



Academic Health Science Networks -stakeholder research 2016

East Midlands
Academic Health Science Network
Igniting **Innovation**

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Overview



Survey details

This online survey was administered to stakeholders of the Academic Health Science Networks and covers the same areas as the first wave in 2015.

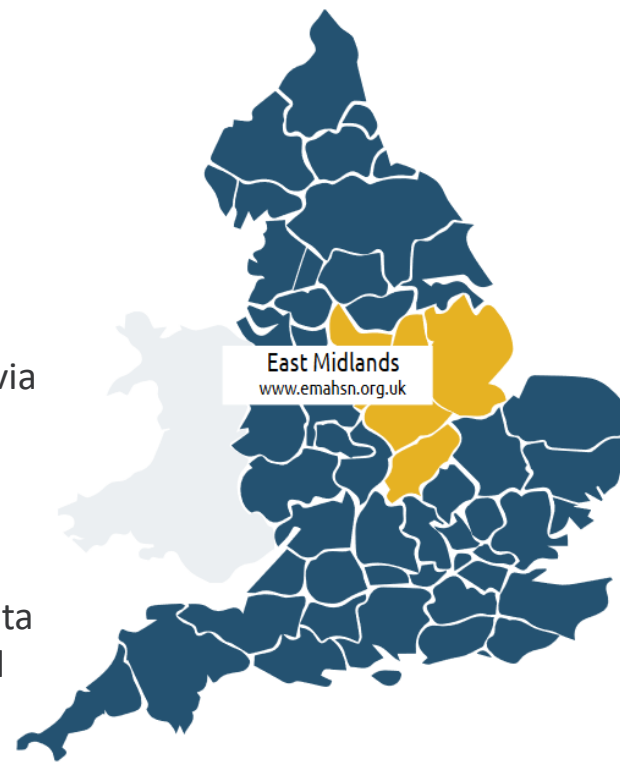
As with last year, stakeholders were initially pre-identified and provided with the opportunity to comment on any of the following:

- The AHSN which they are identified as having worked with/are associated with;
- Any other AHSN; and
- The entire AHSN network at a national level.

In addition, individuals who were not pre-identified as stakeholders were also given the chance to comment on AHSNs of their choosing via open links disseminated by NHS England, other stakeholders, and through AHSNs' own communication channels.

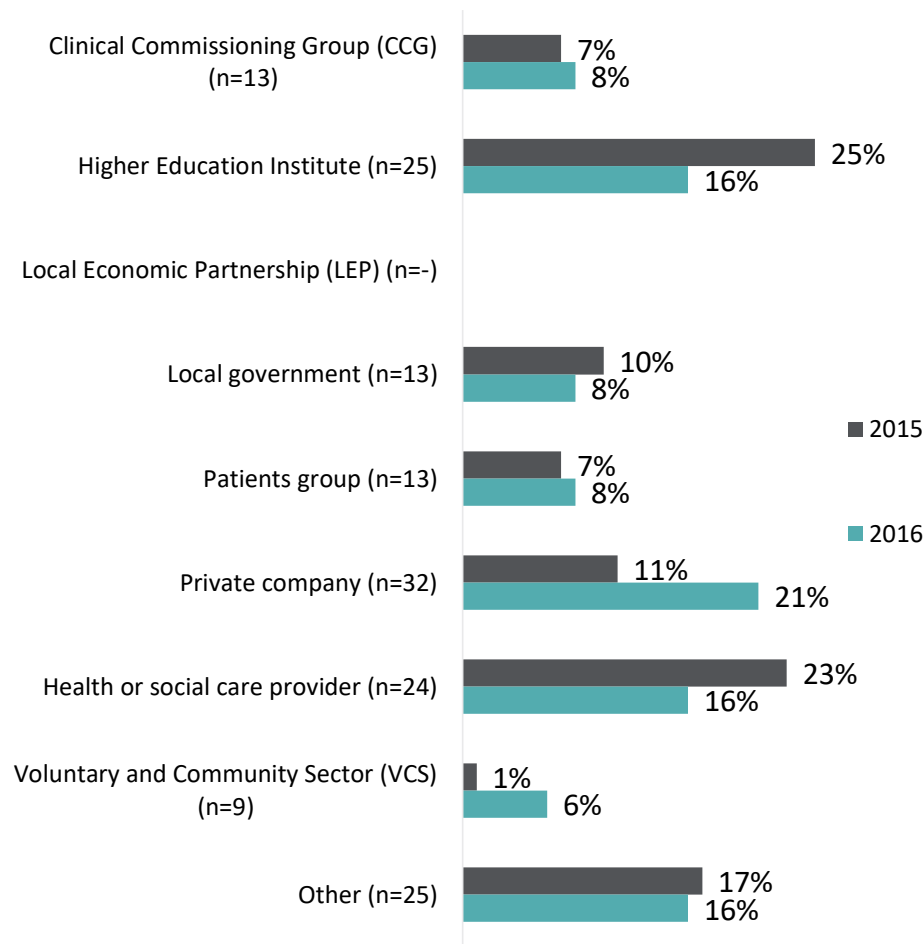
This report contains responses specifically given in relation to East Midlands AHSN. This is based on 154 responses. In the report, the data is compared against the 2015 results for this AHSN, and also the total figure for all AHSNs for each specific question.

