

Annex

Contents

1.1	Breakdown of overall findings by stakeholder group	1
1.2	Individual CCG changes at statement questions in overall findings	10
1.3	Breakdown of overall findings by region	17

1.1 Breakdown of overall findings by stakeholder group

The following tables show, for each question discussed in the 'overall findings' chapter, a breakdown of the results across each stakeholder group. The figure number to which each table refers to is shown in brackets at the end of the question wording.

Table 1.1: Overall to what extent, if at all, do you feel you have been engaged by the CCG over the past 12 months? (Figure 3.1)

Stakeholder group	Base (all)	Great deal / Fair amount	Not very much / Not at all
GP member practices	4733	76% (3614)	23% (1108)
Health and wellbeing boards	235	84% (198)	16% (37)
Local Healthwatch/patient groups	798	84% (674)	15% (122)
NHS providers	653	79% (513)	21% (139)
Other CCGs	645	80% (516)	20% (128)
Upper tier/unitary local authorities	602	88% (527)	12% (74)
Wider stakeholders	846	84% (711)	16% (134)

Table 1.2: How satisfied or dissatisfied are you with the way in which the CCG has engaged with you over the past 12 months? (Figure 3.3)¹

Stakeholder group	Base	Very / Fairly satisfied	Very / Fairly dissatisfied
GP member practices	4585	64% (2946)	14% (637)
Health and wellbeing boards	232	81% (187)	9% (21)
Local Healthwatch/patient groups	784	78% (608)	9% (74)
NHS providers	635	66% (421)	16% (103)
Other CCGs	628	80% (502)	4% (28)
Upper tier/unitary local authorities	597	78% (466)	8% (45)
Wider stakeholders	836	79% (657)	8% (67)

¹ Note, this question was only asked of those stakeholders who reported that they had been engaged (a great deal / a fair amount / not very much) by their CCG at the previous question.

Table 1.3: Overall, how would you rate your working relationship with the CCG? (Figure 3.4)

Stakeholder group	Base	Very good / Fairly good	Very poor / Fairly poor
GP member practices	4733	69% (3279)	10% (476)
Health and wellbeing boards	235	83% (194)	3% (6)
Local Healthwatch/patient groups	798	84% (673)	3% (26)
NHS providers	653	74% (482)	10% (66)
Other CCGs	645	88% (566)	3% (20)
Upper tier/unitary local authorities	602	83% (502)	5% (30)
Wider stakeholders	846	85% (720)	4% (30)

Table 1.4: How satisfied or dissatisfied are you with the steps taken by the CCG to engage with patients and the public? (Figure 3.5)

Stakeholder group	Base	Very / Fairly Satisfied	Very / Fairly Dissatisfied
GP member practices	4733	56% (2672)	9% (436)
Health and wellbeing boards	235	64% (150)	7% (17)
Local Healthwatch/patient groups	798	64% (511)	16% (125)
NHS providers	653	52% (341)	9% (57)
Other CCGs	645	61% (391)	1% (4)
Upper tier/unitary local authorities	602	65% (389)	7% (45)
Wider stakeholders	846	59% (495)	7% (58)

Table 1.5: To what extent do you agree or disagree that each of the following statements apply to the CCG? (Figure 3.6)

The CCG acts on the views of patients and the public when making commissioning decisions

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	48% (2264)	14% (683)
Health and wellbeing boards	235	56% (132)	6% (13)
Local Healthwatch/patient groups	798	53% (424)	17% (132)
NHS providers	653	46% (303)	10% (65)
Other CCGs	645	61% (395)	1% (9)
Upper tier/unitary local authorities	602	54% (326)	10% (59)
Wider stakeholders	846	50% (423)	11% (91)

Table 1.6: To what extent do you agree or disagree that each of the following statements apply to the CCG? (Figure 3.6)

The CCG effectively communicates about how it has acted on what it is told by patients and the public

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	47% (2246)	14% (685)
Health and wellbeing boards	235	51% (120)	10% (24)
Local Healthwatch/patient groups	798	49% (389)	21% (169)

NHS providers	653	44% (285)	13% (85)
Other CCGs	645	59% (381)	2% (15)
Upper tier/unitary local authorities	602	52% (315)	12% (71)
Wider stakeholders	846	49% (413)	10% (87)

Table 1.7: To what extent do you agree or disagree with the following statement? (Figure 3.7)

Improving patient outcomes is a core focus for my CCG

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	75% (3566)	10% (453)
Health and wellbeing boards	235	89% (210)	2% (4)
Local Healthwatch/patient groups	798	83% (660)	3% (27)
NHS providers	653	73% (475)	8% (53)
Other CCGs	645	87% (563)	1% (6)
Upper tier/unitary local authorities	602	86% (517)	2% (15)
Wider stakeholders	846	85% (719)	4% (32)

