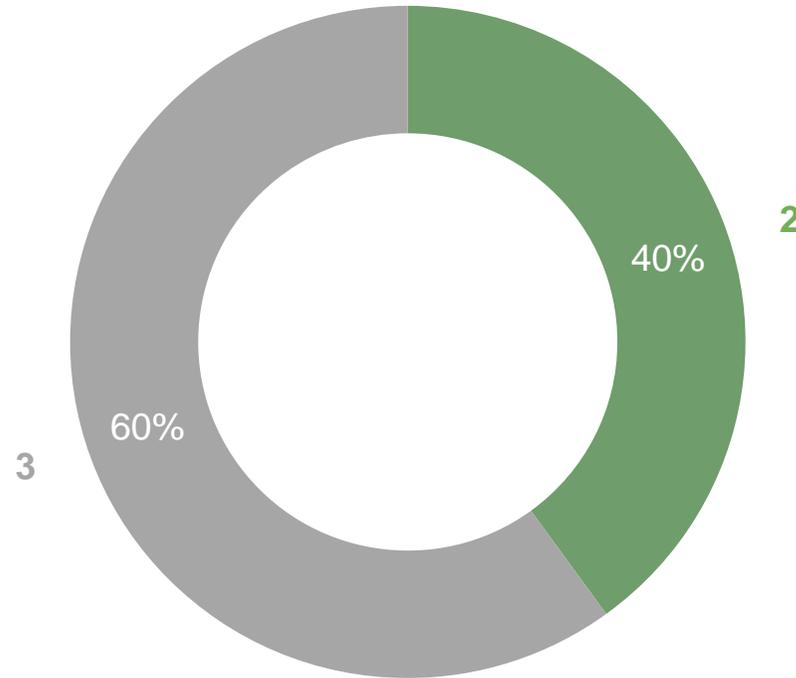
Total responses : All stakeholders (2015: 71); (2014: 73)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

All HealthWatch and patient group stakeholders



■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied ■ Very dissatisfied ■ Don't know

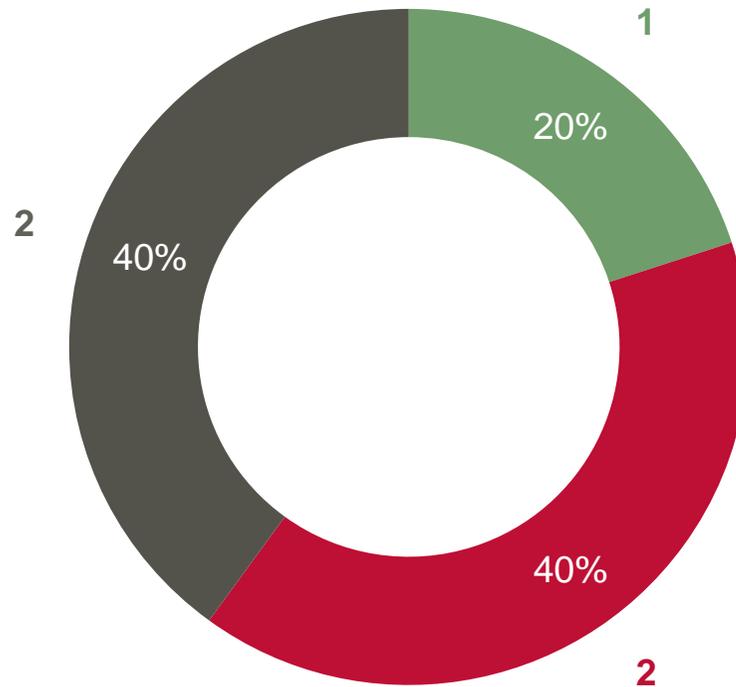
Total responses : All HealthWatch and patient group stakeholders (5)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

All HealthWatch and patient group stakeholders



■ A great deal

■ A fair amount

■ Just a little

■ Not at all

■ Don't know

Total responses : All HealthWatch and patient group stakeholders (5)

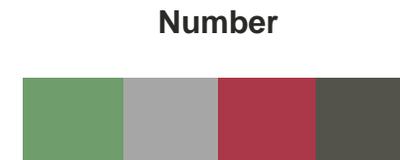
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

All HealthWatch and patient group stakeholders

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

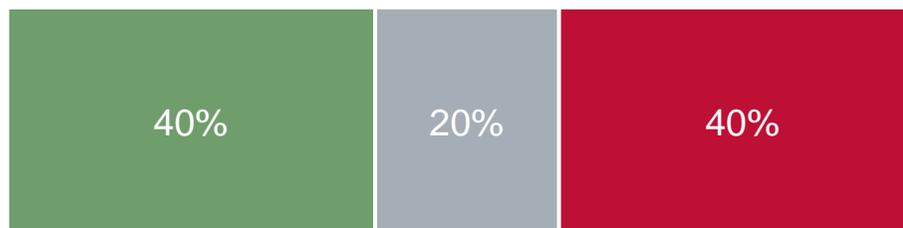


The CCG's commissioning decisions are open and transparent so patients and the public are able to understand how decisions have been made if they want to



2 0 3 0

Patients and the public have the opportunity to input into the CCG's commissioning decisions



2 1 2 0

Total responses : All HealthWatch and patient group stakeholders (5)

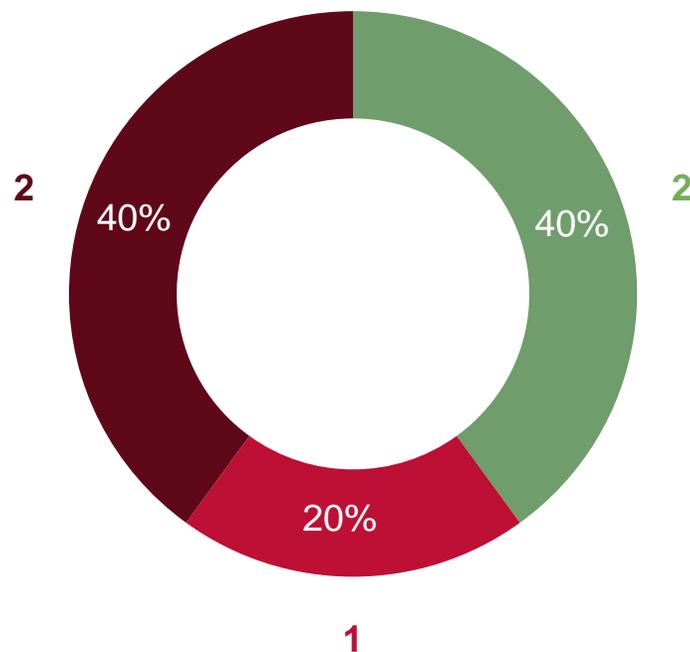
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

The CCG's commissioning decisions are open and transparent so patients and the public are able to understand how decisions have been made if they want to

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 (5)

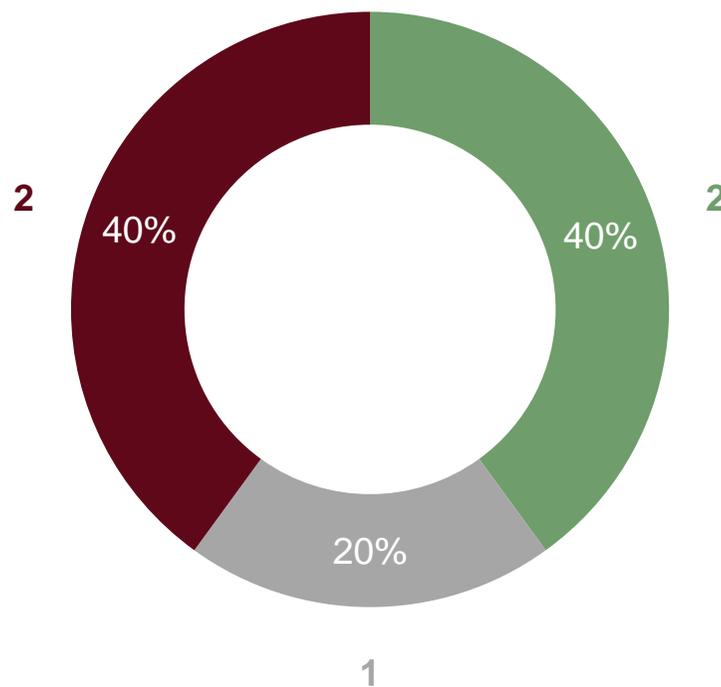
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

Patients and the public have the opportunity to input into the CCG's commissioning decisions

All HealthWatch and patient group stakeholders



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

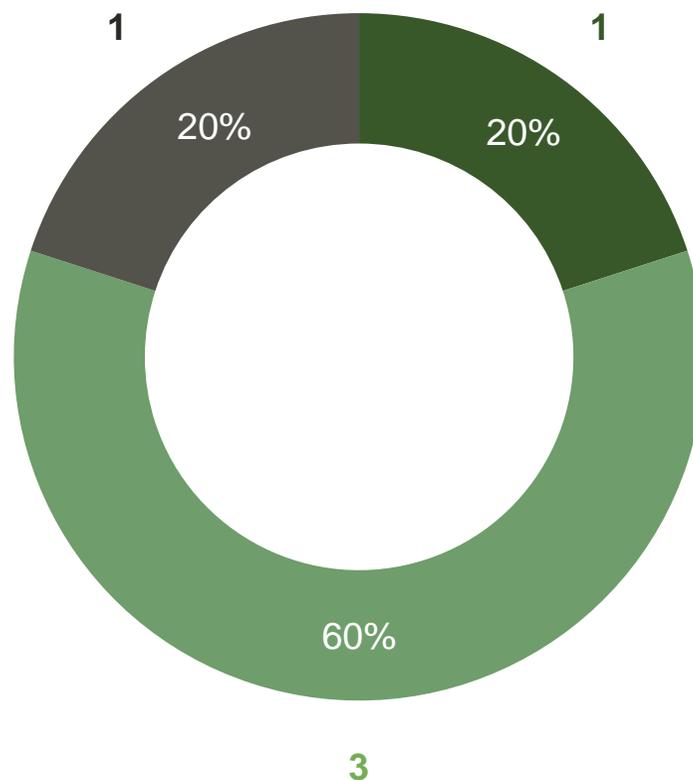
Total responses : All HealthWatch and patient group stakeholders (5)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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 (5)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

		Base
To what extent do you agree or disagree with the following statements about the <u>way in which</u> the CCG commissions services...?		<i>All stakeholders (71)</i>
A. The CCG involves and engages with the right individuals and organisations when making commissioning decisions	49% (35) strongly / tend to agree	
B. I have confidence in the CCG to commission high quality services for the local population	55% (39) strongly / tend to agree	
C. I understand the reasons for the decisions that the CCG makes when commissioning services	45% (32) strongly / tend to agree	
D. The CCG effectively communicates its commissioning decisions with me	41% (29) strongly / tend to agree	
E. The CCG's plans will deliver continuous improvement in quality within the available resources	42% (30) strongly / tend to agree	
How satisfied or dissatisfied are you with the steps taken by the CCG to <u>engage</u> with patients and the public?	40% (2) very / fairly satisfied	<i>All HealthWatch and patient group stakeholders (5)</i>
To what extent, if at all, do you feel that the CCG has engaged with seldom heard groups?	20% (1) a great deal / a fair amount	<i>All HealthWatch and patient group stakeholders (5)</i>

		Base
To what extent do you agree or disagree with the following statements...?		
A. The CCG's commissioning decisions are open and transparent so patients and the public are able to understand how decisions have been made if they want to	40% (2) strongly / tend to agree	<i>All HealthWatch and patient group stakeholders (5)</i>
B. Patients and the public have the opportunity to input into the CCG's commissioning decisions	40% (2) strongly / tend to agree	
To what extent do you agree or disagree that the CCG listens to and acts on any concerns, complaints or issues that are raised?	80% (4) strongly / tend to agree	<i>All HealthWatch and patient group stakeholders (5)</i>

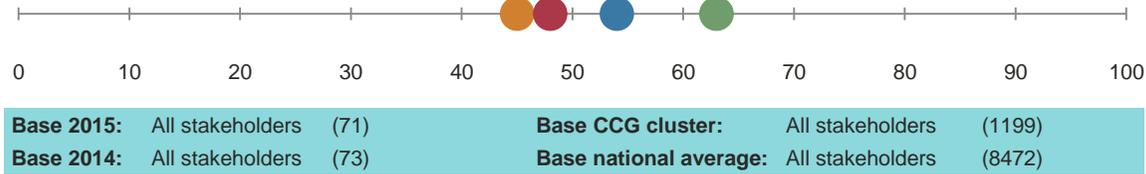
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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

Understanding of commissioning decisions

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

Percentage of stakeholders saying strongly agree / tend to agree

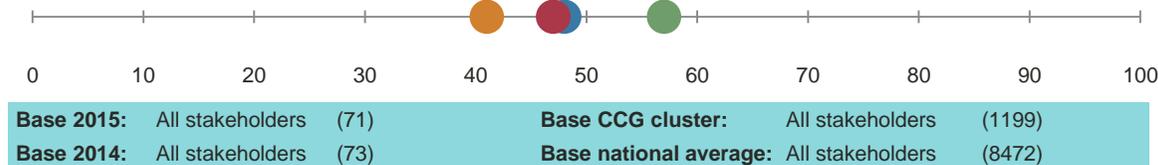


- Around half of stakeholders say that they understand the reasons for the decisions that the CCG makes.
- This is lower than the finding for CCGs overall.

Communicating commissioning decisions

The CCG effectively communicates its commissioning decisions with me

Percentage of stakeholders saying strongly agree / tend to agree



- Around half of stakeholders say that the CCG effectively communicates its commissioning decisions.
- This is lower than the finding for CCGs overall.

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

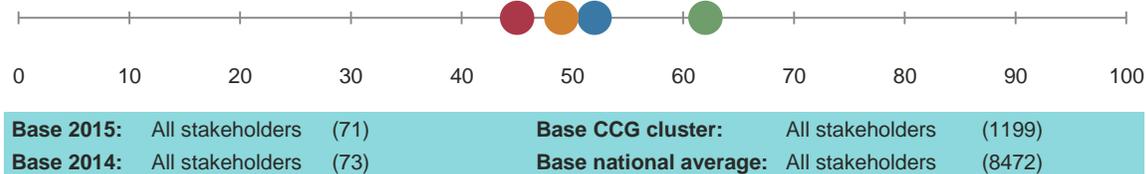
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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

Involving and engaging the right individuals and organisations

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

Percentage of stakeholders saying strongly agree / tend to agree

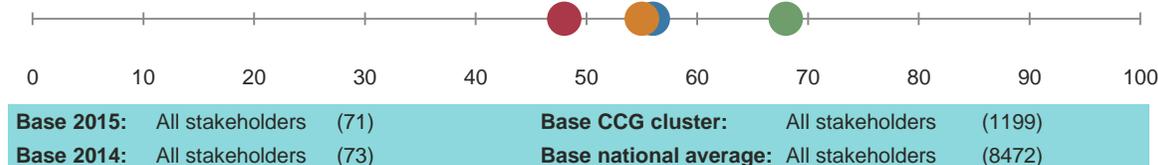


- Around half of stakeholders say that the CCG involves and engages with the right individuals and organisations when making commissioning decisions.
- This is lower than the finding for CCGs overall.

High quality services

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

Percentage of stakeholders saying strongly agree / tend to agree



- Around half of stakeholders say that they have confidence in the CCG to commission high quality services for the local population.
- This is lower than the finding for CCGs overall.