The survey ran between 17th August and the 19th September 2016.

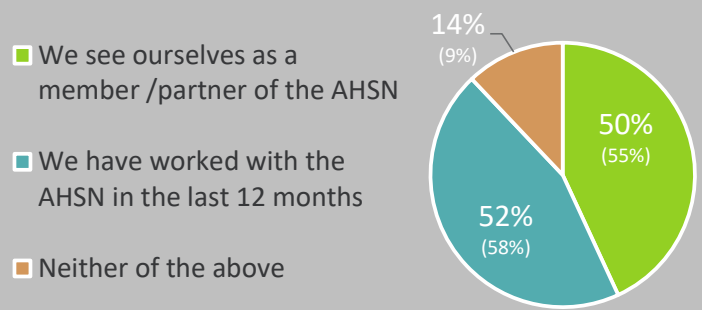


Who took part?

Stakeholder type

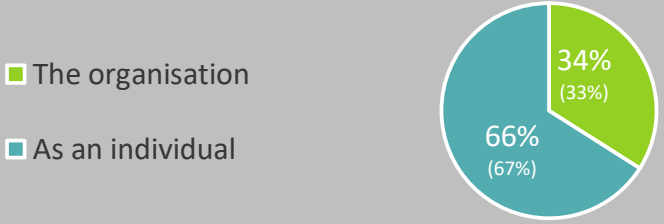


Working relationship



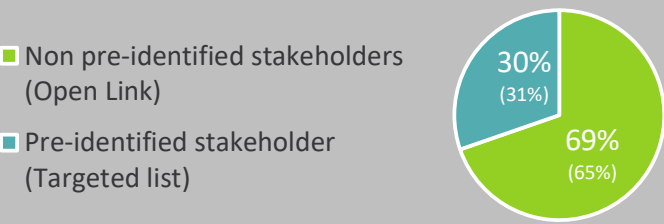
Note: All AHSN figures in brackets

Answering on behalf of their organisation or as an individual



Note: All AHSN figures in brackets

Sample source



Note: All AHSN figures in brackets



Understanding the results

A **sample of stakeholders** were surveyed, rather than the entire population of stakeholders. The percentage results are subject to **sampling tolerances** – which vary depending on the size of the sample and the percentage concerned.

Confidence levels say how ‘sure’ we are about the results. That is, at 95% confidence level we have 95% probability that the results didn’t happen by chance but are similar to what is real for the population. If the survey was rerun 100 times the results in 95 of those surveys would fall very closely to the first run.

For example, for a question where 50% of the stakeholders in a sample of 100 respond with a particular answer, **the chances are 95 in 100 that this result would not vary** more than one percentage point, plus or minus, from the result that would have been obtained from a census of the entire population of stakeholders (using the sample procedure).

However, **caution should be taken** where the sample is smaller than 100. When comparing an individual AHSN’s results to the national average, a difference must be of at least a certain size to be statistically significant. The table below illustrates the percentage difference needed based on example size sizes and percentage, in order to be at the 95% confidence level.

Size of sample	Approximate sampling tolerances applicable to percentages at or near these levels (at the 95% confidence level)		
	90%	70%	50%
100	6% points	9% points	10% points
70	7% points	11% points	12% points
50	8% points	13% points	14% points

Also please note that sometimes the adding together of two percentages will not equal the net calculation because of rounding.



Summary



Summary (1)

- Nearly 8 in 10 stakeholders (77%) recommend working with the East Midlands AHSN (slide 42). This is similar (-2 percentage points (pp)) to 2015, but only 1 in 10 say they would not recommend working with the AHSN. A further 13% say they are unsure.
- In 2015, 60% agreed that the AHSN helped them achieve their objectives in the previous year (slide 40). This year a similar 59% say the same. This is slightly behind the average for all AHSNs (62%).
- 46% have a 'good' understanding of its role (slide 10). A further 35% say that they have a fair understanding while 19% indicate that they either have little or no understanding of the AHSN's role. The number who say that they have a good understanding is 12pp lower than that recorded in 2015.
- Just over a fifth (22%) state that they have a good understanding of the East Midlands AHSN's plans and priorities with another 45% having a fair understanding (slide 14). When compared to 2015, the number of those with a good understanding has declined by 13pp.