Table 1.8: To what extent do you agree or disagree with the following statements about the way in which the CCG commissions services? (Figure 3.9)

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

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	53% (2527)	17% (817)
Health and wellbeing boards	235	63% (149)	6% (13)
Local Healthwatch/patient groups	798	58% (463)	16% (130)
NHS providers	653	60% (394)	17% (112)
Other CCGs	645	72% (467)	6% (37)
Upper tier/unitary local authorities	602	69% (416)	9% (55)
Wider stakeholders	846	63% (529)	12% (105)

Table 1.9: To what extent do you agree or disagree with the following statements about the way in which the CCG commissions services? (Figure 3.9)

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

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	58% (2738)	18% (870)
Health and wellbeing boards	235	77% (182)	3% (8)
Local Healthwatch/patient groups	798	68% (543)	10% (77)
NHS providers	653	55% (362)	20% (133)
Other CCGs	645	77% (495)	4% (29)
Upper tier/unitary local authorities	602	70% (424)	9% (54)
Wider stakeholders	846	68% (578)	9% (75)

Table 1.10: To what extent do you agree or disagree with the following statements about the way in which the CCG commissions services? (Figure 3.9)*I understand the reasons for the decisions that my CCG makes when commissioning services*

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	60% (2842)	17% (818)
Health and wellbeing boards	235	65% (152)	9% (21)
Local Healthwatch/patient groups	798	63% (501)	11% (90)
NHS providers	653	59% (388)	18% (120)
Other CCGs	645	74% (479)	5% (30)
Upper tier/unitary local authorities	602	69% (416)	11% (66)
Wider stakeholders	846	65% (552)	11% (91)

Table 1.11: To what extent do you agree or disagree with the following statements about the way in which the CCG commissions services? (Figure 3.9)

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

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	50% (2346)	19% (911)
Health and wellbeing boards	235	66% (154)	7% (17)
Local Healthwatch/patient groups	798	56% (450)	11% (87)
NHS providers	653	45% (297)	24% (157)
Other CCGs	645	68% (440)	5% (31)
Upper tier/unitary local authorities	602	58% (347)	10% (61)
Wider stakeholders	846	58% (490)	10% (86)

Table 1.12: To what extent do you agree or disagree with the following statements about the leadership of the CCG? (Figure 3.10)*The leadership of the CCG has the necessary blend of skills and experience*

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	62% (2937)	12% (575)
Health and wellbeing boards	235	76% (178)	4% (10)
Local Healthwatch/patient groups	798	65% (521)	6% (48)
NHS providers	653	59% (385)	18% (116)
Other CCGs	645	76% (492)	8% (52)
Upper tier/unitary local authorities	602	72% (432)	10% (58)
Wider stakeholders	846	66% (559)	6% (54)

Table 1.13: To what extent do you agree or disagree with the following statements about the leadership of the CCG? (Figure 3.10)*There is clear and visible leadership of the CCG*

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	67% (3181)	14% (643)
Health and wellbeing boards	235	81% (190)	4% (9)
Local Healthwatch/patient groups	798	74% (587)	8% (62)
NHS providers	653	68% (444)	14% (91)
Other CCGs	645	85% (546)	6% (38)
Upper tier/unitary local authorities	602	79% (474)	8% (48)
Wider stakeholders	846	72% (610)	11% (91)

Table 1.14: To what extent do you agree or disagree with the following statements about the leadership of the CCG? (Figure 3.10)*There is clear and visible clinical leadership of the CCG*

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	68% (3226)	13% (593)
Health and wellbeing boards	235	79% (186)	3% (8)
Local Healthwatch/patient groups	798	71% (568)	8% (60)
NHS providers	653	67% (437)	15% (98)
Other CCGs	645	83% (536)	6% (41)
Upper tier/unitary local authorities	602	76% (458)	6% (38)
Wider stakeholders	846	68% (573)	8% (70)

Table 1.15: To what extent do you agree or disagree with the following statements about the leadership of the CCG? (Figure 3.10)*I have confidence in the leadership of the CCG to deliver its plans and priorities*

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	56% (2649)	18% (860)
Health and wellbeing boards	235	71% (166)	7% (16)
Local Healthwatch/patient groups	798	65% (521)	9% (70)
NHS providers	653	54% (351)	19% (122)
Other CCGs	645	76% (489)	6% (36)
Upper tier/unitary local authorities	602	68% (407)	12% (71)
Wider stakeholders	846	65% (549)	10% (82)

Table 1.16: To what extent do you agree or disagree with the following statements about the leadership of the CCG? (Figure 3.10)*The leadership of the CCG is delivering continued quality improvements*

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	52% (2464)	18% (870)
Health and wellbeing boards	235	66% (156)	5% (12)
Local Healthwatch/patient groups	798	58% (466)	9% (74)
NHS providers	653	48% (314)	19% (123)
Other CCGs	645	68% (438)	5% (34)
Upper tier/unitary local authorities	602	58% (352)	10% (60)
Wider stakeholders	846	59% (496)	7% (63)