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

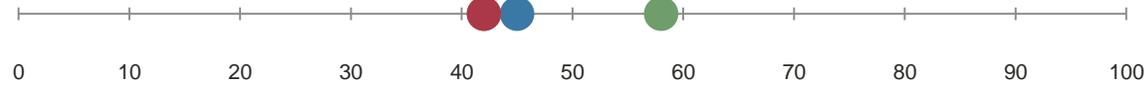
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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

Continuous improvement in quality

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

Percentage of stakeholders saying strongly agree / tend to agree



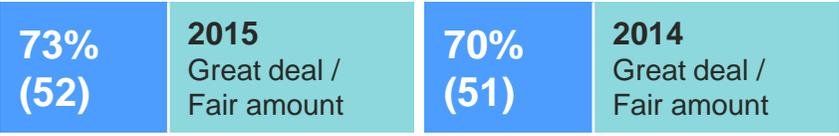
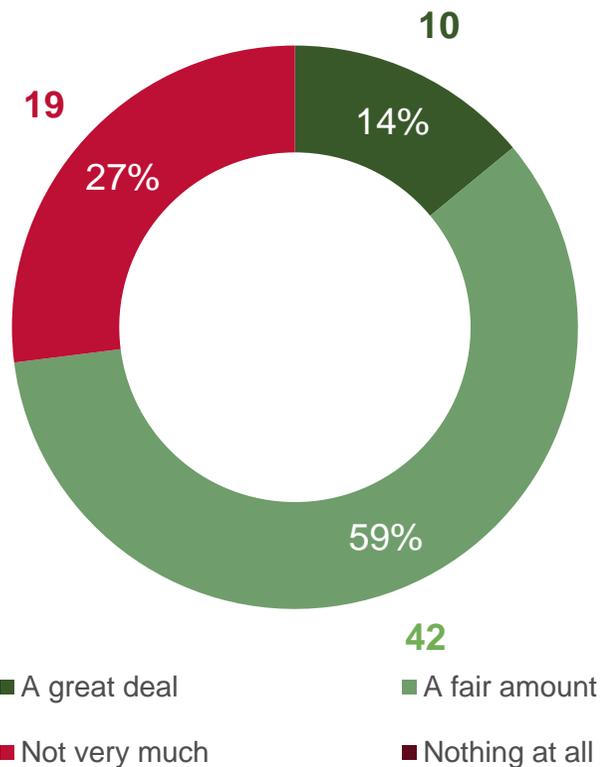
Base 2015:	All stakeholders	(71)	Base CCG cluster:	All stakeholders	(1199)
Base 2014:	All stakeholders	(73)	Base national average:	All stakeholders	(8472)

- Around half of stakeholders agree that the CCG's plans will deliver continuous improvement in quality within available resources.
- This is lower than the finding for CCGs overall.

Domain 3: Are CCG plans delivering better outcomes for patients?

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	50	70% (35)	30% (15)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	80% (4)	20% (1)
NHS providers	5	80% (4)	20% (1)
Other CCGs	3	67% (2)	33% (1)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	80% (4)	20% (1)

Total responses : All stakeholders (2015: 71); (2014: 73)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

All stakeholders

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

Number



Total responses : All stakeholders (71)

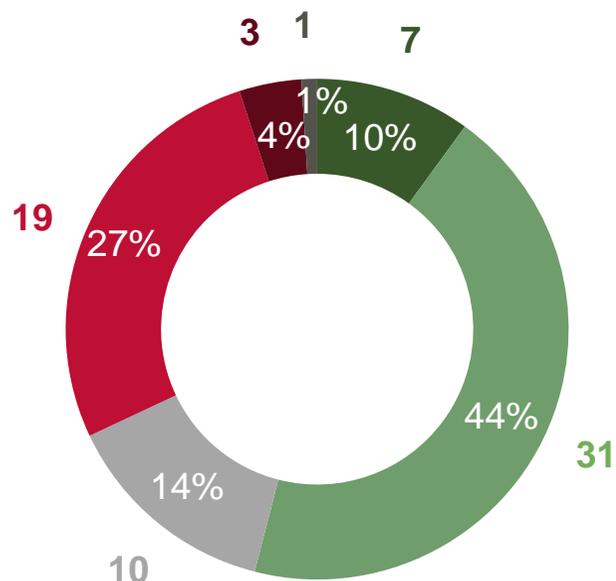
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

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

All stakeholders



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

54%
(38)

2015
Strongly agree /
Tend to agree

48%
(35)

2014
Strongly agree /
Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	56% (28)	28% (14)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	60% (3)
NHS providers	5	40% (2)	60% (3)
Other CCGs	3	33% (1)	33% (1)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	60% (3)	20% (1)

Total responses : All stakeholders (2015: 71); (2014: 73)

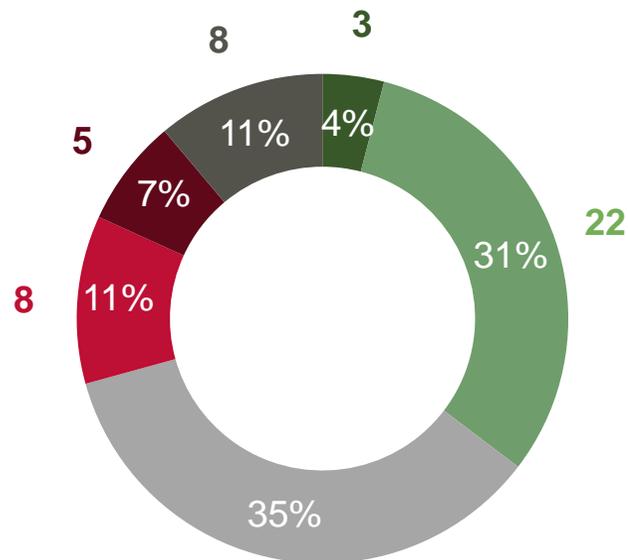
Fieldwork: 10 March - 7 April 2015

Oxfordshire 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



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

35% (25) 2015 Strongly agree / Tend to agree
37% (27) 2014 Strongly agree / Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	32% (16)	18% (9)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	20% (1)
NHS providers	5	20% (1)	60% (3)
Other CCGs	3	33% (1)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	60% (3)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

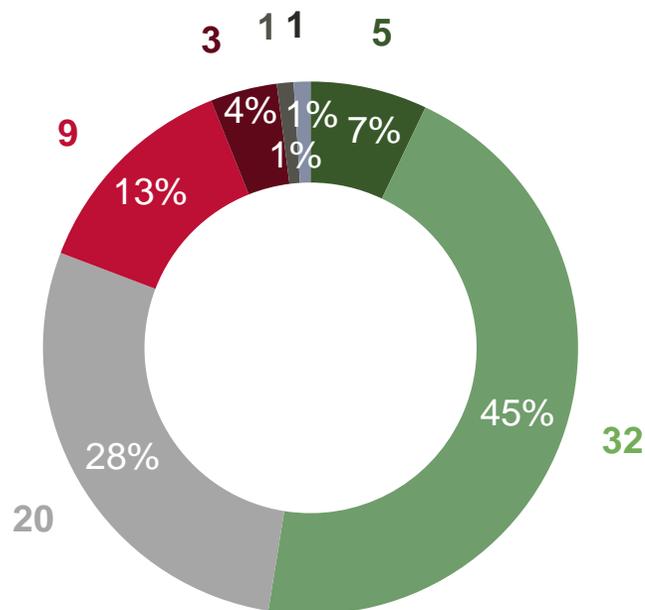
Fieldwork: 10 March - 7 April 2015

Oxfordshire 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
- Don't know
- Not applicable

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	56% (28)	8% (4)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	60% (3)
NHS providers	5	20% (1)	80% (4)
Other CCGs	3	33% (1)	33% (1)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	60% (3)	-% (0)

Total responses : All stakeholders (71)

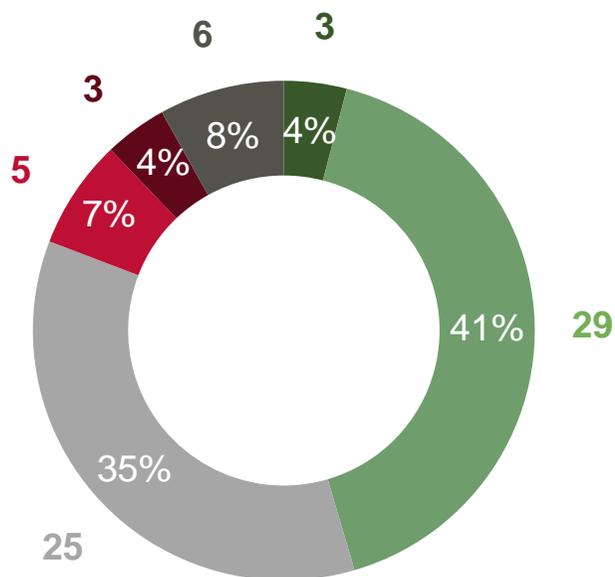
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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



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

45%
(32)

2015
Strongly agree /
Tend to agree

45%
(33)

2014
Strongly agree /
Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	40% (20)	12% (6)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	-% (0)
NHS providers	5	40% (2)	40% (2)
Other CCGs	3	33% (1)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

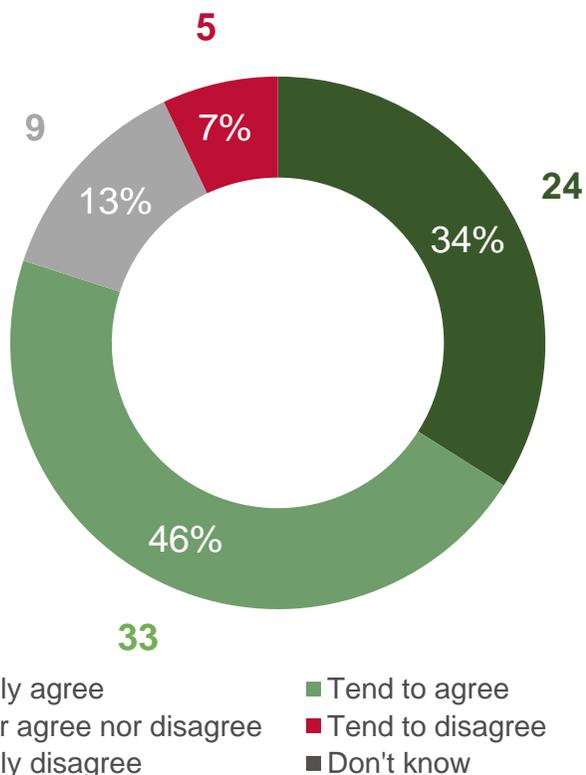
Fieldwork: 10 March - 7 April 2015

Oxfordshire 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	50	80% (40)	6% (3)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	20% (1)
NHS providers	5	60% (3)	20% (1)
Other CCGs	3	100% (3)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	100% (5)	-% (0)

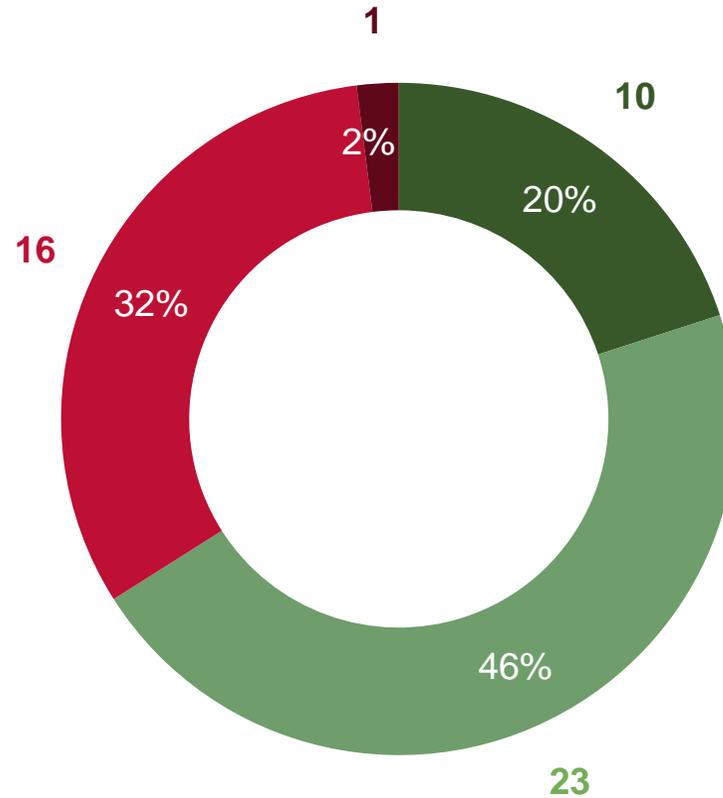
Total responses : All stakeholders (71)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

Total responses : All member practices (50)

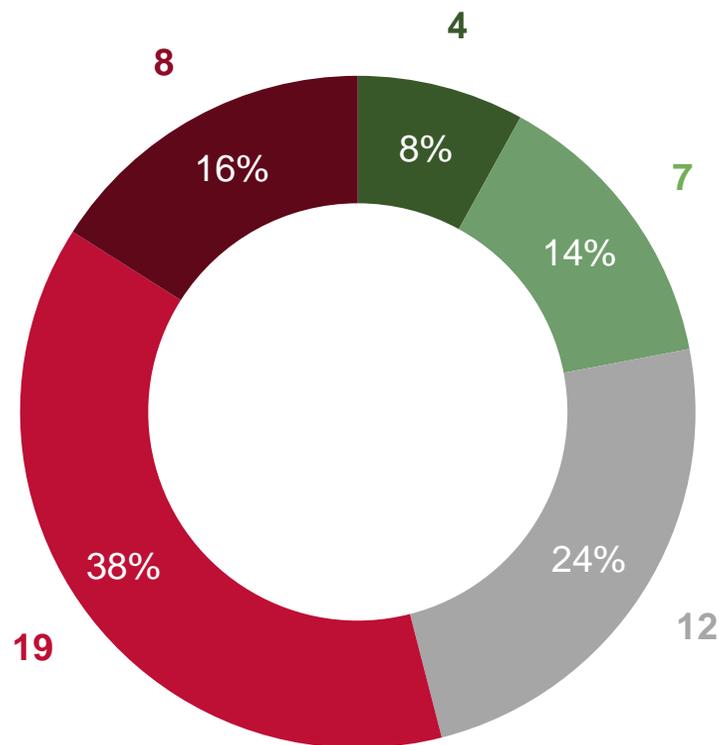
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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



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

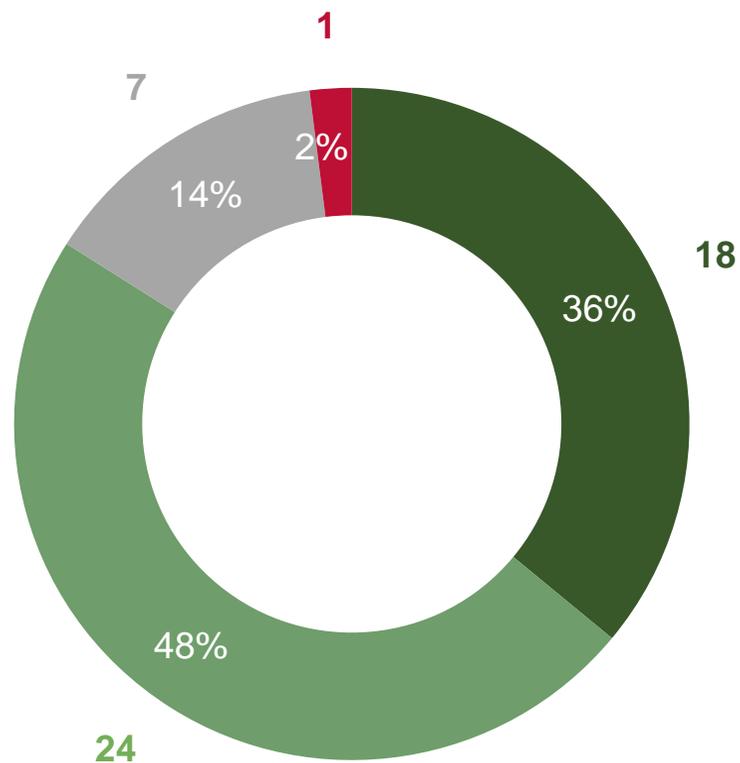
Total responses : All member practices (50)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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



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

Total responses : All member practices (50)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

All member practices

Number

■ Very well / Fairly well

■ Not very well / Not at all well

■ Don't know



Total responses : All member practices (50)