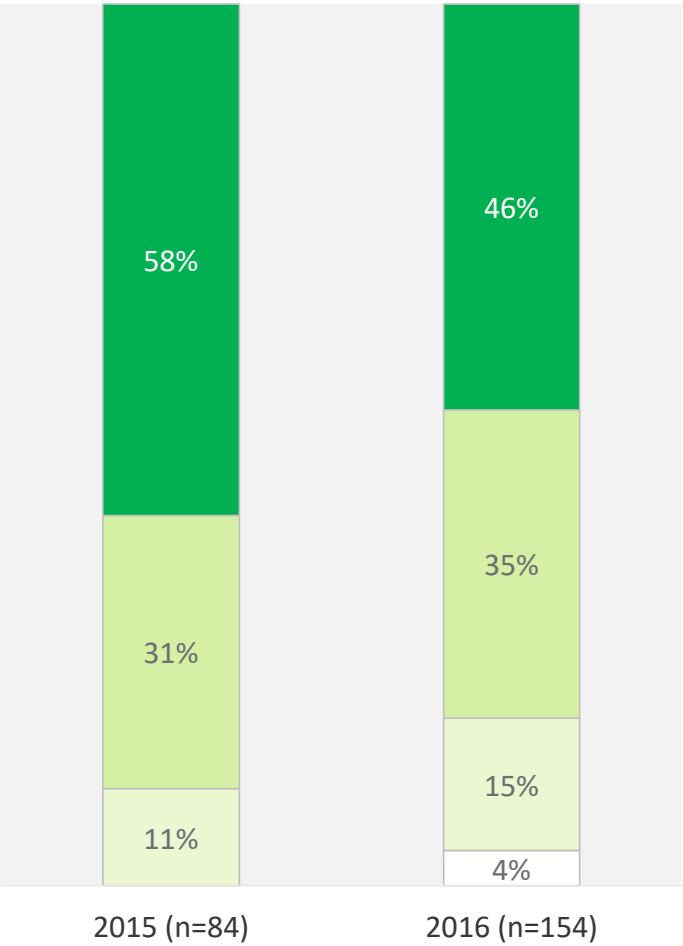
Summary (2)

- The number of stakeholders who say that they have a good working relationship with the AHSN has decreased from 84% in 2015 to 67% in the current period (slide 16).
- 64% agree that the East Midlands AHSN has a clear and visible leadership (slide 19). This is significantly lower than in 2015 (85%) but still around average for all AHSNs.
- The majority (57%) agree that the AHSN's priorities are aligned to local priorities (slide 23).
- 57% value the East Midlands AHSN's work in 'facilitating collaboration', a fall of 10 percentage points compared to 2015. Furthermore, 63% find its work in the 'identification, adoption and spread of innovation' valuable (slide 30).
- Over two thirds (68%) consider the 'quality of support' provided by the East Midlands AHSN as 'good'. This is consistent with all AHSNs (slide 35).

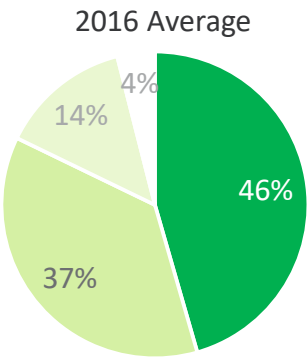
Understanding the role of the AHSN



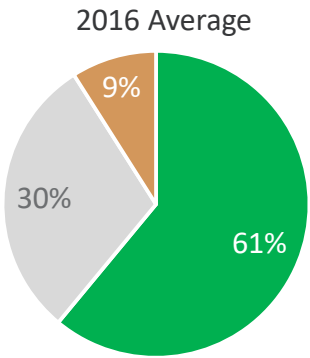
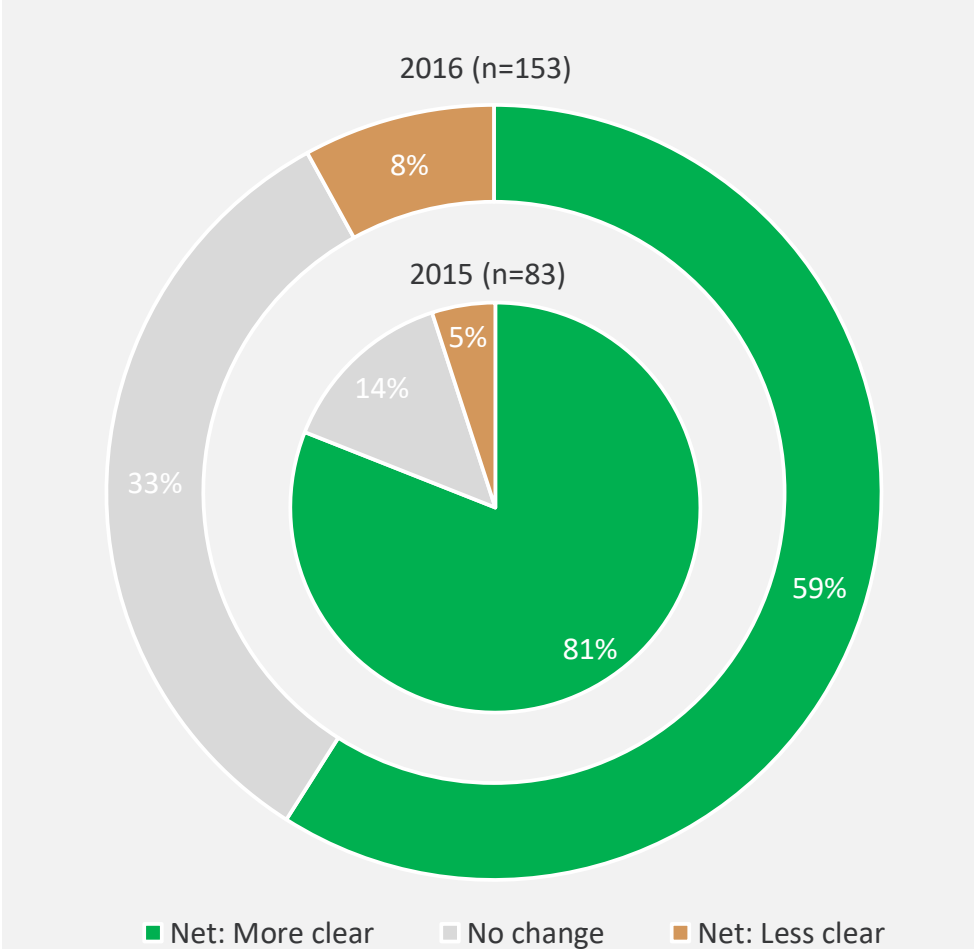
Q. To what extent do you feel you understand the role of the AHSN?