Table 1.17: To what extent do you agree with the following statements about the leadership of the CCG? (Figure 3.10)*I have confidence in my CCG to deliver improved outcomes for patients*

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	52% (2469)	20% (941)
Health and wellbeing boards	235	73% (172)	5% (12)
Local Healthwatch/patient groups	798	59% (473)	10% (80)
NHS providers	653	51% (330)	20% (131)
Other CCGs	645	73% (474)	6% (40)
Upper tier/unitary local authorities	602	62% (373)	9% (55)
Wider stakeholders	846	61% (518)	10% (82)

Table 1.18: 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? (Figure 3.11)*I have confidence that the CCG effectively monitors the quality of the services it commissions*

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	58% (2735)	17% (811)
Health and wellbeing boards	235	64% (150)	2% (5)
Local Healthwatch/patient groups	798	62% (493)	11% (84)
NHS providers	653	66% (429)	11% (70)
Other CCGs	645	73% (473)	4% (25)
Upper tier/unitary local authorities	602	61% (370)	10% (60)
Wider stakeholders	846	64% (540)	9% (77)

Table 1.19: 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? (Figure 3.11)*If I had concerns about the quality of local services, I would feel able to raise my concerns with the CCG*

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	80% (3780)	10% (474)
Health and wellbeing boards	235	91% (215)	3% (8)
Local Healthwatch/patient groups	798	86% (687)	6% (49)
NHS providers	653	85% (558)	5% (30)
Other CCGs	645	90% (582)	2% (16)
Upper tier/unitary local authorities	602	92% (555)	4% (27)
Wider stakeholders	846	89% (757)	4% (33)

Table 1.20: 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? (Figure 3.11)*I have confidence in my CCG to act on feedback it receives about the quality of services*

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	59% (2795)	20% (925)
Health and wellbeing boards	235	80% (187)	3% (8)
Local Healthwatch/patient groups	798	68% (543)	10% (78)
NHS providers	653	68% (442)	12% (77)
Other CCGs	645	80% (516)	4% (26)
Upper tier/unitary local authorities	602	74% (447)	8% (47)
Wider stakeholders	846	73% (615)	8% (68)

Table 1.21: How much would you say you know about your CCG's plans and priorities? (Figure 3.12)

Stakeholder group	Base	A great deal/ a fair amount	Not very much/ nothing at all
GP member practices	4733	74% (3486)	26% (1247)
Health and wellbeing boards	235	84% (197)	16% (38)
Local Healthwatch/patient groups	798	83% (660)	17% (138)
NHS providers	653	81% (531)	19% (122)
Other CCGs	645	77% (495)	23% (150)
Upper tier/unitary local authorities	602	88% (527)	12% (75)
Wider stakeholders	846	80% (675)	20% (171)

Table 1.22: To what extent do you agree or disagree with each of the following statements about the CCG's plans and priorities, including operational and sustainability plans? (Figure 3.13)

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

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	49% (2320)	26% (1208)
Health and wellbeing boards	235	65% (153)	11% (27)
Local Healthwatch/patient groups	798	65% (520)	15% (122)
NHS providers	653	55% (361)	22% (146)
Other CCGs	645	50% (322)	17% (107)
Upper tier/unitary local authorities	602	71% (425)	13% (79)
Wider stakeholders	846	62% (525)	19% (159)

Table 1.23: To what extent do you agree or disagree with each of the following statements about the CCG's plans and priorities, including operational and sustainability plans? (Figure 3.13)

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

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	41% (1944)	23% (1078)
Health and wellbeing boards	235	64% (150)	8% (19)
Local Healthwatch/patient groups	798	60% (477)	11% (88)
NHS providers	653	50% (324)	19% (122)
Other CCGs	645	51% (330)	8% (49)
Upper tier/unitary local authorities	602	62% (376)	11% (65)
Wider stakeholders	846	55% (469)	11% (89)

Table 1.24: To what extent do you agree or disagree with each of the following statements about the CCG's plans and priorities, including operational and sustainability plans? (Figure 3.13)

The CCG has effectively communicated its plans and priorities to me

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	62% (2958)	17% (784)
Health and wellbeing boards	235	69% (162)	10% (24)
Local Healthwatch/patient groups	798	69% (548)	15% (117)
NHS providers	653	57% (373)	21% (136)
Other CCGs	645	62% (399)	13% (84)
Upper tier/unitary local authorities	602	70% (421)	13% (77)
Wider stakeholders	846	63% (532)	16% (132)

Table 1.25: To what extent do you agree or disagree with each of the following statements about the CCG's plans and priorities, including operational and sustainability plans? (Figure 3.13)