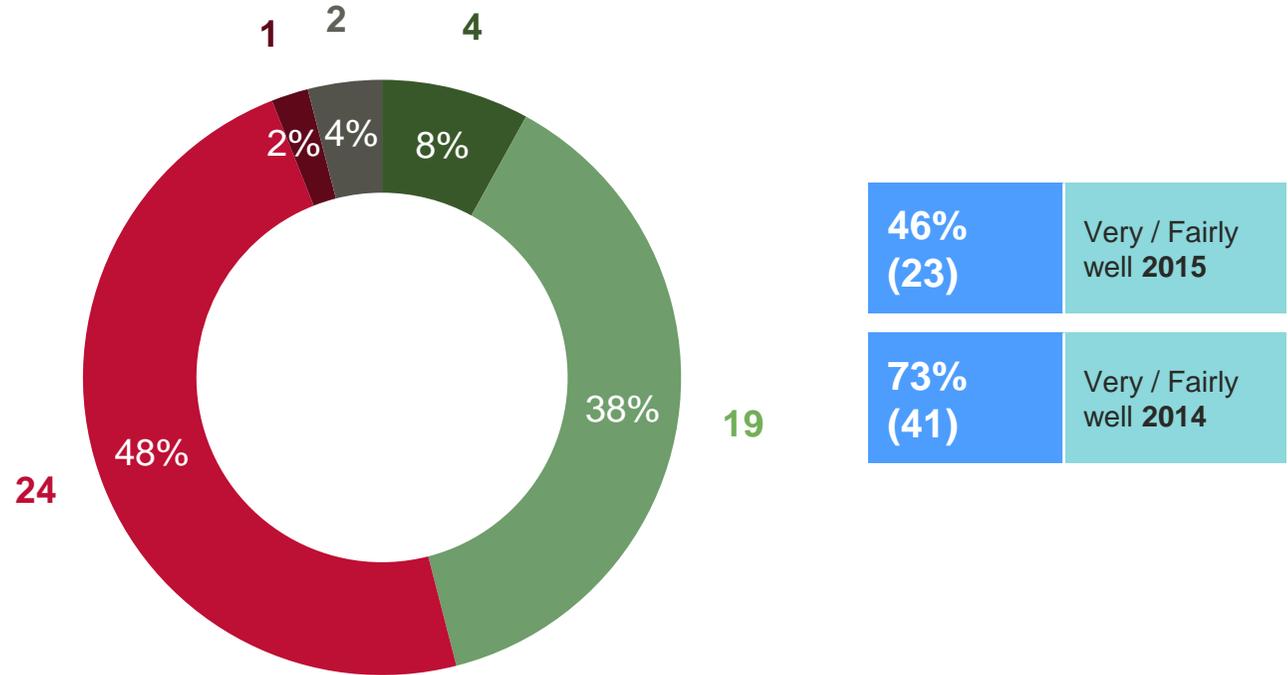
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

The financial implications of the CCG's plans

All member practices



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

Total responses : All member practices (2015: 50); (2014: 56)

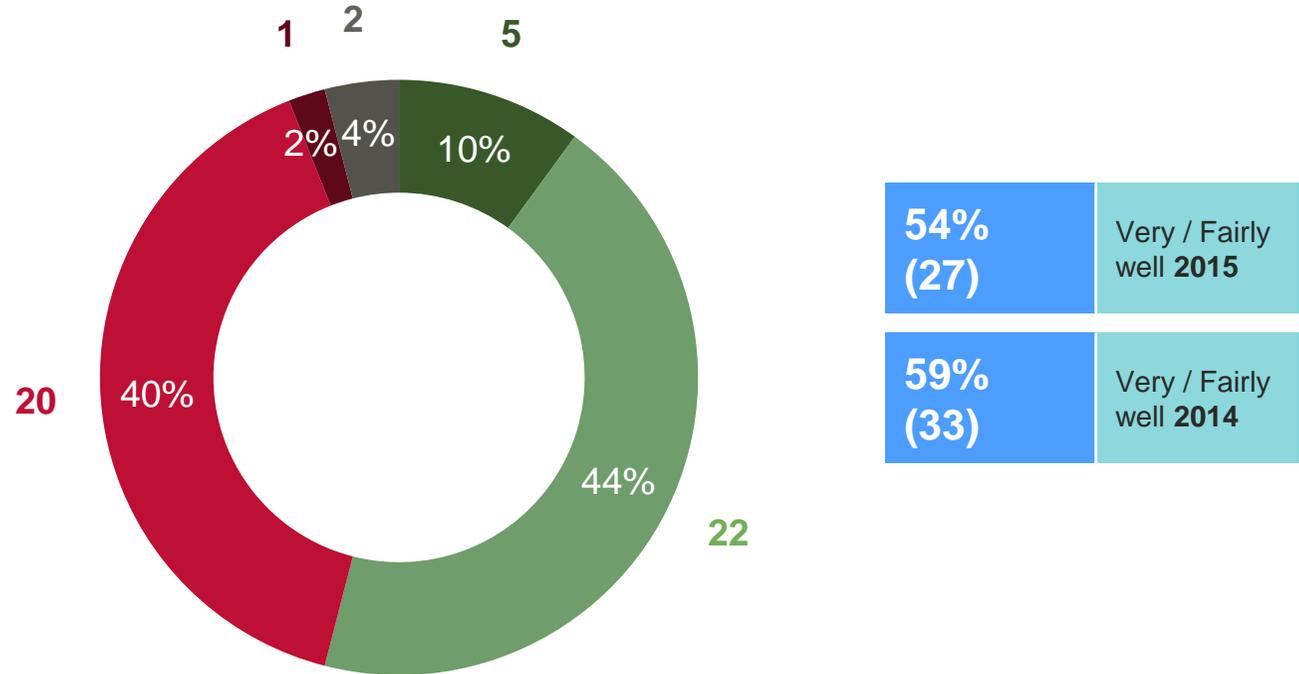
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

The implications of the CCG's plans for service improvement

All member practices



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

Total responses : All member practices (2015: 50); (2014: 56)

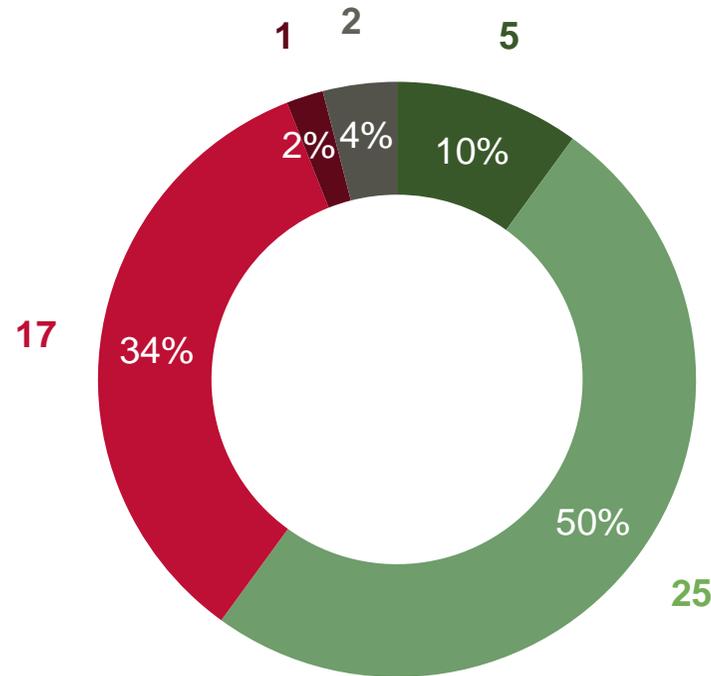
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

The referral and activity implications of the CCG's plans

All member practices



60% (30)	Very / Fairly well 2015
64% (36)	Very / Fairly well 2014

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

Total responses : All member practices (2015: 50); (2014: 56)

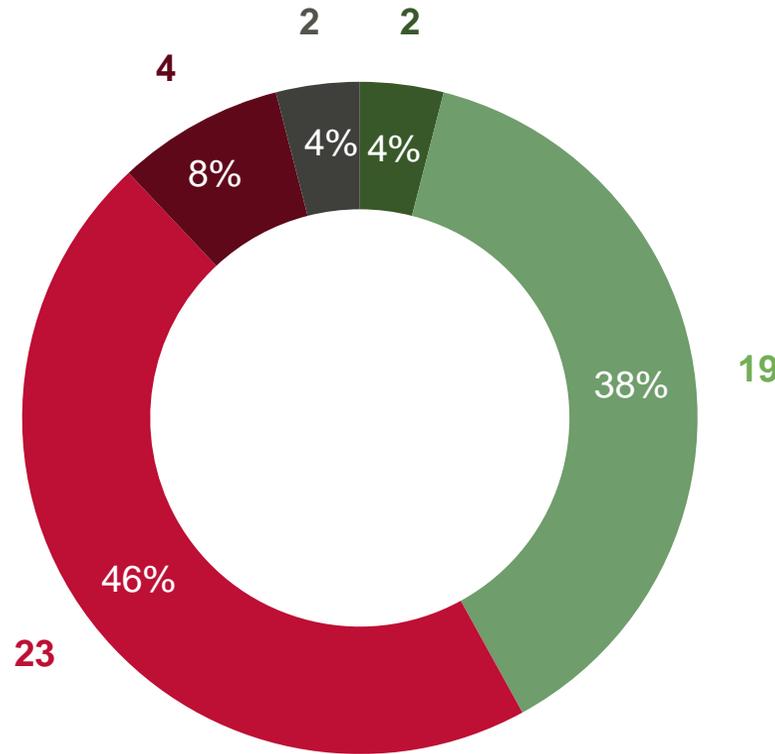
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

Total responses : All member practices (50)

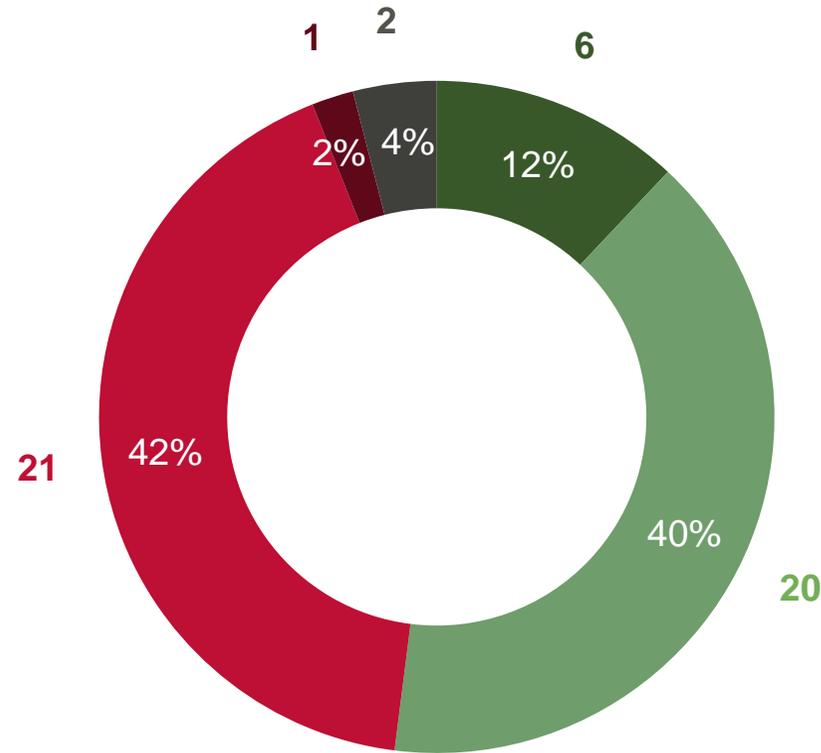
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

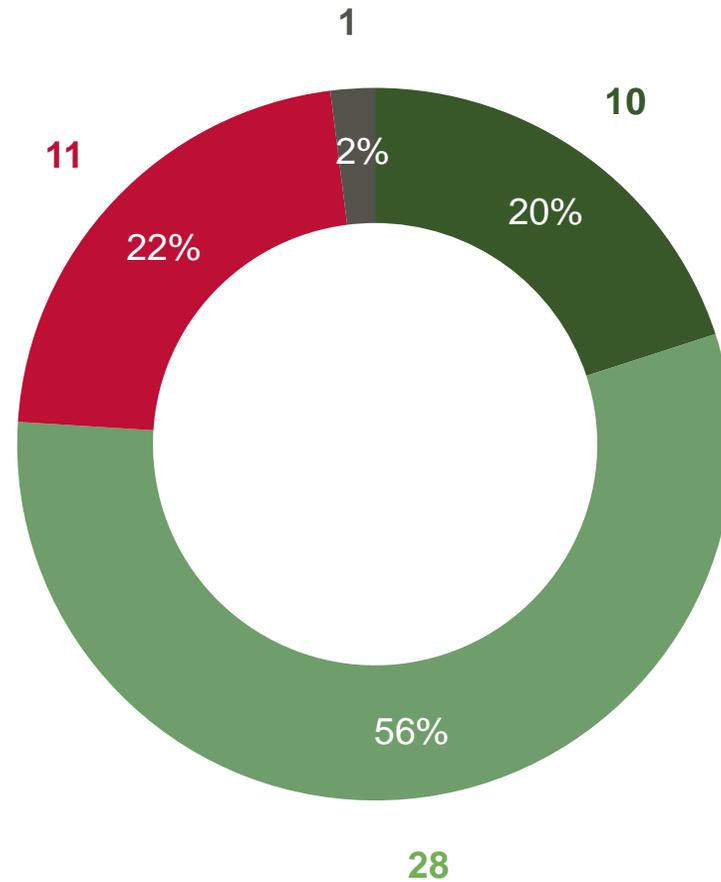
Total responses : All member practices (50)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

How well, if at all, do you understand what is required of your practice in order to implement the CCG's plans?