- A good understanding
- A fair understanding
- A little understanding
- None at all



Q. And thinking about the past 12 months, to what extent has the role of the AHSN become more or less clear?



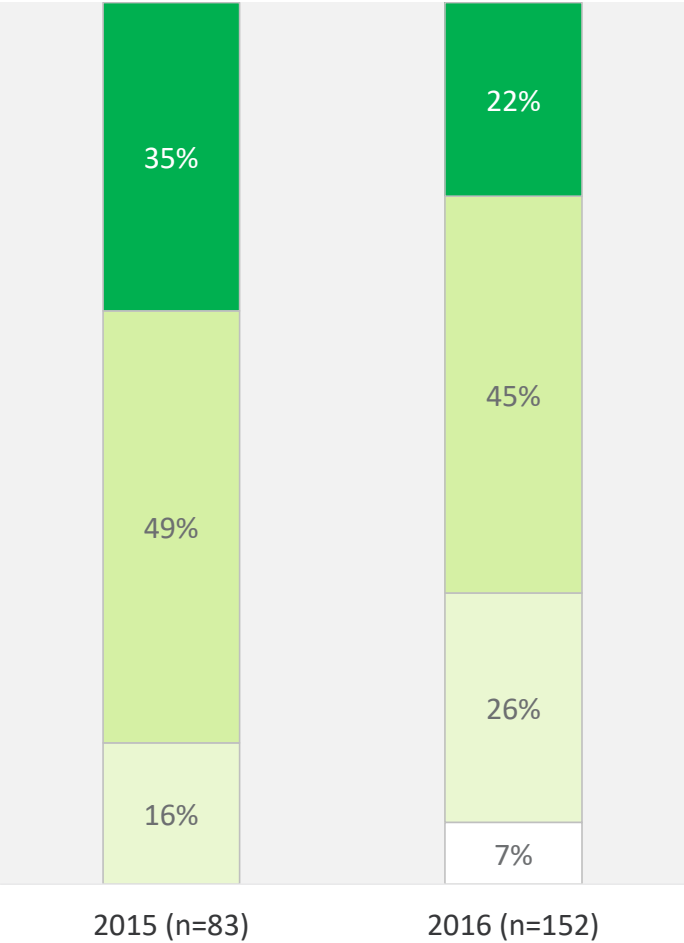
Q. Which AHSN initiatives or programmes are you aware of?



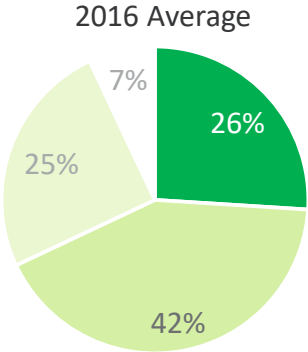
Understanding of AHSN plans and priorities