The CCG's plans and priorities are the right ones

Stakeholder group	Base	Strongly / Tend to agree	Strongly / Tend to disagree
GP member practices	4733	44% (2082)	17% (785)
Health and wellbeing boards	235	66% (156)	5% (12)
Local Healthwatch/patient groups	798	55% (440)	7% (59)
NHS providers	653	54% (354)	13% (83)
Other CCGs	645	63% (407)	3% (20)
Upper tier/unitary local authorities	602	63% (381)	6% (35)
Wider stakeholders	846	55% (463)	6% (52)

Table 1.26: 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, Racial Equality Council, Over 50s Forums, Age Concern or any other relevant local groups or forums. To what extent, if at all, would you say the CCG has contributed to wider discussions through these groups? (Figure 3.14)

Stakeholder group	Base	Great deal / Fair amount	Not very much / Not at all
GP member practices	4733	54% (2574)	12% (582)
Health and wellbeing boards	235	72% (170)	8% (19)
Local Healthwatch/patient groups	798	66% (528)	16% (126)
NHS providers	653	77% (449)	12% (76)
Other CCGs	645	70% (498)	7% (43)
Upper tier/unitary local authorities	602	70% (419)	10% (58)
Wider stakeholders	846	62% (522)	11% (96)

Table 1.27: How effective, if at all, do you feel the CCG is as a local system leader? (Figure 3.16)

Stakeholder group	Base	Very / Fairly effective	Not very / Not at all effective
GP member practices	4733	69% (3270)	23% (1069)
Health and wellbeing boards	235	85% (200)	11% (27)
Local Healthwatch/patient groups	798	76% (607)	16% (125)
NHS providers	653	68% (445)	29% (190)
Other CCGs	645	85% (551)	13% (81)
Upper tier/unitary local authorities	602	77% (465)	19% (116)
Wider stakeholders	846	78% (662)	16% (138)

1.2 Individual CCG changes at statement questions in overall findings

The following tables show, for each question discussed in the 'overall findings' chapter that was part of a statement set, a breakdown of changes seen at the individual CCG level.

For some CCGs (not all) there is some evidence of an overlap between those CCGs with increased scores across various measures, and the those with decreased scores. For example, on the whole, a decreased score on Q1.1 – the extent of engagement that has taken place over the last 12 months – is an indicator that a CCG is likely to have decreased scores on other measures. For example, of the 103 CCGs who saw their scores decrease at this Q1.1:

- 79 also saw a decrease in the proportion who felt the CCG engaged the right individuals when making commissioning decisions
- 75 also saw decreases in the proportion saying they had confidence in the leadership to deliver plans and priorities.
- 80 also saw a decrease in the proportion who have confidence in the CCG to act on feedback it received on the quality of services.

Table 1.28: Overall, to what extent, if at all, do you feel you have been engaged by the CCG over the past 12 months?

CCGs whose scores increased	97
CCGs whose scores decreased	103
CCGs whose scores increased significantly	9
CCGs whose scores decreased significantly	9
Greatest positive change	23%
Greatest negative change	-31%

Table 1.29: How satisfied or dissatisfied are you with the way in which the CCG has engaged with you over the past 12 months?

CCGs whose scores increased	99
CCGs whose scores decreased	100
CCGs whose scores increased significantly	5
CCGs whose scores decreased significantly	8
Greatest positive change	31%
Greatest negative change	-37%

Table 1.30: Overall, how would you rate your working relationship with the CCG?

CCGs whose scores increased	96
CCGs whose scores decreased	101
CCGs whose scores increased significantly	9
CCGs whose scores decreased significantly	6
Greatest positive change	30%

Greatest negative change	-32%
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Table 1.31: To what extent do you agree or disagree with the following statement...?

Improving patient outcomes is a core focus for my CCG.

CCGs whose scores increased	79
CCGs whose scores decreased	116
CCGs whose scores increased significantly	4
CCGs whose scores decreased significantly	11
Greatest positive change	27%
Greatest negative change	-30%

Table 1.32: 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

CCGs whose scores increased	94
CCGs whose scores decreased	107
CCGs whose scores increased significantly	4
CCGs whose scores decreased significantly	5
Greatest positive change	25%
Greatest negative change	-43%

Table 1.33: 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 my CCG to commission high quality services for the local population

CCGs whose scores increased	87
CCGs whose scores decreased	113
CCGs whose scores increased significantly	1
CCGs whose scores decreased significantly	8
Greatest positive change	24%
Greatest negative change	-48%

Table 1.34: 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 my CCG makes when commissioning services

CCGs whose scores increased	116
CCGs whose scores decreased	86
CCGs whose scores increased significantly	5

CCGs whose scores decreased significantly	1
Greatest positive change	39%
Greatest negative change	-27%

Table 1.35: To what extent do you agree or disagree with the following statements about the way in which the CCG commissions services?