All member practices



76% (38)	Very / Fairly well 2015
71% (40)	Very / Fairly well 2014

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

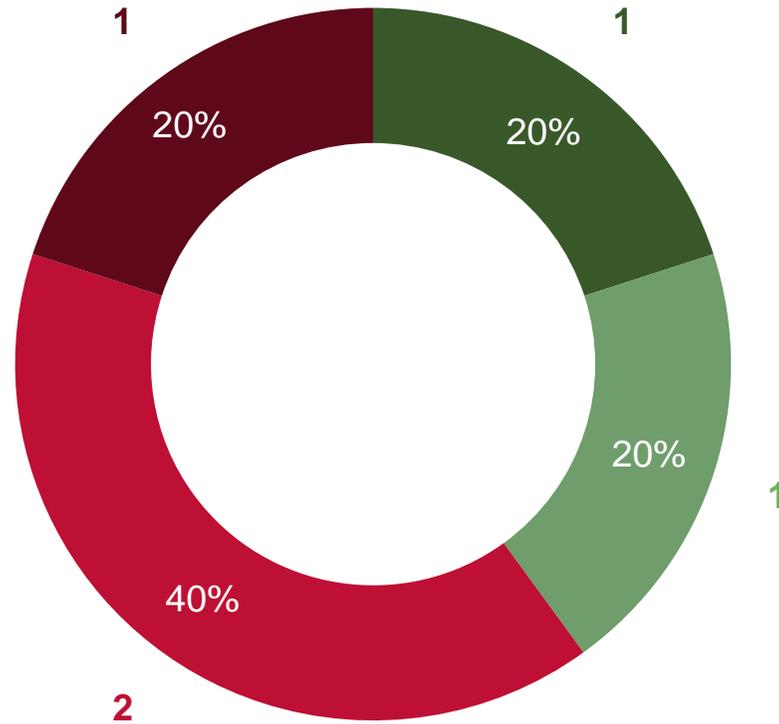
Total responses : All member practices (2015: 50); (2014: 56)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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



Very well

Fairly well

Not very well

Not at all well

Don't know

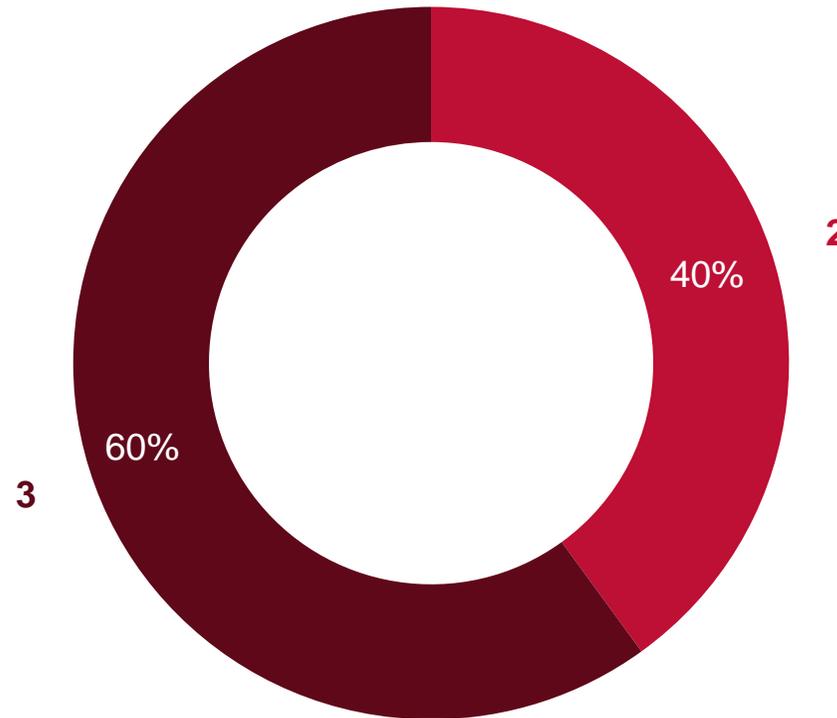
Total responses : All NHS providers (5)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

All NHS providers



■ Very well

■ Fairly well

■ Not very well

■ Not at all well

■ Don't know

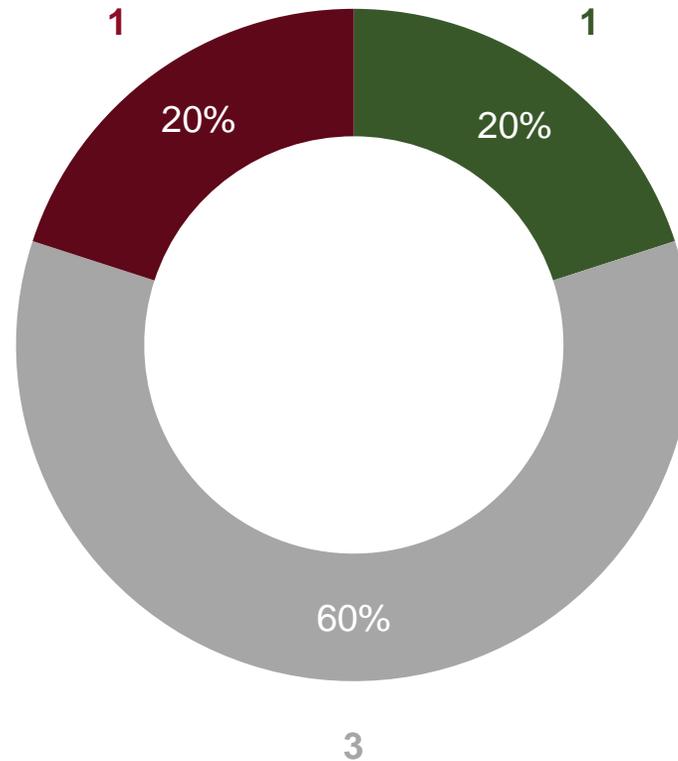
Total responses : All NHS providers (5)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

To what extent do you agree or disagree that your contracts with the CCG place enough emphasis on delivering positive patient outcomes?

All NHS providers



■ Strongly agree

■ Tend to agree

■ Neither agree nor disagree

■ Tend to disagree

■ Strongly disagree

■ Don't know

Total responses : All NHS providers (5)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

		Base
How much would you say you know about the CCG's plans and priorities?	73% (52) a great deal / a fair amount	All stakeholders (71)
To what extent do you agree or disagree with each of the following statements about the CCG's plans and priorities...?		
A. I have been given the opportunity to influence the CCG's plans and priorities	54% (38) strongly / tend to agree	All stakeholders (71)
B. When I have commented on the CCG's plans and priorities I feel that my comments have been taken on board	35% (25) strongly / tend to agree	All stakeholders (71)
C. The CCG has effectively communicated its plans and priorities to me	52% (37) strongly / tend to agree	All stakeholders (71)
D. The CCG's plans and priorities are the right ones	45% (32) strongly / tend to agree	All stakeholders (71)
To what extent do you agree or disagree that improving patient outcomes is a core focus for the CCG?	80% (57) strongly / tend to agree	All stakeholders (71)
How familiar are you, if at all, with the financial position of the CCG?	66% (33) very / fairly familiar	All member practices (50)
I am regularly involved in discussions regarding the management of the CCG's finances	22% (11) strongly / tend to agree	All member practices (50)
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?	84% (42) strongly / tend to agree	All member practices (50)

		Base
How well, if at all, would you say that you <u>understand</u> ...?		
A. The financial implications of the CCG's plans	46% (23) very well / fairly well	All member practices (50)
B. The implications of the CCG's plans for service improvement	54% (27) very well / fairly well	All member practices (50)
C. The referral and activity implications of the CCG's plans	60% (30) very well / fairly well	All member practices (50)
D. The CCG's plans to reduce health inequalities	42% (21) very well / fairly well	All member practices (50)
E. The CCG's plans to improve the health of the local population	52% (26) very well / fairly well	All member practices (50)
How well, if at all, do you understand what is required of your practice in order to implement the CCG's plans?	76% (38) very well / fairly well	All member practices (50)
How well, if at all, would you say the CCG and your organisation are <u>working together</u> to develop long-term strategies and plans?	40% (2) very well / fairly well	All NHS providers (5)
How well, if at all, would you say the CCG <u>understands</u> the challenges facing your provider organisation?	-% (0) very well / fairly well	All NHS providers (5)
To what extent do you agree or disagree that your contracts with the CCG place enough emphasis on delivering positive patient outcomes?	20% (1) strongly agree / tend to agree	All NHS providers (5)

● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

Knowledge of plans and priorities

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

Percentage of stakeholders saying a great deal / a fair amount



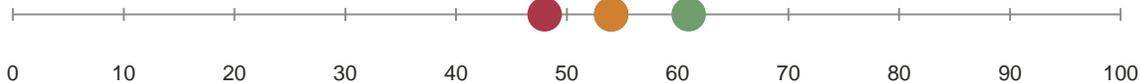
Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

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

Influence over the CCG's plans and priorities

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

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

- The majority of stakeholders say that they know a great deal or a fair amount about the CCG's plans and priorities.
- This is about the same as the finding for CCGs overall.
- Around half of stakeholders say that they have been given the opportunity to influence the CCG's plans and priorities.
- This is about the same as the finding for CCGs overall.

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

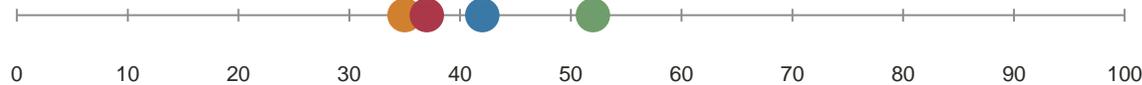
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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

Taking comments on board

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

Percentage of stakeholders saying strongly agree / tend to agree

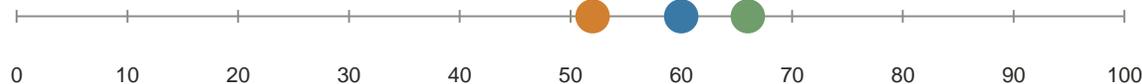


Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

Communicating plans and priorities

The CCG has effectively communicated its plans and priorities to me

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base national average: All stakeholders (8472)	

- Less than half of stakeholders say that they feel the CCG takes on board their comments on the plans and priorities.
- This is lower than the finding for CCGs overall.

- Around half of stakeholders say that the CCG has effectively communicated its plans and priorities to them.

- This is lower than the finding for CCGs overall.

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

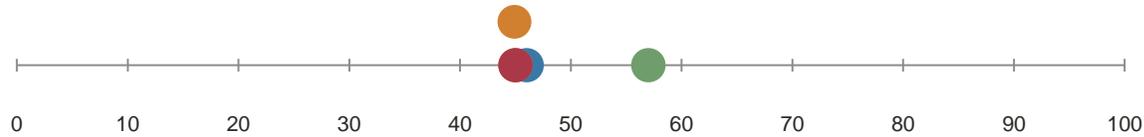
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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

The right plans and priorities

The CCG's plans and priorities are the right ones

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015:	All stakeholders	(71)	Base CCG cluster:	All stakeholders	(1199)
Base 2014:	All stakeholders	(73)	Base national average:	All stakeholders	(8472)

- Around half of stakeholders agree that the CCG's plans and priorities are the right ones.
- This is lower than the finding for CCGs overall.

Fieldwork: 10 March - 7 April 2015

Domain 4: Does the CCG have robust governance arrangements?

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...?

All stakeholders

Number

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



Total responses : All stakeholders (71)

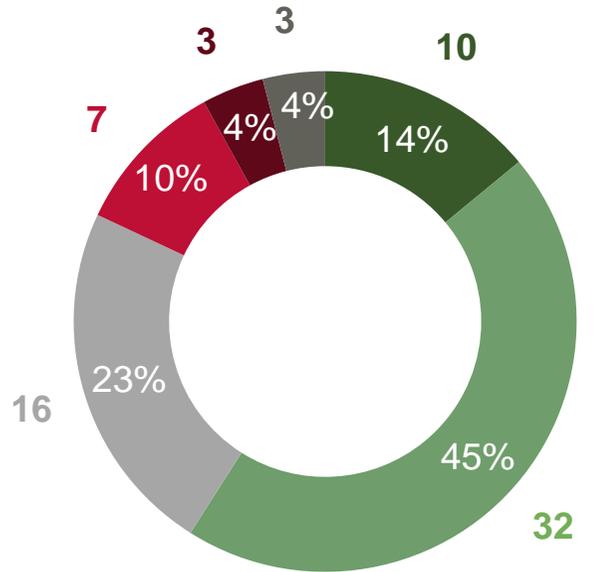
Fieldwork: 10 March - 7 April 2015

Oxfordshire 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 the CCG effectively monitors the quality of the services it commissions

All stakeholders



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

59%
(42)

2015
Strongly agree /
Tend to agree

41%
(30)

2014
Strongly agree /
Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	54% (27)	14% (7)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	-% (0)
NHS providers	5	40% (2)	60% (3)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	100% (5)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

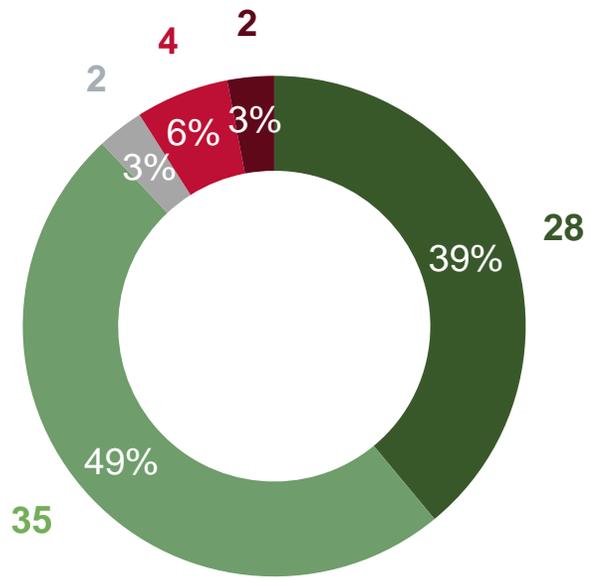
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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



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

89% (63)	2015 Strongly agree / Tend to agree	85% (62)	2014 Strongly agree / Tend to agree
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By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	86% (43)	10% (5)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	100% (5)	-% (0)
NHS providers	5	80% (4)	20% (1)
Other CCGs	3	100% (3)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	100% (5)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

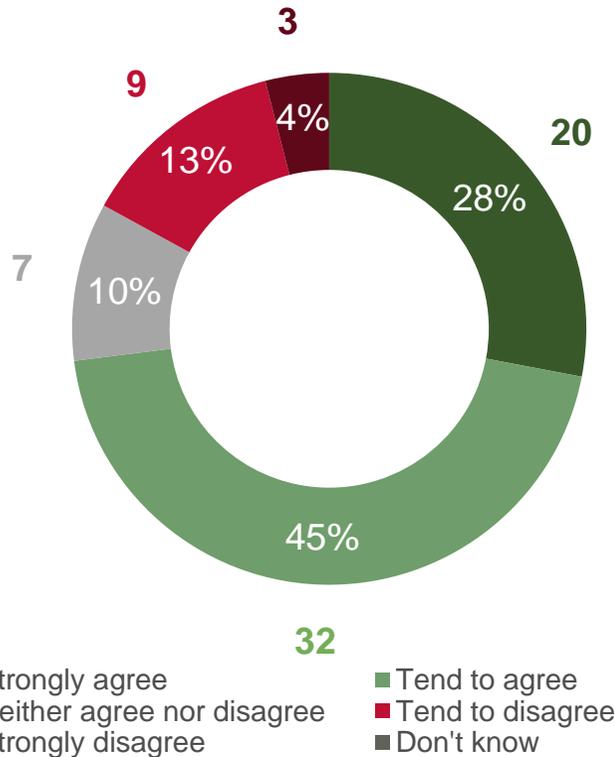
Fieldwork: 10 March - 7 April 2015

Oxfordshire 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



73% (52)	2015 Strongly agree / Tend to agree	59% (43)	2014 Strongly agree / Tend to agree
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By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	74% (37)	16% (8)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	20% (1)
NHS providers	5	40% (2)	60% (3)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	100% (5)	-% (0)

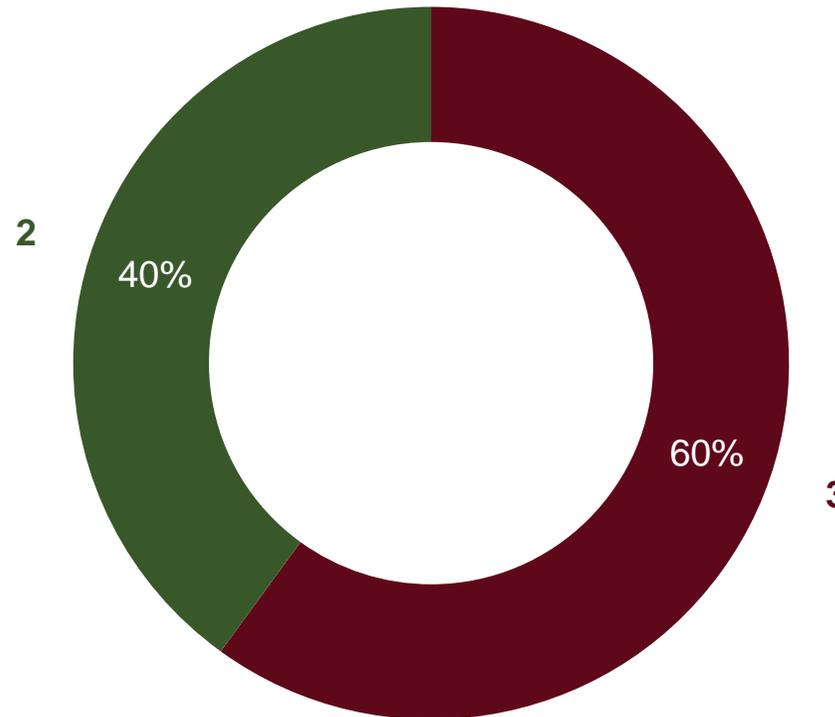
Total responses : All stakeholders (2015: 71); (2014: 73)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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



■ Too much

■ About right

■ Too little

■ Don't know

Total responses : All NHS providers (5)