Q. To what extent, if at all, do you understand the AHSN's plans and priorities?



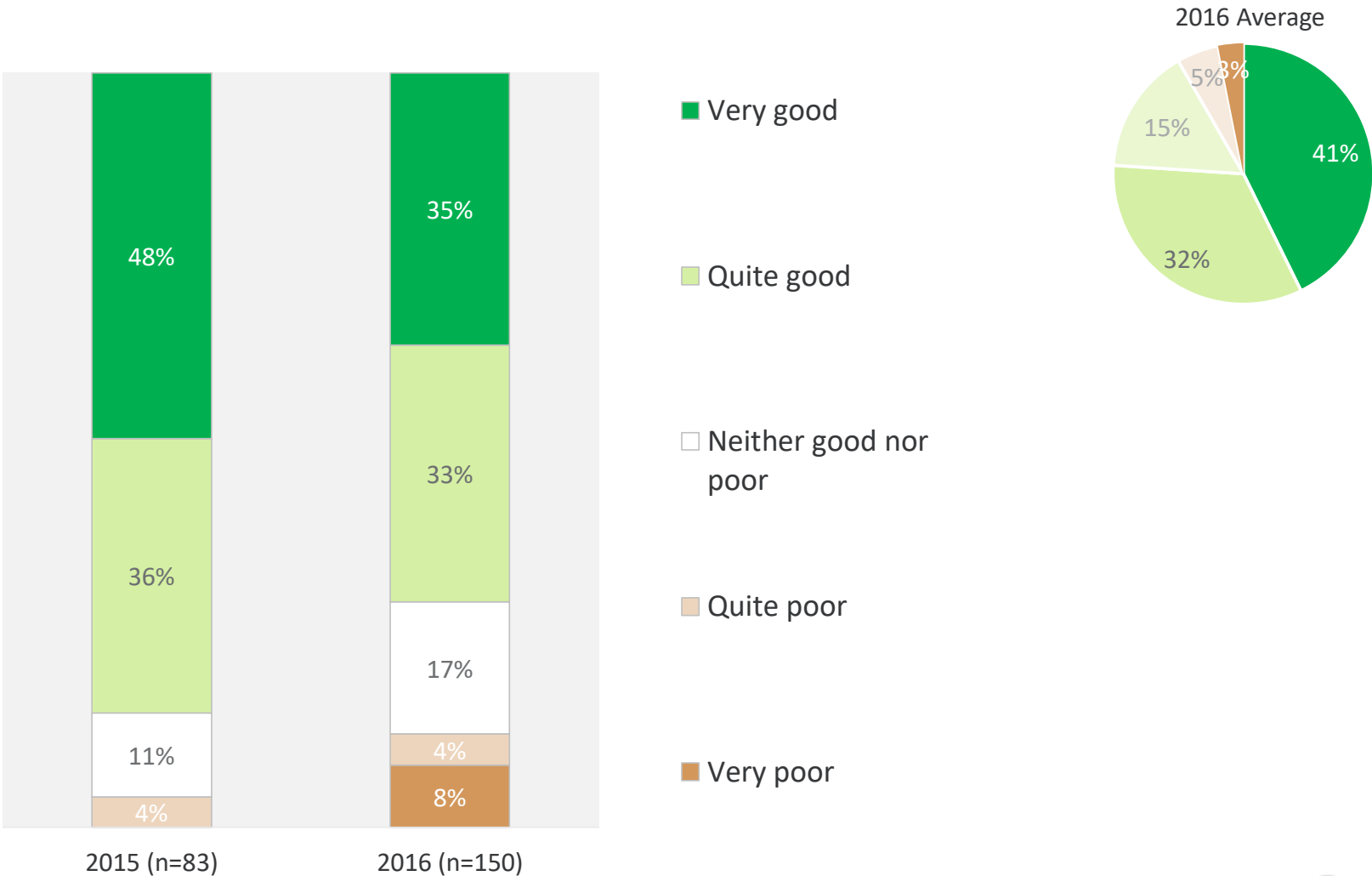
- A good understanding
- A fair understanding
- A little understanding
- None at all



