

**WEST LEICESTERSHIRE CLINICAL COMMISSIONING GROUP
BOARD MEETING**

13 June 2017

Title of the report:	360 Degree Stakeholder Survey – our member practices
Section:	Governance
Report by:	Ian Potter, Deputy Chief Operating Officer and Sue Venables, Communications, Engagement and Involvement Manager
Presented by:	Ket Chudasama, Director of Performance and Corporate Affairs

Report supports the following West Leicestershire CCG's goal(s):			
Improve health outcomes	✓	Improve the quality of health-care services	✓
Use our resources wisely			

Equality Act 2010 – positive general duties:
1. The CCG is committed to fulfil its obligations under the Equality Act 2010, and to ensure services commissioned by the CCG are non-discriminatory on the grounds of any protected characteristics.
2. The CCG will work with providers, service users and communities of interest to ensure any issues relating to equality of service within this report are identified and addressed.

Additional Paper details:	
Please state relevant Constitution provision	4. Mission, Values and Goals: ... 4.11 Patients, Practices and Partners working together to create the best value healthcare for West Leicestershire
Please state relevant Scheme of Reservation and Delegation provision (SORD)	N/A
Please state relevant Financial Scheme of Delegation provision	N/A
Please state reason why this paper is being presented to the WLCCG Board	Receiving an update
Discussed by	Governing Body and Corporate Manager Team
Alignment with other strategies	Operational Plan 2017/18 and 2018/19
Environmental Implications	None
Has this paper been discussed with members of the public and other stakeholders? If so, please provide details	Patient groups and stakeholder invited to participate in the 360 Degree Stakeholder Survey

EXECUTIVE SUMMARY:

1. The Governing Board discussed a number of ideas to contribute to making improvements to address concerns raised by GP member practices in the 360 Degree Stakeholder Survey. Prior to taking forward the actions it was felt essential to further engage with GP member practices at the Good Practice event on the 14th June to share learning from the survey, putting forward ideas for solving concerns and capture further insights.
2. The actions emerging from the Good Practice on 14th June will be brought back to the Governing Board for approval, prior to being taken forward for immediate and rapid action. Dr. Nil Sanganeer has agreed to lead the discussions at the event and work with CCG staff to implement the agreed actions that emerge.

RECOMMENDATION:

The West Leicestershire Clinical Commissioning Group is requested to:

RECEIVE update relating to the 360 degree stakeholder survey

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360 Degree Stakeholder Survey – our member practices

1. INTRODUCTION

- 1.1 Each year the CCG participates in the national 360 degree stakeholder survey, which allows stakeholders to provide feedback on their working relationship with us.
- 1.2 The findings of the 2017 360 degree stakeholder survey were discussed by Governing Board in April 2017. Further analysis and evaluation was requested relating to feedback provided by GP member practices. This work was undertaken and presented to a meeting of the Transforming Services Forum (TSF) on 16th May 2017 for detailed discussion.
- 1.3 A number of very positive issues emerged from the analysis and evaluation which showed good levels of engagement and involvement with member practices. Some key areas also emerged that require improvement in 2017/18 with regard to:
 - Confidence levels around quality, monitoring and knowing that plans are the right ones
 - Opportunity to really influence
 - Confident that CCG listens and actions views
 - Regular involvement in discussion (two-way)
- 1.4 At TSF the Governing Board discussed six key ideas that would contribute to making the required improvements and solve concerns. Prior to taking forward the actions it was felt essential to further engage with GP member practices at the Good Practice event on the 14th June to share learning from the survey, putting forward ideas for solving concerns and capture further insights.

2. IDEAS FOR SOLVING CONCERNS

- 2.1 The six ideas for further discussion with GP member practices are:
 - To focus the GP newsletter on GPs and what is happening at practices (using links to online documents held on the intranet)
 - To demonstrate what is being done in relation to quality of care within our providers
 - To ensure greater Board Member visibility at practices through suggested routes including a buddying system – one board member buddied with a set number of practices
 - To tailor AGM/Conference agenda enabling it to be more member-focused and to include items important to GPs and practices; the aim being to attract a higher attendance of GPs and practice staff
 - To encourage the use of Twitter and/or other social media challenges to promote quicker exchanges of information
 - To ensure that member practices through the Federated Locality meetings are able to contribute and receive feedback on key areas such as finance, planning and quality

3. **CONCLUSION**

- 3.1 The actions emerging after the Good Practice event that have the support of GP members practices will be brought back to the Governing Board for approval, prior to being taken forward for immediate and rapid action. Dr. Nil Sanganee has agreed to lead the discussions at the event and work with CCG staff to implement the agree actions that emerge.

RECOMMENDATION:

The West Leicestershire Clinical Commissioning Group is requested to:

RECEIVE this update relating to the 360 degree stakeholder survey