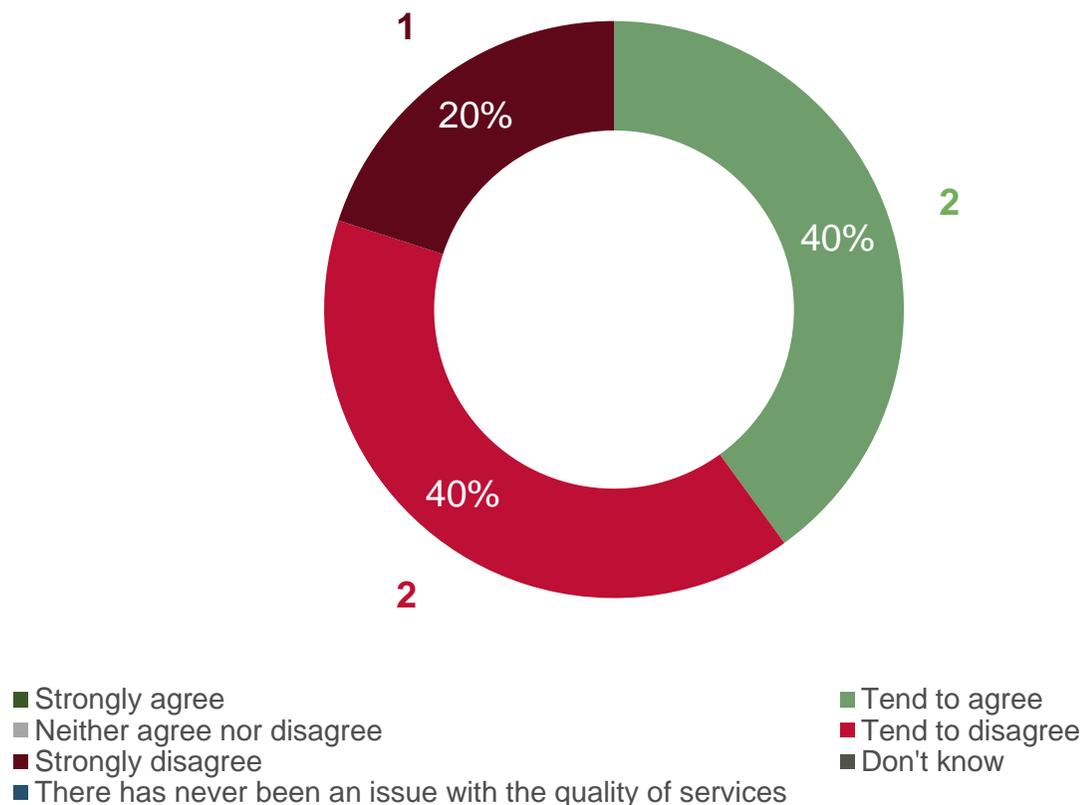
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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



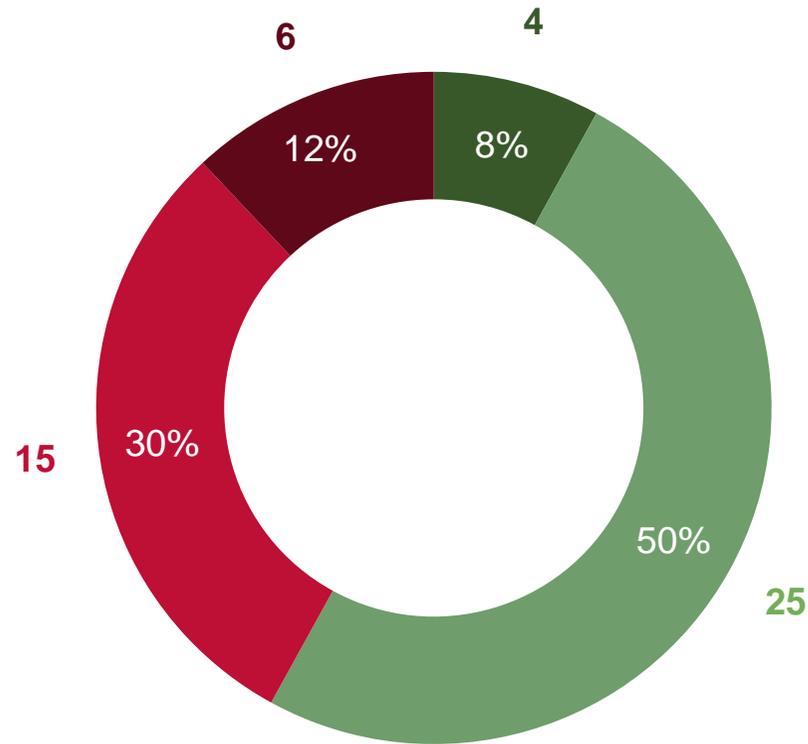
Total responses : All NHS providers (5)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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



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

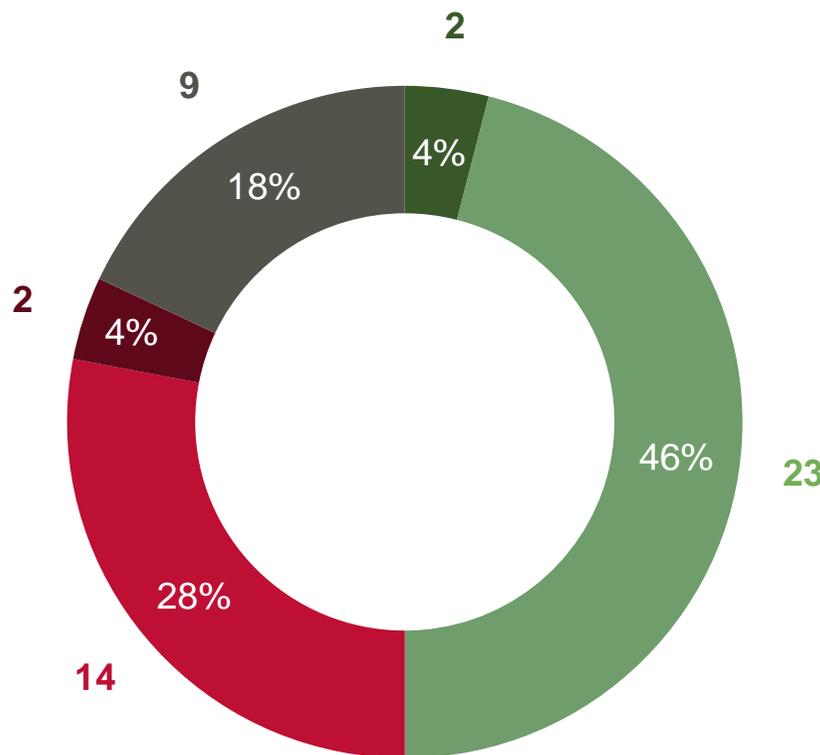
Total responses : All member practices (50)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

And how confident are you, if at all, that the CCG is taking the necessary steps to prepare for primary care co-commissioning? This may include amending the CCG's constitution, terms of reference for committees or conflict of interest policies, or any other changes required for the CCG to prepare for primary care co-commissioning

All member practices



Very confident

Not very confident

Don't know

Fairly confident

Not at all confident

Not applicable – CCG is not pursuing a co-commissioning role

Total responses : All member practices (50)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

		Base
To what extent do you agree or disagree with the following statements about the <u>way in which</u> the CCG monitors and reviews the quality of commissioned services...?		
A. I have confidence that the CCG effectively monitors the quality of the services it commissions	59% (42) strongly / tend to agree	All stakeholders (71)
B. If I had concerns about the quality of local services I would feel able to raise my concerns with the CCG	89% (63) strongly / tend to agree	All stakeholders (71)
C. I have confidence in the CCG to act on feedback it receives about the quality of services	73% (52) strongly / tend to agree	All stakeholders (71)
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?	40% (2) about right	All NHS providers (5)
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	40% (2) strongly / tend to agree	All NHS providers (5)
Overall, how involved, if at all, do you feel you have been in discussions about CCG's plans for primary care co-commissioning?	58% (29) very / fairly involved	All member practices (50)
And how confident are you, if at all, that the CCG is taking the necessary steps to prepare for primary care co-commissioning? This may include amending the CCG's constitution, terms of reference for committees or conflict of interest policies, or any other changes required for the CCG to prepare for primary care co-commissioning	50% (25) very / fairly confident	All member practices (50)

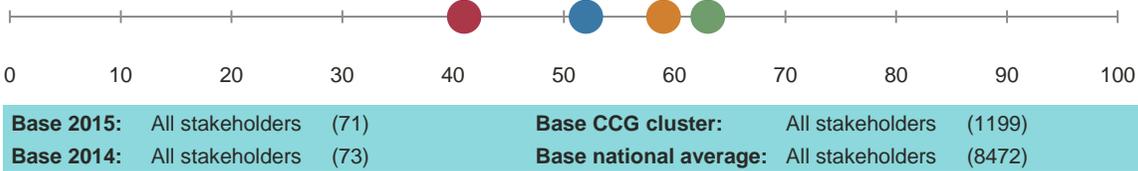
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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...?

Confidence in monitoring of services

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

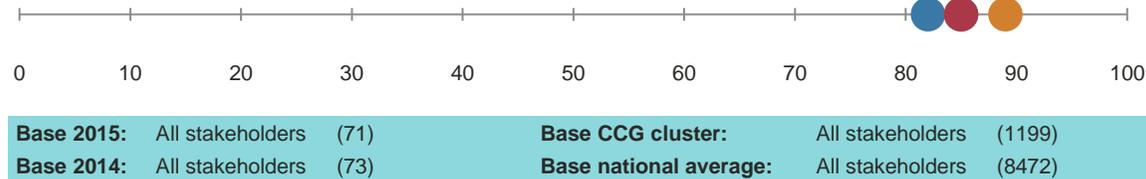
Percentage of stakeholders saying strongly agree / tend to agree



Ability to raise concerns with the CCG

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

Percentage of stakeholders saying strongly agree / tend to agree



- Around half of stakeholders are confident that the CCG effectively monitors the quality of services it commissions.
- This is about the same as the finding for CCGs overall.

- Most stakeholders agree they would feel able to raise any concerns about the quality of services with the CCG.
- This is about the same as the finding for CCGs overall.

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

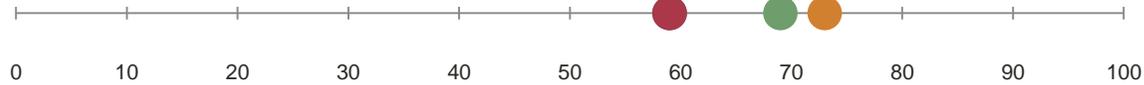
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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...?

Confidence in CCG to act on feedback

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

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015:	All stakeholders	(71)	Base CCG cluster:	All stakeholders	(1199)
Base 2014:	All stakeholders	(73)	Base national average:	All stakeholders	(8472)

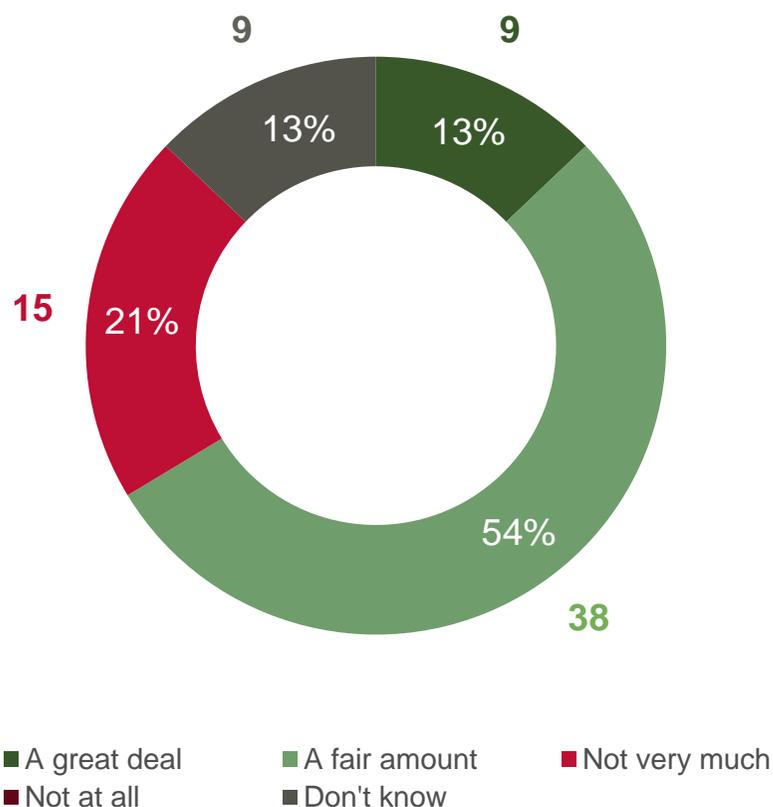
- The majority of stakeholders are confident that the CCG would act on feedback it received about the quality of services.
- This is about the same as the finding for CCGs overall.

Domain 5: Are CCGs working in partnership with others?

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	50	62% (31)	24% (12)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	40% (2)
NHS providers	5	100% (5)	-% (0)
Other CCGs	3	100% (3)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	50% (1)
Wider stakeholders	5	60% (3)	-% (0)

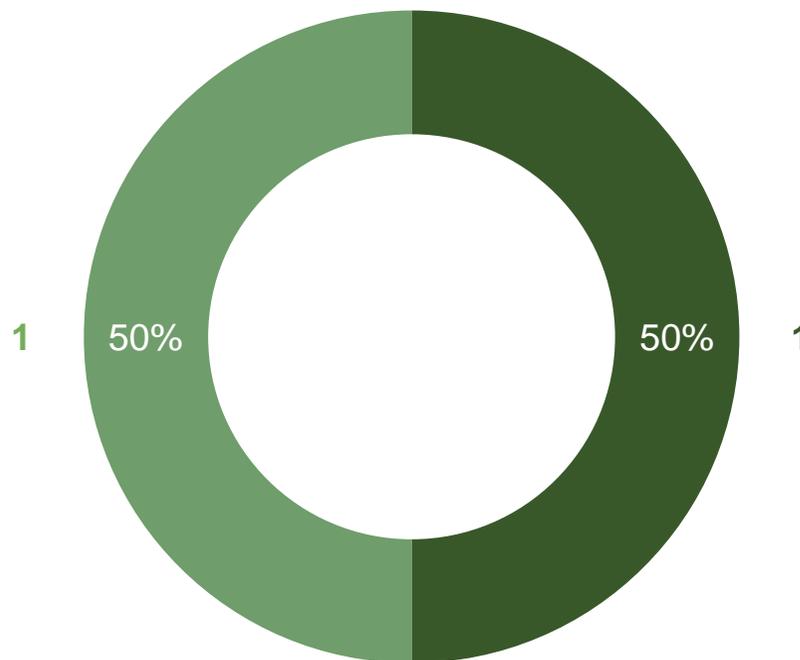
Total responses : All stakeholders (71)

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

All upper tier / unitary local authority stakeholders



Very well

Fairly well

Not very well

Not at all well

Don't know

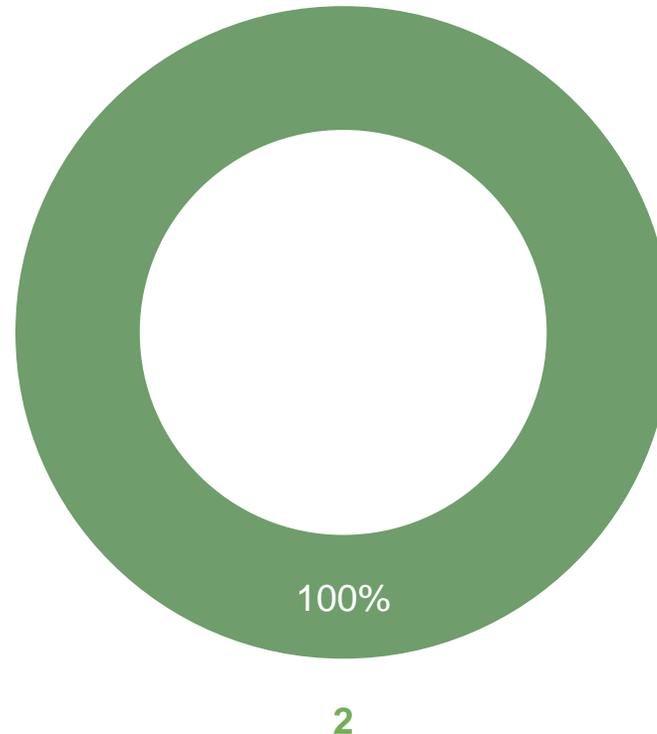
Total responses : All upper tier / unitary local authority stakeholders (2)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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