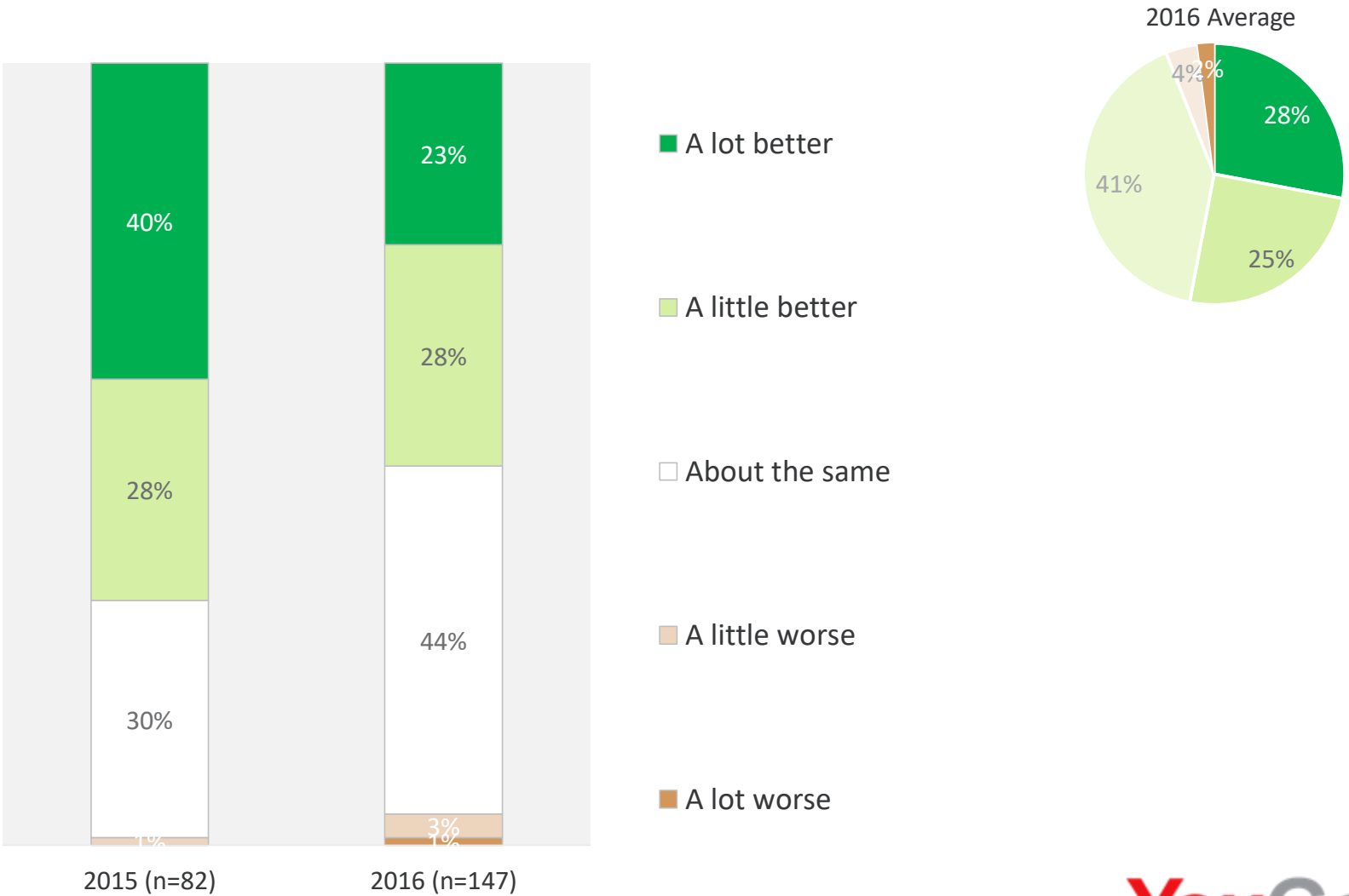
Stakeholder relationship with the AHSN



Q. Overall, how would you rate your working relationship with your AHSN?



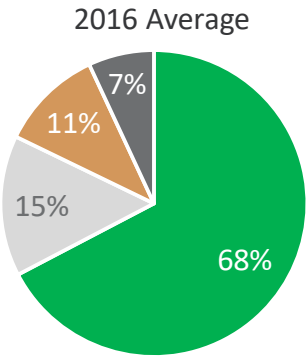
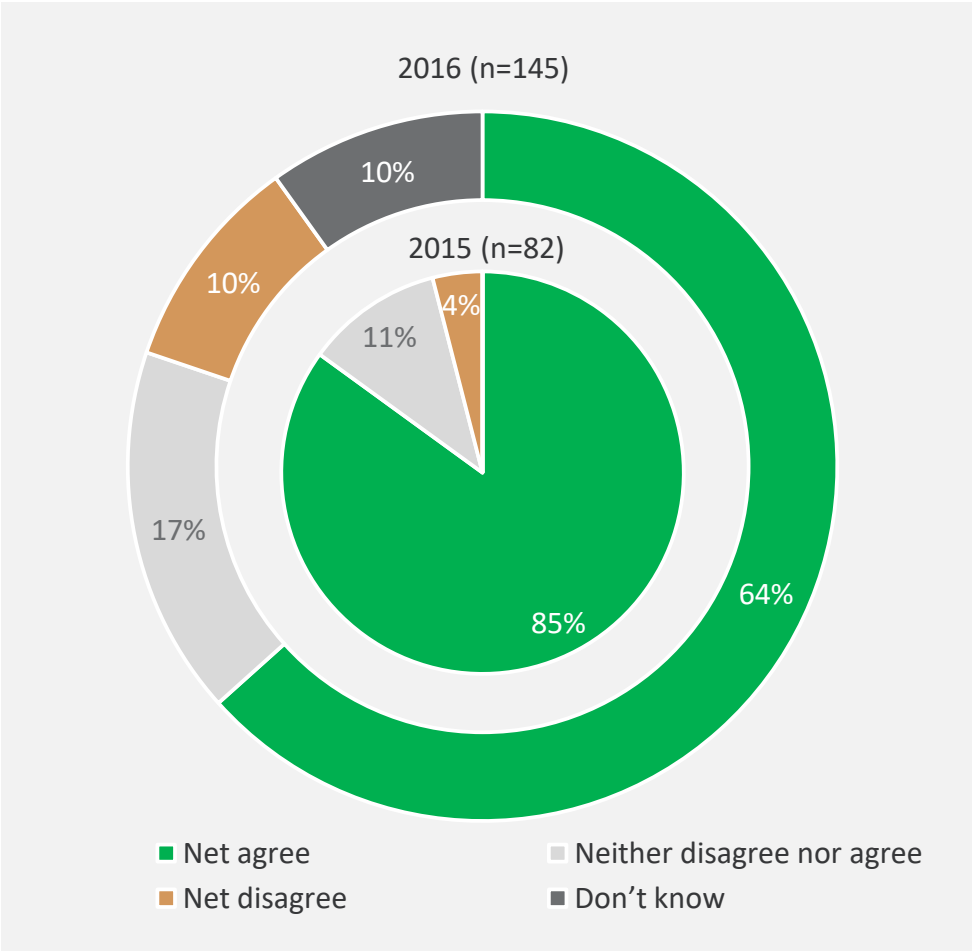
Q. Thinking back over the past 12 months, would you say your working relationship with the AHSN has got better, worse, or is about the same?