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

CCGs whose scores increased	94
CCGs whose scores decreased	113
CCGs whose scores increased significantly	5
CCGs whose scores decreased significantly	5
Greatest positive change	34%
Greatest negative change	-33%

Table 1.36: To what extent do you agree or disagree with the following statements about the leadership of your CCG?

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

CCGs whose scores increased	107
CCGs whose scores decreased	98
CCGs whose scores increased significantly	5
CCGs whose scores decreased significantly	7
Greatest positive change	34%
Greatest negative change	-31%

Table 1.37: To what extent do you agree or disagree with the following statements about the leadership of your CCG?

There is clear and visible leadership of my CCG

CCGs whose scores increased	88
CCGs whose scores decreased	113
CCGs whose scores increased significantly	9
CCGs whose scores decreased significantly	8
Greatest positive change	40%
Greatest negative change	-39%

Table 1.38: To what extent do you agree or disagree with the following statements about the leadership of your CCG?

*There is clear and visible **clinical** leadership of my CCG.*

CCGs whose scores increased	101
CCGs whose scores decreased	102

CCGs whose scores increased significantly	6
CCGs whose scores decreased significantly	4
Greatest positive change	34%
Greatest negative change	-25%

Table 1.39: To what extent do you agree or disagree with the following statements about the leadership of your CCG?

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

CCGs whose scores increased	88
CCGs whose scores decreased	116
CCGs whose scores increased significantly	5
CCGs whose scores decreased significantly	9
Greatest positive change	33%
Greatest negative change	-37%

Table 1.40: To what extent do you agree or disagree with the following statements about the leadership of your CCG?

The leadership of my CCG is delivering continued quality improvements

CCGs whose scores increased	93
CCGs whose scores decreased	108
CCGs whose scores increased significantly	6
CCGs whose scores decreased significantly	8
Greatest positive change	32%
Greatest negative change	-32%

Table 1.41: To what extent do you agree or disagree with the following statements about the leadership of your CCG?

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

CCGs whose scores increased	81
CCGs whose scores decreased	119
CCGs whose scores increased significantly	4
CCGs whose scores decreased significantly	9
Greatest positive change	31%
Greatest negative change	-33%

Table 1.42: To what extent do you agree or disagree with the following statements about the way in which your CCG monitors and reviews the quality of commissioned services?

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

CCGs whose scores increased	111
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CCGs whose scores decreased	91
CCGs whose scores increased significantly	7
CCGs whose scores decreased significantly	5
Greatest positive change	36%
Greatest negative change	-37%

Table 1.43: To what extent do you agree or disagree with the following statements about the way in which your 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 within my CCG

CCGs whose scores increased	106
CCGs whose scores decreased	89
CCGs whose scores increased significantly	3
CCGs whose scores decreased significantly	5
Greatest positive change	23%
Greatest negative change	-23%

Table 1.44: To what extent do you agree or disagree with the following statements about the way in which your CCG monitors and reviews the quality of commissioned services?

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

CCGs whose scores increased	86
CCGs whose scores decreased	119
CCGs whose scores increased significantly	1
CCGs whose scores decreased significantly	9
Greatest positive change	27%
Greatest negative change	-43%

Table 1.45: How much would you say you know about your CCG's plans and priorities?

CCGs whose scores increased	110
CCGs whose scores decreased	88
CCGs whose scores increased significantly	2
CCGs whose scores decreased significantly	2
Greatest positive change	27%
Greatest negative change	-23%

Table 1.46: To what extent do you agree or disagree with each of the following statements about your CCG's plans and priorities, including operational and sustainability plans?

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

CCGs whose scores increased	84
CCGs whose scores decreased	121

CCGs whose scores increased significantly	6
CCGs whose scores decreased significantly	11
Greatest positive change	27%
Greatest negative change	-47%

Table 1.47: To what extent do you agree or disagree with each of the following statements about your CCG's plans and priorities, including operational and sustainability plans?

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

CCGs whose scores increased	86
CCGs whose scores decreased	111
CCGs whose scores increased significantly	4
CCGs whose scores decreased significantly	7
Greatest positive change	51%
Greatest negative change	-32%

Table 1.48: To what extent do you agree or disagree with each of the following statements about your CCG's plans and priorities, including operational and sustainability plans?

My CCG has effectively communicated its plans and priorities to me

CCGs whose scores increased	102
CCGs whose scores decreased	100
CCGs whose scores increased significantly	10
CCGs whose scores decreased significantly	4
Greatest positive change	28%
Greatest negative change	-25%

Table 1.49: To what extent do you agree or disagree with each of the following statements about your CCG's plans and priorities, including operational and sustainability plans?

My CCG's plans and priorities are the right ones

CCGs whose scores increased	88
CCGs whose scores decreased	114
CCGs whose scores increased significantly	3
CCGs whose scores decreased significantly	4
Greatest positive change	28%
Greatest negative change	-27%

Table 1.50: 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, Racial Equality Council, Over 50s Forums, Age Concern or any other relevant local groups or forums. To what extent, if at all, would you say the CCG has contributed to wider discussions through these groups?