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

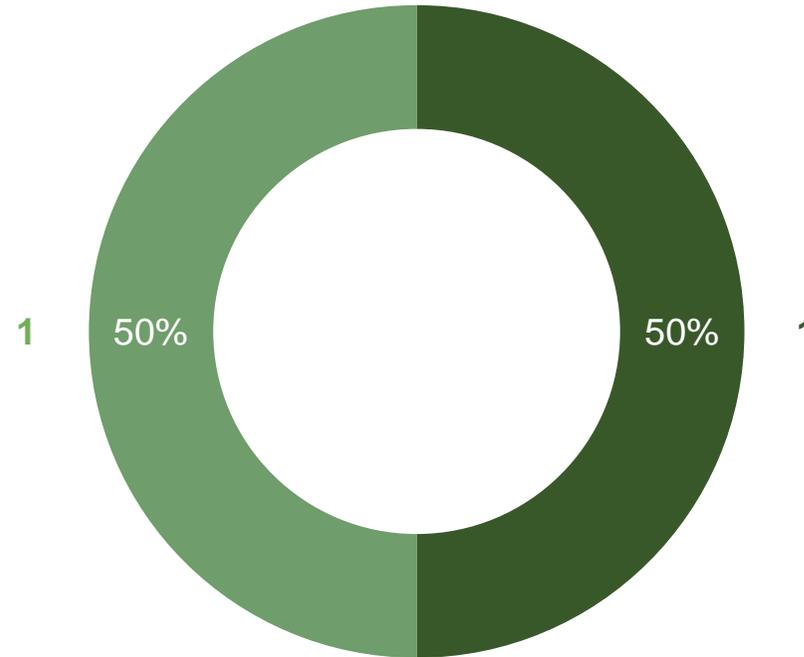
Total responses : All upper tier / unitary local authority stakeholders (2)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

All upper tier / unitary local authority stakeholders



Very effective

Fairly effective

Not very effective

Not at all effective

Don't know

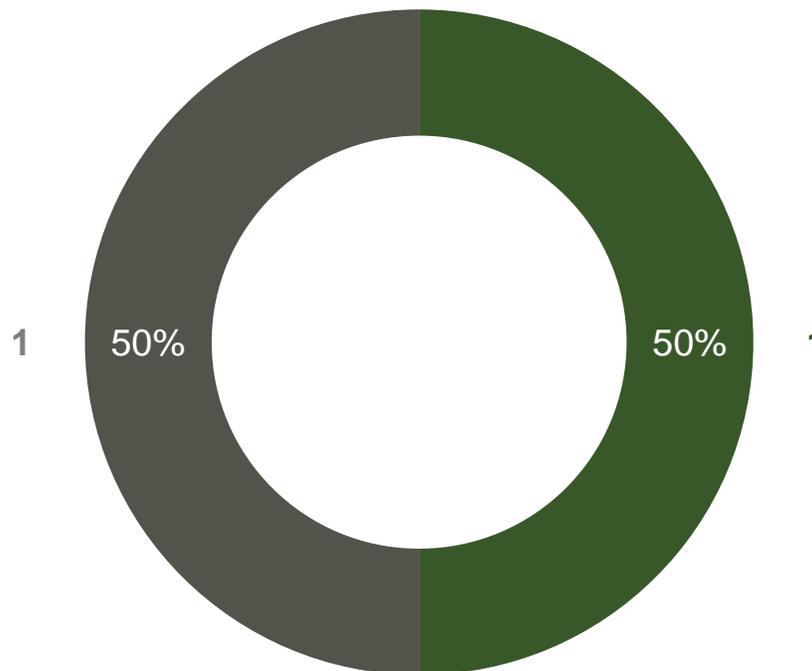
Total responses : All upper tier / unitary local authority stakeholders (2)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

All upper tier / unitary local authority stakeholders



■ Very effective

■ Fairly effective

■ Not very effective

■ Not at all effective

■ Don't know

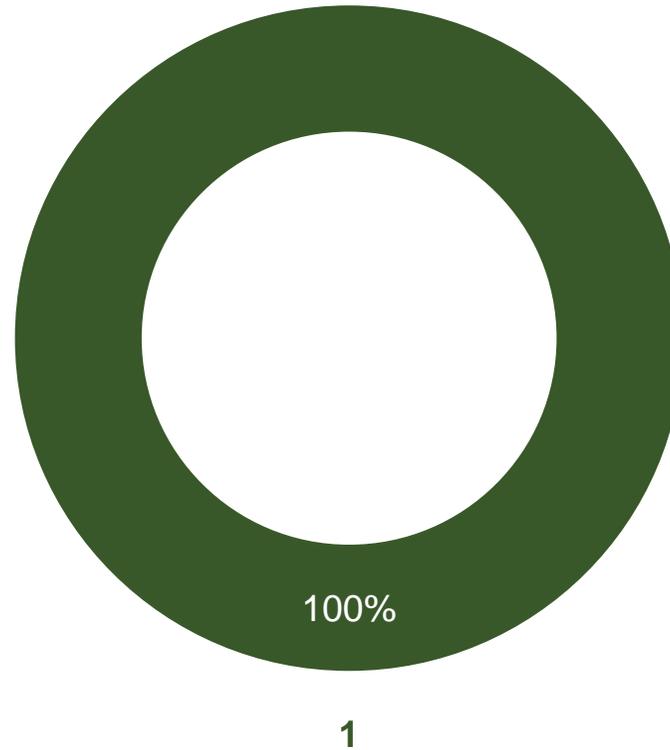
Total responses : All upper tier / unitary local authority stakeholders (2)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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



■ Very active

■ Fairly active

■ Not very active

■ Not at all active

■ Don't know

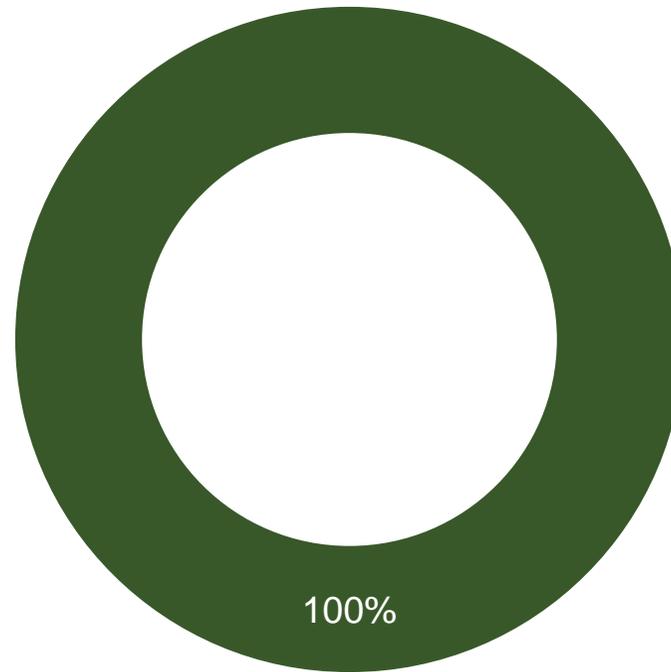
Total responses : All health and wellbeing board stakeholders (1)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

How active, if at all, would you say the CCG has been in developing your Joint Health and Wellbeing Strategy?

All health and wellbeing board stakeholders



100%

1

■ Very active

■ Fairly active

■ Not very active

■ Not at all active

■ Don't know

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

Fieldwork: 10 March - 7 April 2015

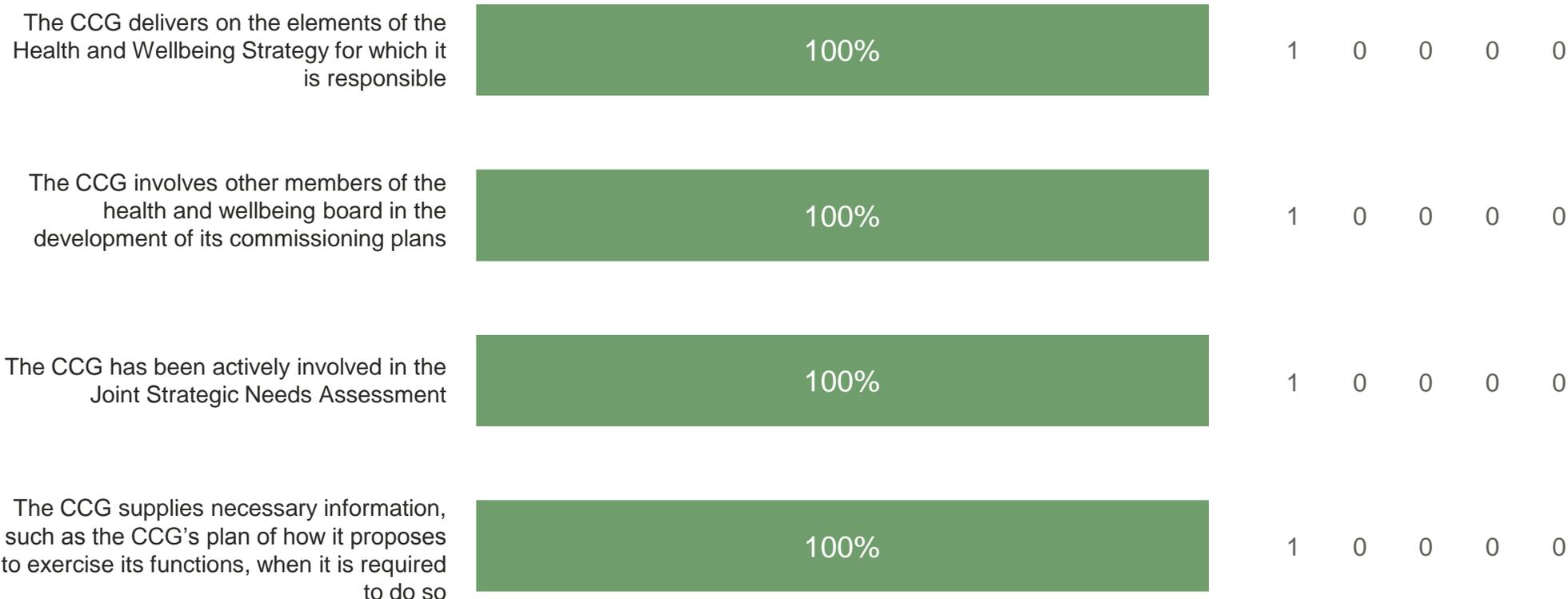
Oxfordshire CCG

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

All health and wellbeing board stakeholders

- Strongly agree / Tend to agree
- Neither agree nor disagree
- Strongly disagree / Tend to disagree
- Don't know
- Too early to say

Number



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

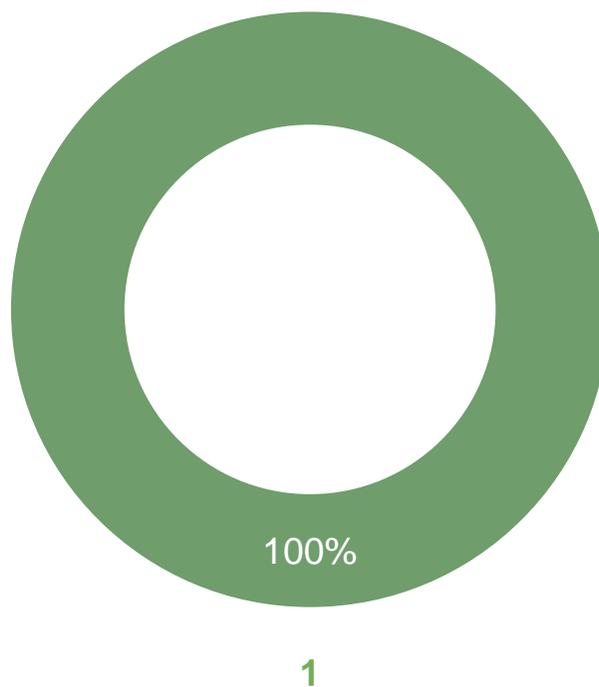
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

The CCG delivers on the elements of the Health and Wellbeing Strategy for which it is responsible

All health and wellbeing board stakeholders



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

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

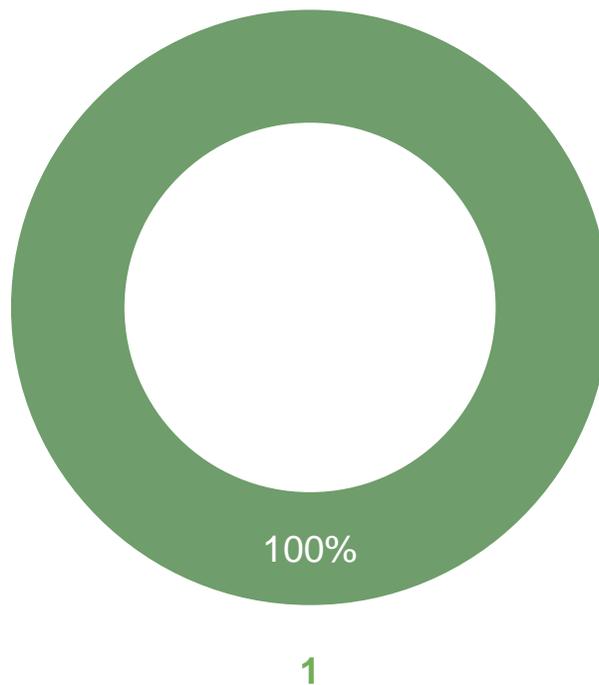
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

The CCG involves other members of the health and wellbeing board in the development of its commissioning plans

All health and wellbeing board stakeholders



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

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

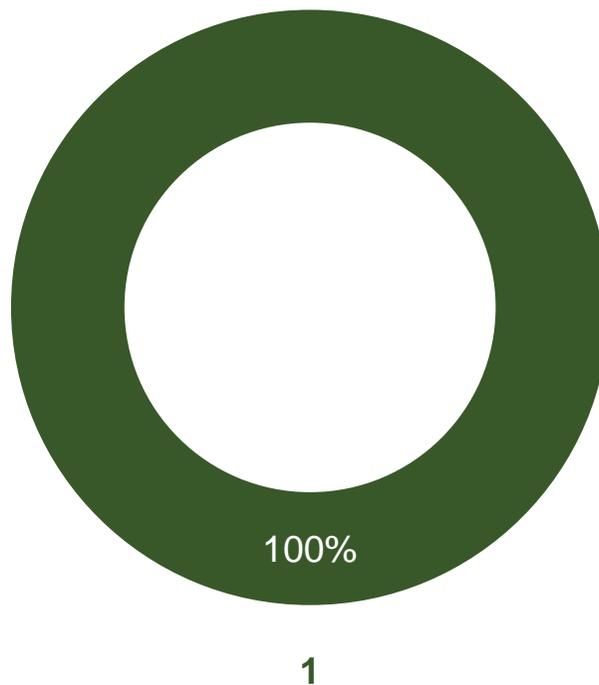
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