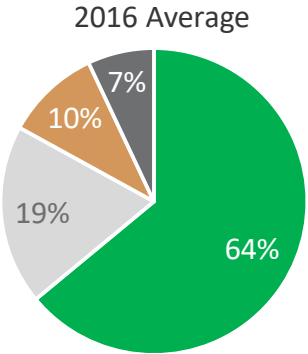
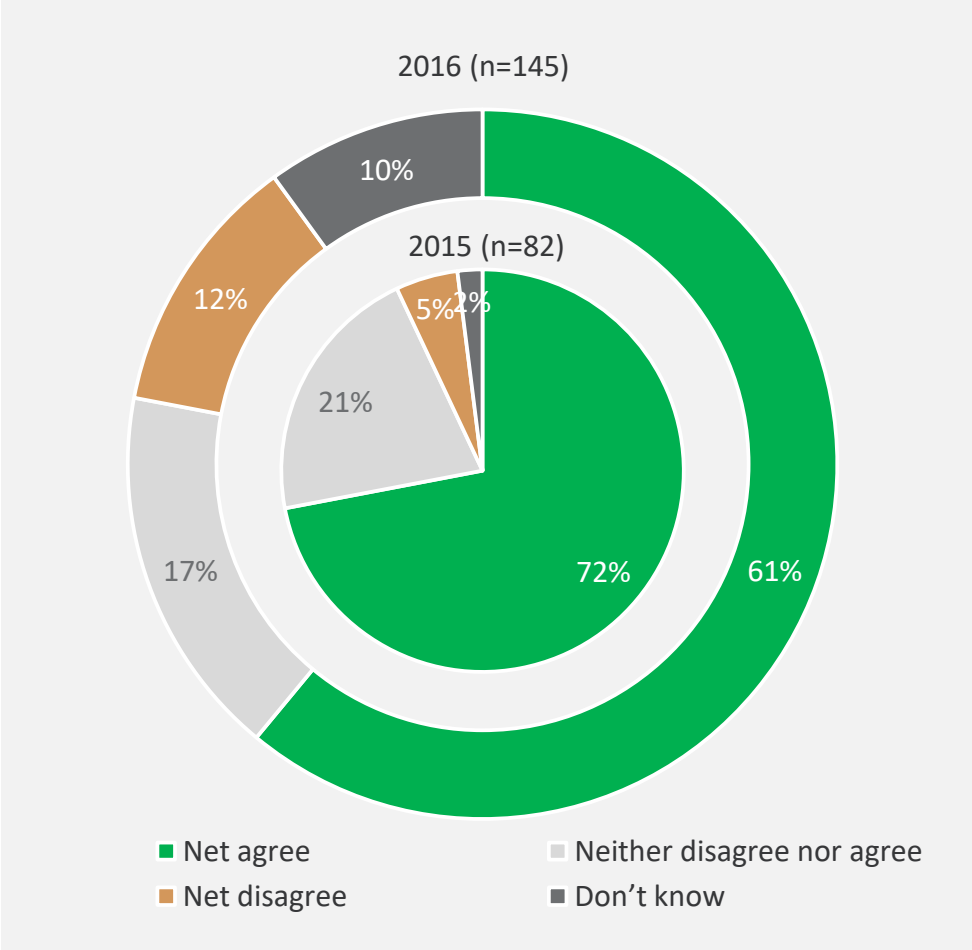
Stakeholder perceptions



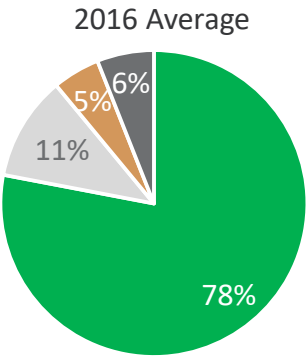
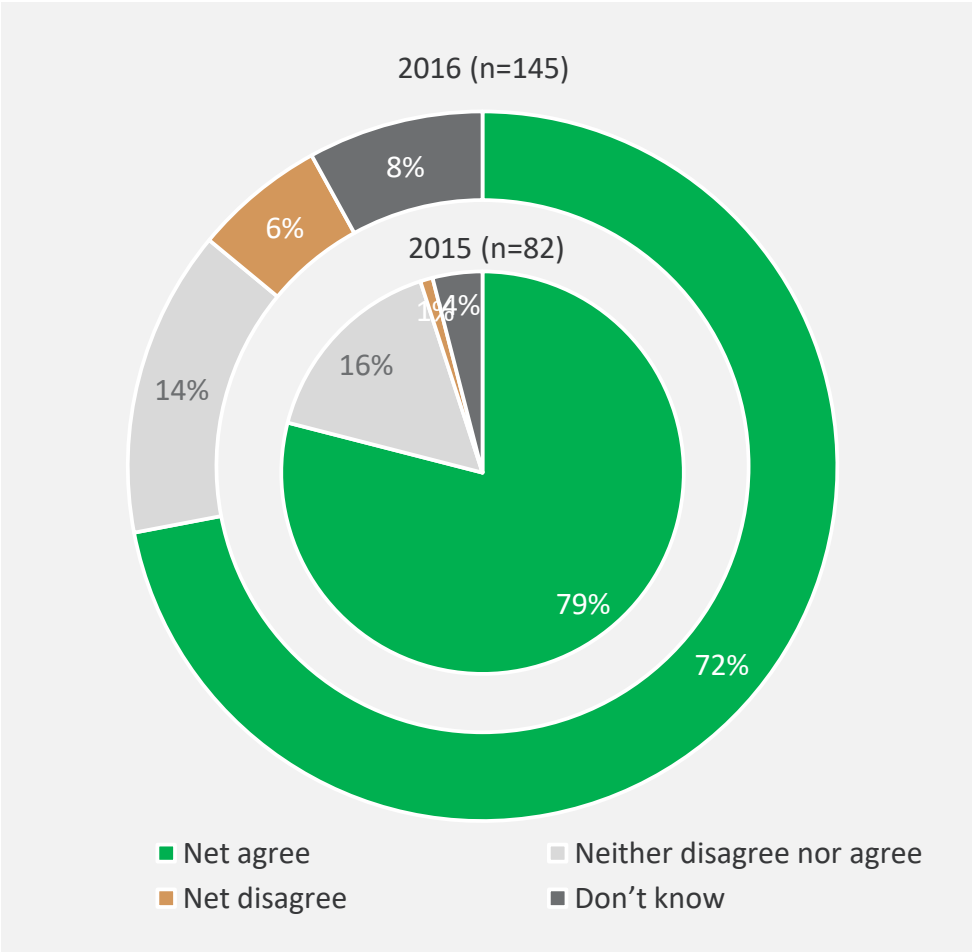
Q. To what extent do you agree or disagree with the following?
The AHSN has clear and visible leadership