To what extent, if at all, would you say your CCG has contributed to wider discussions through these groups?

CCGs whose scores increased	64
CCGs whose scores decreased	139
CCGs whose scores increased significantly	2
CCGs whose scores decreased significantly	11
Greatest positive change	29%
Greatest negative change	-34%

Table 1.51: How effective, if at all, do you feel your CCG is as a local system leader? By 'local system leader' we mean that the CCG works pro-actively and constructively with the other partners in its local economy, prioritising tasks-in-common over formal organisational boundaries, for example sustainability and transformation plans, to seek the best health and wellbeing outcomes for its population.

CCGs whose scores increased	92
CCGs whose scores decreased	108
CCGs whose scores increased significantly	5
CCGs whose scores decreased significantly	6
Greatest positive change	29%
Greatest negative change	-31%

1.3 Breakdown of overall findings by region

The following tables show, for each question discussed in the 'overall findings' chapter, a breakdown by region with those scores significantly greater than the average highlighted in green and those significantly lower highlighted in red.

Table 1.52: Overall, to what extent, if at all, do you feel you have been engaged by your CCG over the past 12 months?

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
A great deal	29	30	28	27	30
A fair amount	51	52	51	50	51
Not very much	18	16	19	20	17
Not at all	2	2	2	3	2
Don't know	*	*	*	*	*
A great deal/fair amount	79	82	78	77	81
Not very much/not at all	20	18	21	23	19

Table 1.53: And how satisfied or dissatisfied are you with the way in which your CCG has engaged with you over the past 12 months?

Base: All those who feel they have had some level of engagement with CCG	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8297	1345	1899	2435	2618
Very satisfied	26	27	24	25	26
Fairly satisfied	44	45	43	44	45
Neither satisfied nor dissatisfied	18	19	20	18	18
Fairly dissatisfied	9	8	10	11	9
Very dissatisfied	2	2	2	3	3
Don't know	*	*	*	*	*
Satisfied	71	72	68	69	71
Dissatisfied	12	9	12	13	11

Table 1.54: Overall, how would you rate your working relationship with your CCG?

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Very good	36	37	34	35	38
Fairly good	40	40	42	40	38
Neither good nor poor	16	15	17	15	15
Fairly poor	6	5	5	7	6
Very poor	2	2	1	2	2
I do not have a working relationship with the CCG	1	1	1	1	1
Don't know	*	*	*	*	*
Good	75	77	76	74	75
Poor	8	6	6	9	8

Table 1.55: How satisfied or dissatisfied are you with the steps taken by the CCG to engage with patients and the public?

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Very satisfied	19	21	16	20	20
Fairly satisfied	39	40	41	36	39
Neither satisfied nor dissatisfied	21	20	23	22	19
Fairly dissatisfied	6	6	6	7	6
Very dissatisfied	2	2	2	3	3
Don't know	12	12	11	12	12
Satisfied	58	61	57	56	59
Dissatisfied	9	7	8	9	9

Table 1.56: To what extent do you agree or disagree that each of the following statements apply to the CCG?*The CCG acts on the views of patients and the public when making commissioning decisions*

Base: All					
	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	14	16	10	14	15
Tend to agree	36	37	36	35	37
Neither agree nor disagree	23	22	25	24	21
Tend to disagree	9	7	11	10	8
Strongly disagree	3	3	3	3	4
Don't know	14	14	15	13	13
Not Applicable	1	1	1	1	1
Agree	50	53	46	49	52
Disagree	12	10	13	13	12

Table 1.57: To what extent do you agree or disagree that each of the following statements apply to the CCG?*The CCG effectively communicates about how it has acted on what it is told by patients and the public*

Base: All					
	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	14	15	12	14	16
Tend to agree	35	37	33	33	35
Neither agree nor disagree	23	23	25	24	22
Tend to disagree	10	8	13	10	9
Strongly disagree	3	3	3	4	4
Don't know	14	13	14	14	13
Not Applicable	1	1	1	1	1
Agree	49	52	45	48	51
Disagree	13	11	15	14	12

Table 1.58: To what extent do you agree or disagree with the following statement?*Improving patient outcomes is a core focus for my CCG*

Base: All					
	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	36	39	36	33	39
Tend to agree	43	43	44	43	41
Neither agree nor disagree	11	10	11	12	11
Tend to disagree	5	5	5	6	4
Strongly disagree	2	1	1	2	2
Don't know	3	2	3	4	3
Agree	79	81	79	76	80
Disagree	7	6	6	9	6

Table 1.59: To what extent do you agree or disagree with the following statements about the way in which your CCG commissions services?*My CCG involves and engages with the right individuals and organisations when making commissioning decisions*