The CCG has been actively involved in the Joint Strategic Needs Assessment

All health and wellbeing board stakeholders



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

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

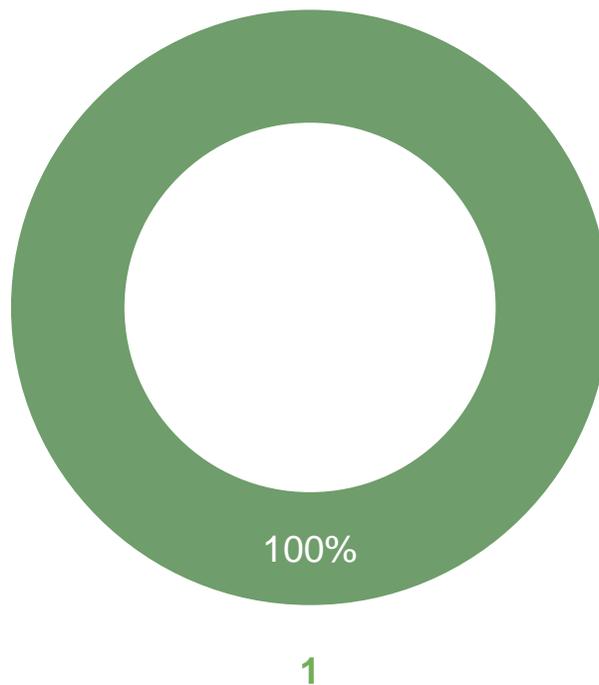
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

The CCG supplies necessary information, such as the CCG's plan of how it proposes to exercise its functions, when it is required to do so

All health and wellbeing board stakeholders



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

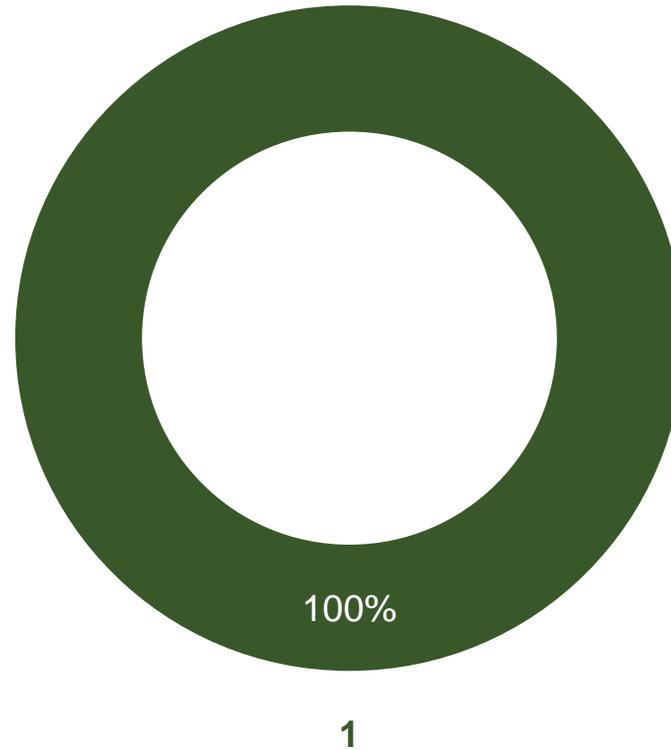
Total responses : All health and wellbeing board stakeholders (1)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

All health and wellbeing board stakeholders



■ Very well ■ Fairly well ■ Not very well ■ Not at all well ■ Don't know ■ Our shared plans have not needed refreshing

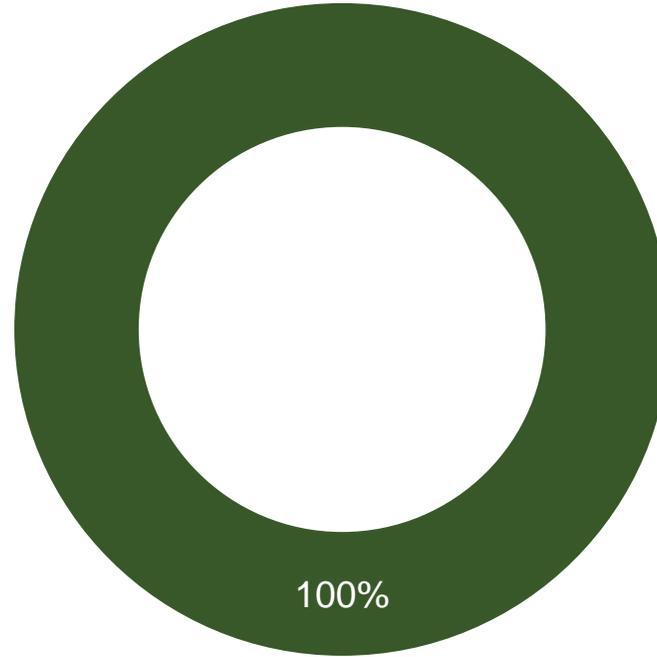
Total responses : All health and wellbeing board stakeholders (1)

Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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



100%

1

■ Very well

■ Fairly well

■ Not very well

■ Not at all well

■ Don't know

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

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

		Base
<p>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.</p> <p>To what extent, if at all, would you say the CCG has contributed to wider discussions through these groups?</p>	66% (47) a great deal / a fair amount	All stakeholders (71)
How well, if at all, would you say the CCG and your local authority are working together to <u>refresh</u> shared plans for integrated commissioning?	100% (2) very well / fairly well	All upper tier / unitary local authority stakeholders (2)
How well, if at all, would you say the CCG and your local authority are working together to <u>deliver</u> shared plans for integrated commissioning?	100% (2) very well / fairly well	All upper tier / unitary local authority stakeholders (2)
How effective, if at all, has the CCG been as part of the Local Safeguarding Children Board?	100% (2) very effective / fairly effective	All upper tier / unitary local authority stakeholders (2)
How effective, if at all, has the CCG been as part of the Safeguarding Adults Board?	50% (1) very effective / fairly effective	All upper tier / unitary local authority stakeholders (2)
How active, if at all, would you say the CCG is as a member of the health and wellbeing board?	100% (1) very active / fairly active	All health and wellbeing board stakeholders (1)
How active, if at all, would you say the CCG has been in developing your Joint Health and Wellbeing Strategy?	100% (1) very active / fairly active	All health and wellbeing board stakeholders (1)

		Base
To what extent do you agree or disagree with each of the following statements...?		<i>All health and wellbeing board stakeholders (1)</i>
A. The CCG delivers on the elements of the Health and Wellbeing Strategy for which it is responsible	100% (1) strongly / tend to agree	
B. The CCG involves other members of the health and wellbeing board in the development of its commissioning plans	100% (1) strongly / tend to agree	
C. The CCG has been actively involved in the Joint Strategic Needs Assessment	100% (1) strongly / tend to agree	
D. The CCG supplies the necessary information, such as the CCG's plan of how it proposes to exercise its functions, when it is required to do so	100% (1) strongly / tend to agree	
How well, if at all, would you say the CCG and the local authority are working together to <u>refresh shared plans</u> for integrated commissioning?	100% (1) very well / fairly well	<i>All health and wellbeing board stakeholders (1)</i>
And how well, if at all, would you say the CCG and the local authority are working together to <u>deliver shared plans</u> for integrated commissioning?	100% (1) very well / fairly well	<i>All health and wellbeing board stakeholders (1)</i>

● The CCG 2015
 ● CCG cluster average
 ● National CCG average 2015

Contributing to wider discussions

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?

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015:	All stakeholders	(71)	Base CCG cluster:	All stakeholders	(1199)
			Base national average:	All stakeholders	(8472)

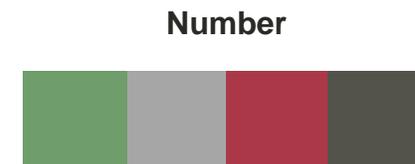
- The majority of stakeholders agree that the CCG has contributed to discussions about the wider health economy.
- This is about the same as the finding for CCGs overall.

Domain 6: Does the CCG have strong and robust leadership?

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

All stakeholders

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



Total responses : All stakeholders (71)

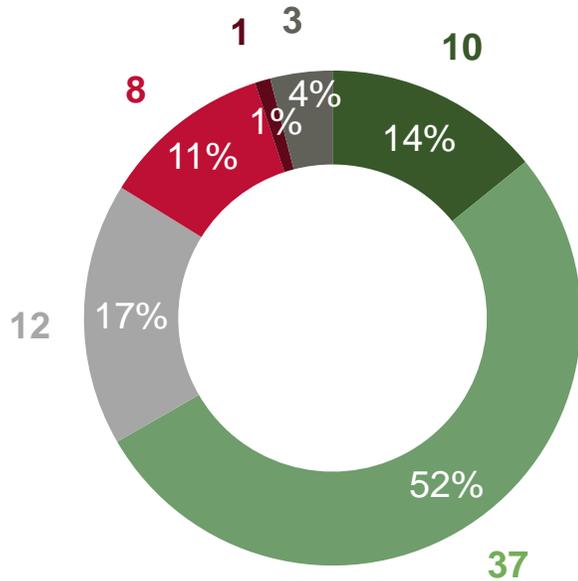
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

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

All stakeholders



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

66%
(47)

2015
Strongly agree /
Tend to agree

41%
(30)

2014
Strongly agree /
Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	66% (33)	8% (4)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	80% (4)	-% (0)
NHS providers	5	-% (0)	100% (5)
Other CCGs	3	100% (3)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

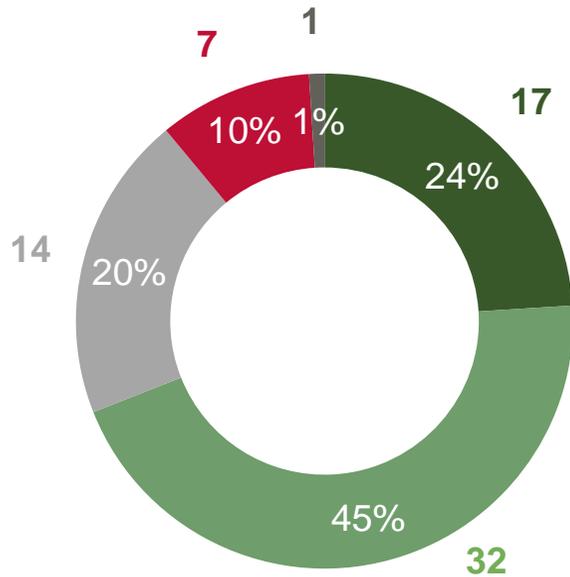
Fieldwork: 10 March - 7 April 2015

Oxfordshire 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



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

69% (49)	2015 Strongly agree / Tend to agree	47% (34)	2014 Strongly agree / Tend to agree
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By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	64% (32)	8% (4)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	80% (4)	20% (1)
NHS providers	5	60% (3)	40% (2)
Other CCGs	3	100% (3)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

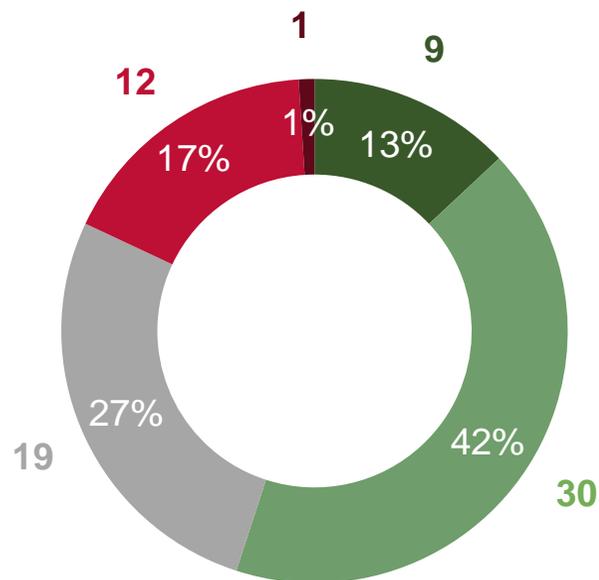
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

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

All stakeholders



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

55% (39)	2015 Strongly agree / Tend to agree	41% (30)	2014 Strongly agree / Tend to agree
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By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	54% (27)	14% (7)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	40% (2)
NHS providers	5	-% (0)	80% (4)
Other CCGs	3	100% (3)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

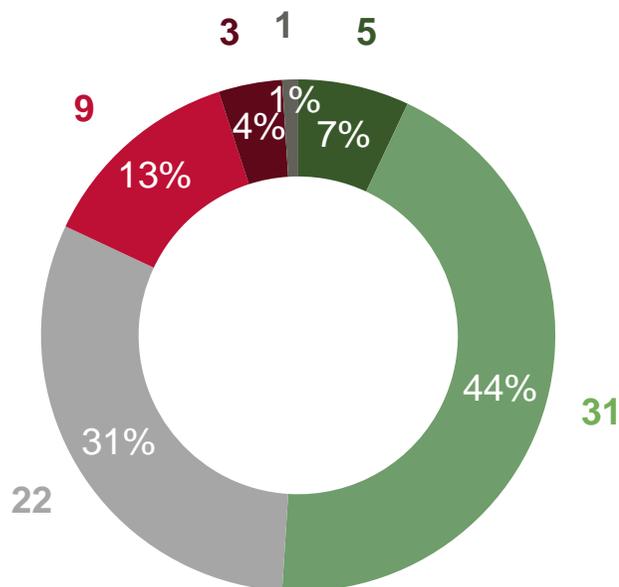
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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

The leadership of the CCG is delivering continued quality improvements

All stakeholders



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

51%
(36)

2015
Strongly agree /
Tend to agree

38%
(28)

2014
Strongly agree /
Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	52% (26)	14% (7)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	20% (1)
NHS providers	5	-% (0)	80% (4)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

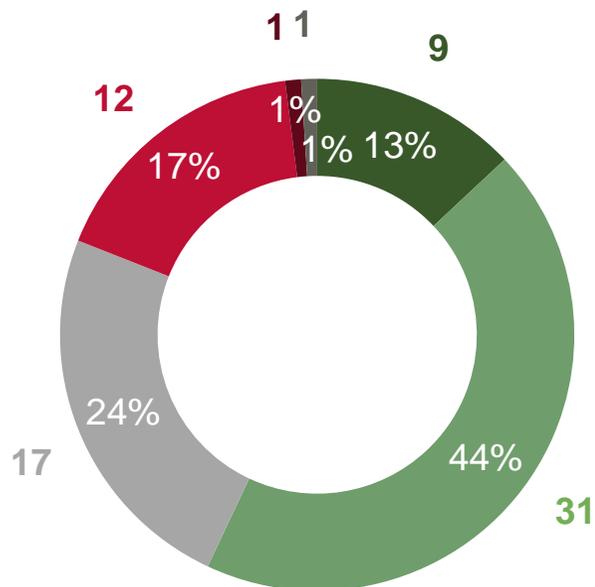
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

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

All stakeholders



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

56% (40)	2015 Strongly agree / Tend to agree	44% (32)	2014 Strongly agree / Tend to agree
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By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	58% (29)	14% (7)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	40% (2)
NHS providers	5	-% (0)	80% (4)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