Base: All					
	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	15	19	13	15	17
Tend to agree	43	44	43	41	43
Neither agree nor disagree	20	19	22	21	19
Tend to disagree	11	9	11	12	11
Strongly disagree	4	4	3	5	4
Don't know	7	6	8	7	6
Agree	58	63	56	56	60
Disagree	15	13	14	17	15

Table 1.60: To what extent do you agree or disagree with the following statements about the way in which your CCG commissions services?*I have confidence in my CCG to commission high quality services for the local population*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	20	24	17	18	23
Tend to agree	42	42	44	41	43
Neither agree nor disagree	20	20	22	22	18
Tend to disagree	10	9	11	11	9
Strongly disagree	4	4	3	5	5
Don't know	2	2	3	2	2
Agree	63	66	61	59	65
Disagree	15	12	15	16	14

Table 1.61: To what extent do you agree or disagree with the following statements about the way in which your CCG commissions services?*I understand the reasons for the decisions that my CCG makes when commissioning services*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	20	22	17	18	21
Tend to agree	43	43	44	42	43
Neither agree nor disagree	19	19	21	20	18
Tend to disagree	11	9	12	12	10
Strongly disagree	4	3	3	4	5
Don't know	3	3	4	4	3
Agree	63	66	61	60	64
Disagree	15	12	15	16	14

Table 1.62: To what extent do you agree or disagree with the following statements about the way in which your CCG commissions services?*My CCG's plans will deliver continuous improvements in quality within the available resources*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	16	18	14	15	18
Tend to agree	37	40	36	36	37
Neither agree nor disagree	26	25	28	26	25
Tend to disagree	11	9	12	12	9
Strongly disagree	5	4	5	6	5
Don't know	5	4	6	5	5
Agree	53	59	49	51	55
Disagree	16	13	17	18	15

Table 1.63: To what extent do you agree or disagree with the following statements about the overall leadership of your CCG?*The leadership of my CCG has the necessary blend of skills and experience*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2522	2684
Strongly agree	23	26	20	21	25
Tend to agree	42	44	42	41	42
Neither agree nor disagree	18	16	19	19	16
Tend to disagree	8	7	8	8	8
Strongly disagree	3	3	3	3	3
Don't know	7	5	8	8	7
Agree	65	69	62	62	67
Disagree	11	10	11	11	11

Table 1.64: To what extent do you agree or disagree with the following statements about the leadership of your CCG?*There is clear and visible leadership of my CCG*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2522	2684
Strongly agree	31	35	29	28	34
Tend to agree	39	40	41	39	38
Neither agree nor disagree	15	14	16	16	14
Tend to disagree	8	7	9	10	7
Strongly disagree	3	3	3	3	4
Don't know	2	1	2	3	2
Agree	71	75	69	68	73
Disagree	12	9	12	13	11

Table 1.65: To what extent do you agree or disagree with the following statements about the leadership of your CCG?*There is clear and visible **clinical** leadership of my CCG*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2522	2684
Strongly agree	30	34	28	27	32
Tend to agree	40	41	41	39	41
Neither agree nor disagree	16	14	17	17	14
Tend to disagree	7	6	8	9	6
Strongly disagree	3	3	3	3	4
Don't know	3	3	3	4	3
Agree	70	75	69	66	73
Disagree	11	9	10	13	10

Table 1.66: To what extent do you agree or disagree with the following statements about the leadership of your CCG?*I have confidence in the leadership of my CCG to deliver its plans and priorities*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2522	2684
Strongly agree	21	25	18	20	23
Tend to agree	39	41	38	37	41
Neither agree nor disagree	22	19	25	25	19
Tend to disagree	10	8	11	12	9
Strongly disagree	5	4	4	5	4
Don't know	3	2	3	3	3
Agree	60	67	56	56	64
Disagree	15	12	16	16	14

Table 1.67: To what extent do you agree or disagree with the following statements about the leadership of your CCG?*The leadership of my CCG is delivering continued quality improvements*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	18	22	14	17	20
Tend to agree	37	39	36	35	39
Neither agree nor disagree	26	23	29	27	23
Tend to disagree	10	8	11	11	9
Strongly disagree	5	4	4	5	5
Don't know	5	3	5	5	5
Agree	55	62	50	51	59
Disagree	15	12	15	16	14

Table 1.68: To what extent do you agree or disagree with the following statements about the leadership of your CCG?*I have confidence in the leadership of my CCG to deliver improved outcomes for patients*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2522	2684
Strongly agree	19	24	16	18	21
Tend to agree	37	37	36	36	39
Neither agree nor disagree	25	24	28	26	22
Tend to disagree	11	9	12	12	10
Strongly disagree	5	4	5	5	5
Don't know	3	2	3	3	3
Agree	56	62	52	53	60
Disagree	16	13	17	17	15

Table 1.69: To what extent do you agree or disagree with the following statements about the way in which your CCG monitors and reviews the quality of commissioned services?*I have confidence that my CCG effectively monitors the quality of the services it commissions*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	19	22	16	19	20
Tend to agree	42	42	42	41	42
Neither agree nor disagree	18	18	20	19	17
Tend to disagree	10	9	11	9	10
Strongly disagree	4	3	3	4	3
Don't know	7	5	8	7	8
Agree	61	65	58	60	62
Disagree	13	12	14	14	13

Table 1.70: To what extent do you agree or disagree with the following statements about the way in which your 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 my CCG*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	45	44	45	43	46
Tend to agree	39	37	40	41	38
Neither agree nor disagree	7	9	7	7	7
Tend to disagree	5	5	4	4	5
Strongly disagree	3	3	2	3	3
Don't know	1	2	1	1	1
Agree	84	81	85	84	84
Disagree	7	8	6	7	8

Table 1.71: To what extent do you agree or disagree with the following statements about the way in which your CCG monitors and reviews the quality of commissioned services?*I have confidence in my CCG to act on feedback it receives about the quality of services*

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	26	28	23	26	28
Tend to agree	39	39	41	38	38
Neither agree nor disagree	17	17	18	17	16
Tend to disagree	10	9	11	10	9
Strongly disagree	5	5	4	5	5
Don't know	3	3	3	4	4
Agree	65	67	64	64	66
Disagree	14	13	15	15	14

Table 1.72: How much would you say you know about your CCG's plans and priorities?

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
A great deal	20	21	19	17	22
A fair amount	57	59	59	56	57
Not very much	21	19	20	26	19
Nothing at all	1	1	1	2	1
A great deal/fair amount	77	80	79	72	79
Not very much /nothing at all	23	20	21	28	21

Table 1.73: To what extent do you agree or disagree with each of the following statements about your CCG's plans and priorities, including operational and sustainability plans?

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

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	17	16	15	16	19
Tend to agree	37	38	39	35	38
Neither agree nor disagree	22	25	22	23	20
Tend to disagree	15	14	17	16	14
Strongly disagree	6	6	5	8	7
Don't know	2	2	2	2	2
Agree	54	54	54	51	58
Disagree	22	19	22	24	20

Table 1.74: To what extent do you agree or disagree with each of the following statements about your CCG's plans and priorities, including operational and sustainability plans?

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

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	16	17	14	16	17
Tend to agree	32	31	33	31	33
Neither agree nor disagree	28	29	30	28	27
Tend to disagree	12	11	13	12	11
Strongly disagree	6	6	5	7	6
Don't know	6	6	6	7	6
Agree	48	48	47	46	50
Disagree	18	17	17	19	17

Table 1.75: To what extent do you agree or disagree with each of the following statements about your CCG's plans and priorities, including operational and sustainability plans?

My CCG has effectively communicated its plans and priorities to me

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	20	23	19	18	22
Tend to agree	43	44	44	42	43
Neither agree nor disagree	19	18	19	20	19
Tend to disagree	12	10	13	13	11
Strongly disagree	4	3	3	5	4
Don't know	1	1	2	1	1
Not applicable	*	*	*	*	*
Agree	63	67	63	60	65
Disagree	16	13	16	19	15

Table 1.76: To what extent do you agree or disagree with each of the following statements about your CCG's plans and priorities, including operational and sustainability plans?

My CCG's plans and priorities are the right ones

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Strongly agree	14	17	11	12	16
Tend to agree	36	37	38	34	38
Neither agree nor disagree	30	30	31	32	28
Tend to disagree	8	8	9	9	8
Strongly disagree	4	3	5	5	4
Don't know	7	6	8	8	6
Agree	50	54	49	46	54
Disagree	12	11	12	14	12

Table 1.77: 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 or any other relevant local groups. To what extent, if at all, would you say your CCG has contributed to wider discussions through these groups?

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
A great deal	19	22	17	18	21
A fair amount	41	42	41	40	43
Not very much	11	10	10	12	10
Not at all	1	1	1	1	1
Don't know	28	25	31	29	25
A great deal/fair amount	61	64	58	58	64
Not very much/not at all	12	12	11	13	11

Table 1.78: How effective, if at all, do you feel your CCG is as a local system leader? By 'local system leader' we mean that the CCG works pro-actively and constructively with the other partners in its local economy, prioritising tasks-in-common over formal organisational boundaries for example sustainability and transformation plans, to seek the best health and wellbeing outcomes for its population

Base: All	Overall	London	South	Midlands and East	North
	%				
Unweighted total	8512	1370	1940	2520	2682
Very effective	21	24	18	20	24
Fairly effective	52	54	53	50	51
Not very effective	16	13	18	19	15
Not at all effective	4	3	4	5	4
Don't know	7	6	8	6	6
Effective	73	78	71	70	75
Not very/not at all effective	21	16	21	24	19