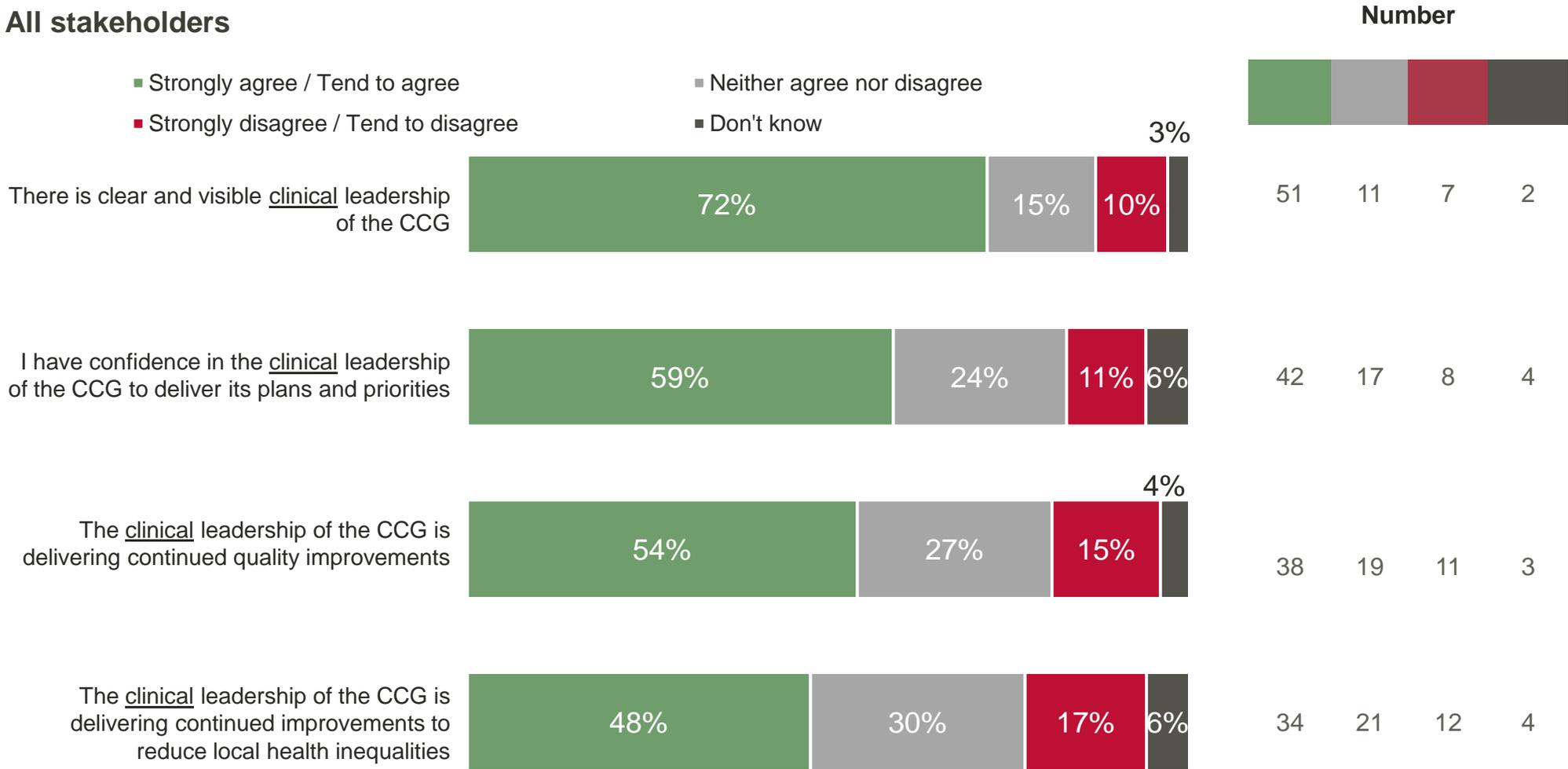
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

All stakeholders

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



Total responses : All stakeholders (71)

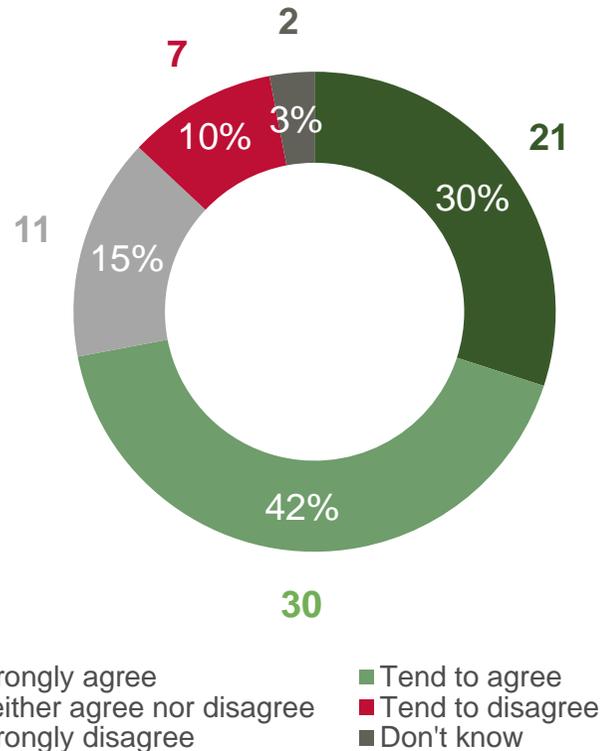
Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015

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



72% (51)	2015 Strongly agree / Tend to agree	58% (42)	2014 Strongly agree / Tend to agree
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By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	72% (36)	6% (3)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	80% (4)	20% (1)
NHS providers	5	40% (2)	60% (3)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	100% (2)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

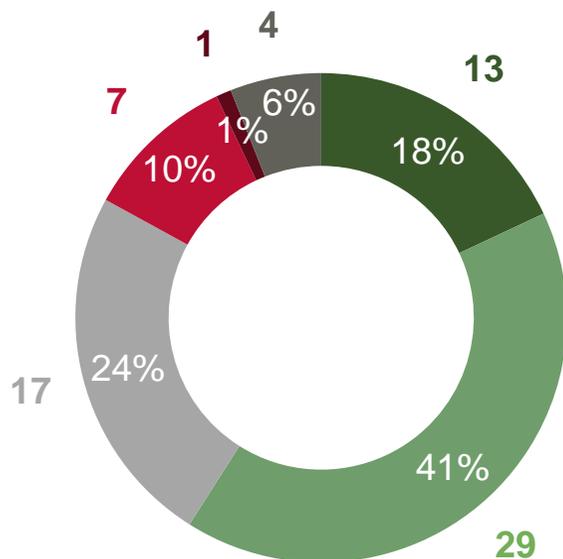
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

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

All stakeholders



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

59%
(42)

2015
Strongly agree /
Tend to agree

44%
(32)

2014
Strongly agree /
Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	60% (30)	6% (3)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	60% (3)	20% (1)
NHS providers	5	20% (1)	80% (4)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

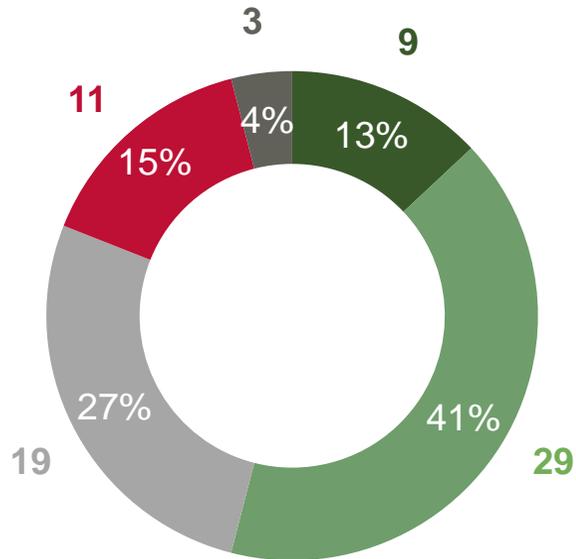
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

The clinical leadership of the CCG is delivering continued quality improvements

All stakeholders



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

54%
(38)

2015
Strongly agree /
Tend to agree

41%
(30)

2014
Strongly agree /
Tend to agree

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	58% (29)	8% (4)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	40% (2)
NHS providers	5	-% (0)	100% (5)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	-% (0)	-% (0)
Wider stakeholders	5	80% (4)	-% (0)

Total responses : All stakeholders (2015: 71); (2014: 73)

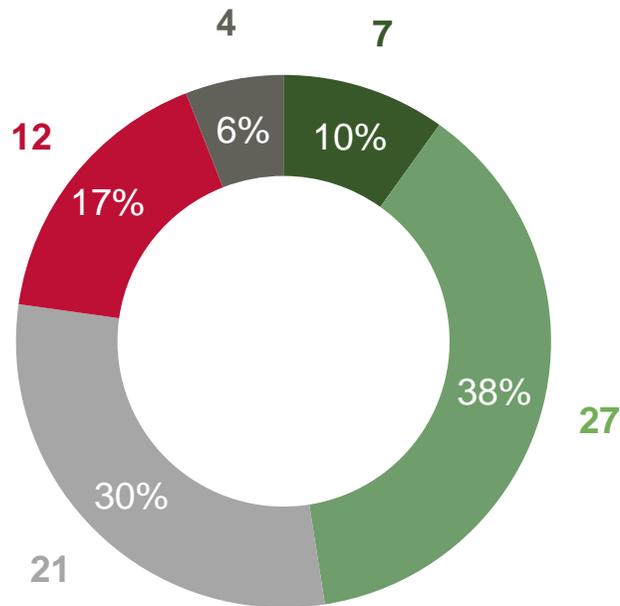
Fieldwork: 10 March - 7 April 2015

Oxfordshire CCG

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

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

All stakeholders



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

Total responses : All stakeholders (71)

Oxfordshire CCG

By stakeholder group

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	50	50% (25)	10% (5)
Health and wellbeing boards	1	100% (1)	-% (0)
Local HealthWatch/patient groups	5	40% (2)	40% (2)
NHS providers	5	-% (0)	100% (5)
Other CCGs	3	67% (2)	-% (0)
Upper tier/unitary local authorities	2	50% (1)	-% (0)
Wider stakeholders	5	60% (3)	-% (0)

Fieldwork: 10 March - 7 April 2015

		Base
To what extent do you agree or disagree with the following statements about the overall leadership of the CCG...?		
A. The leadership of the CCG has the necessary blend of skills and experience	66% (47) strongly / tend to agree	All stakeholders (71)
B. There is clear and visible leadership of the CCG	69% (49) strongly / tend to agree	All stakeholders (71)
C. I have confidence in the leadership of the CCG to deliver its plans and priorities	55% (39) strongly / tend to agree	All stakeholders (71)
D. The leadership of the CCG is delivering continued quality improvements	51% (36) strongly / tend to agree	All stakeholders (71)
E. I have confidence in the leadership of the CCG to deliver improved outcomes for patients	56% (40) strongly / tend to agree	All stakeholders (71)

		Base
To what extent do you agree or disagree with the following statements about the <u>clinical</u> leadership of the CCG...?		
A. There is clear and visible clinical leadership of the CCG	72% (51) strongly / tend to agree	All stakeholders (71)
B. I have confidence in the clinical leadership of the CCG to deliver its plans and priorities	59% (42) strongly / tend to agree	All stakeholders (71)
C. The clinical leadership of the CCG is delivering continued quality improvements	54% (38) strongly / tend to agree	All stakeholders (71)
D. The clinical leadership of the CCG is delivering continued improvements to reduce local health inequalities	48% (34) strongly / tend to agree	All stakeholders (71)

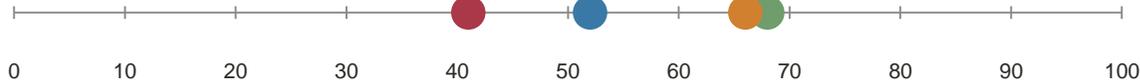
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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

Skills and experience of leadership

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

Percentage of stakeholders saying strongly agree / tend to agree

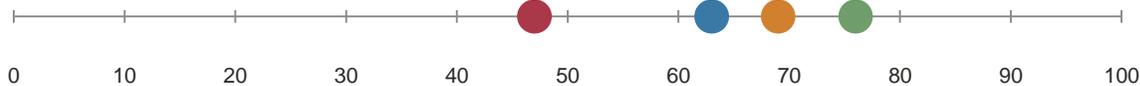


Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

Clear and visible leadership

There is clear and visible leadership of the CCG

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

- The majority of stakeholders agree that the leadership of the CCG has the necessary blend of skills and experience.
- This is about the same as the finding for CCGs overall.

- The majority of stakeholders agree that there is clear and visible leadership.

- This is about the same as the finding for CCGs overall.

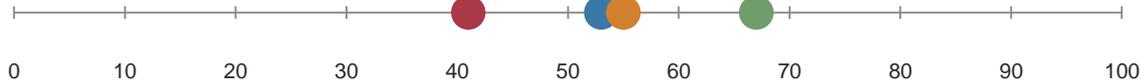
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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

Delivering plans and priorities

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

Percentage of stakeholders saying strongly agree / tend to agree

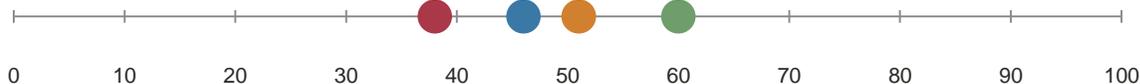


Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

Delivering continued quality improvements

The leadership of the CCG is delivering continued quality improvements

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

- Around half of stakeholders have confidence in the leadership of the CCG to deliver its plans and priorities.
- This is lower than the finding for CCGs overall.

- Around half of stakeholders agree that the leadership is delivering continued quality improvements.

- This is about the same as the finding for CCGs overall.

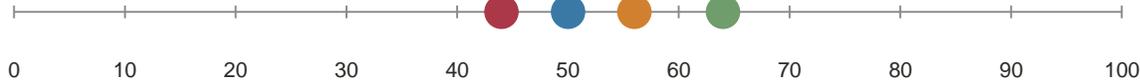
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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

Delivering improved outcomes

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

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015:	All stakeholders	(71)	Base CCG cluster:	All stakeholders	(1199)
Base 2014:	All stakeholders	(73)	Base national average:	All stakeholders	(8472)

- Around half of stakeholders have confidence in the leadership of the CCG to deliver improved outcomes.
- This is about the same as the finding for CCGs overall.

● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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

Clear and visible clinical leadership

There is clear and visible clinical leadership of the CCG

Percentage of stakeholders saying strongly agree / tend to agree

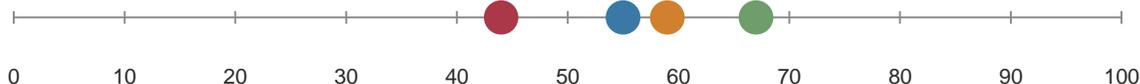


Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

Delivering plans and priorities

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

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

- The majority of stakeholders agree that the clinical leadership of the CCG is clear and visible.
- This is about the same as the finding for CCGs overall.

- Around half of stakeholders are confident that the clinical leadership will deliver its plans and priorities.

- This is about the same as the finding for CCGs overall.

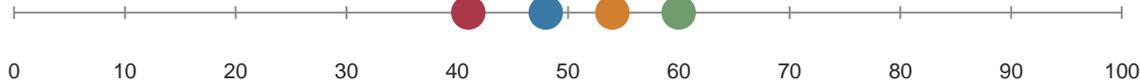
● The CCG 2015
 ● The CCG 2014
 ● CCG cluster average
 ● National CCG average 2015

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

Delivering continued quality improvements

The clinical leadership of the CCG is delivering continued quality improvements

Percentage of stakeholders saying strongly agree / tend to agree

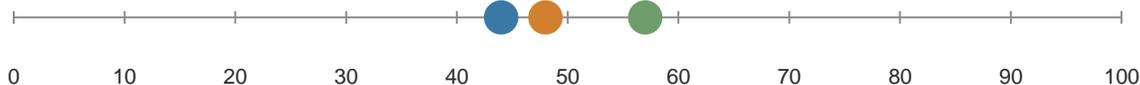


Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base 2014: All stakeholders (73)	Base national average: All stakeholders (8472)

Delivering continued improvements to reduce health inequalities

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

Percentage of stakeholders saying strongly agree / tend to agree



Base 2015: All stakeholders (71)	Base CCG cluster: All stakeholders (1199)
Base national average: All stakeholders (8472)	

- Around half of stakeholders agree that the clinical leadership of the CCG is delivering continued quality improvements.
- This is about the same as the finding for CCGs overall.

- Around half of of stakeholders are confident that the clinical leadership of the CCG is delivering continued improvements to reduce local health inequalities.
- This is about the same as the finding for CCGs overall.

Appendices

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 Oxfordshire CCG

Cambridgeshire and Peterborough CCG	West Hampshire CCG
Nene CCG	West Leicestershire CCG
Gloucestershire CCG	Coventry and Rugby CCG
Southern Derbyshire CCG	Vale of York CCG
North, East, West Devon CCG	Wiltshire CCG
Somerset CCG	Mid Essex CCG
Herts Valleys CCG	Cumbria CCG
East and North Hertfordshire CCG	Bristol CCG
Kernow CCG	Dorset CCG
Bedfordshire CCG	West Essex CCG

Oxfordshire CCG

Fieldwork: 10 March - 7 April 2015



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