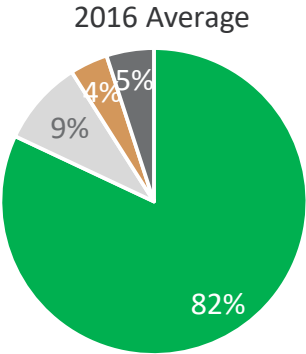
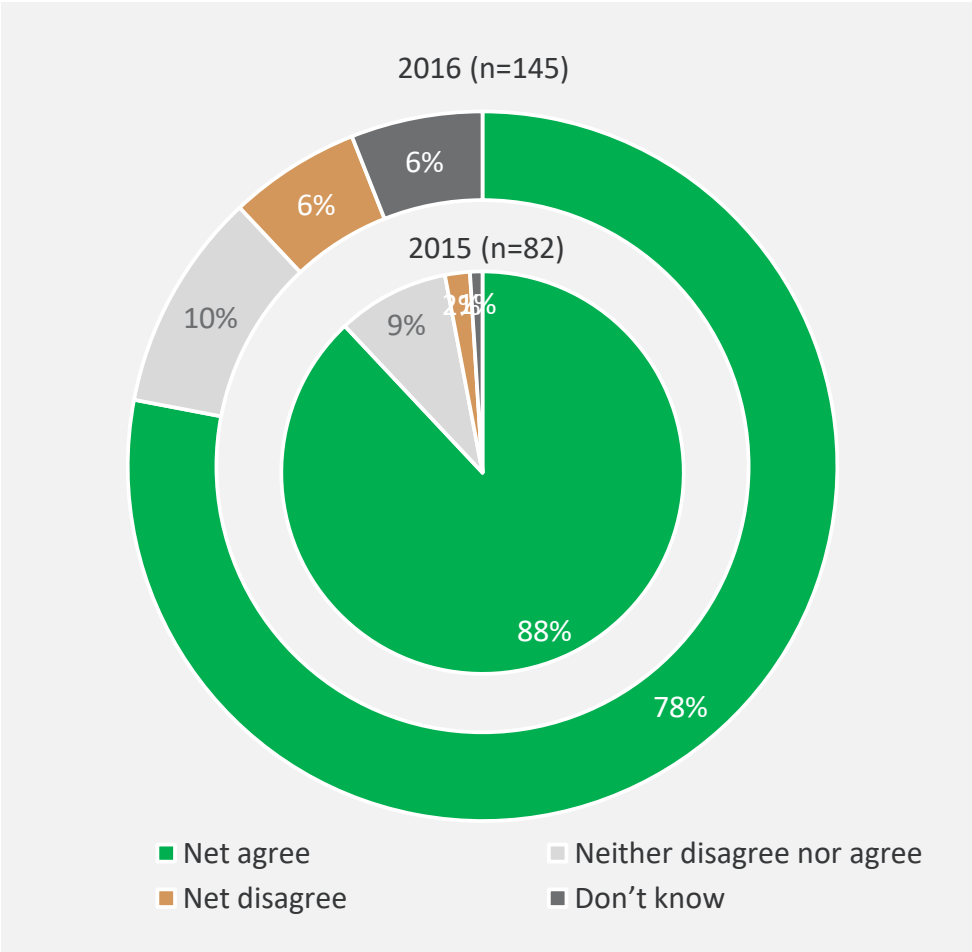
Q. To what extent do you agree or disagree with the following?
I have confidence in the AHSN to deliver its plans and priorities



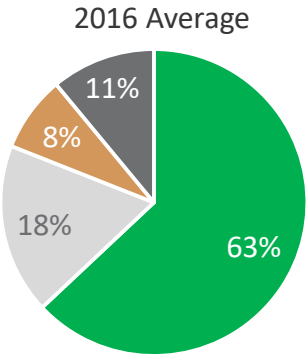
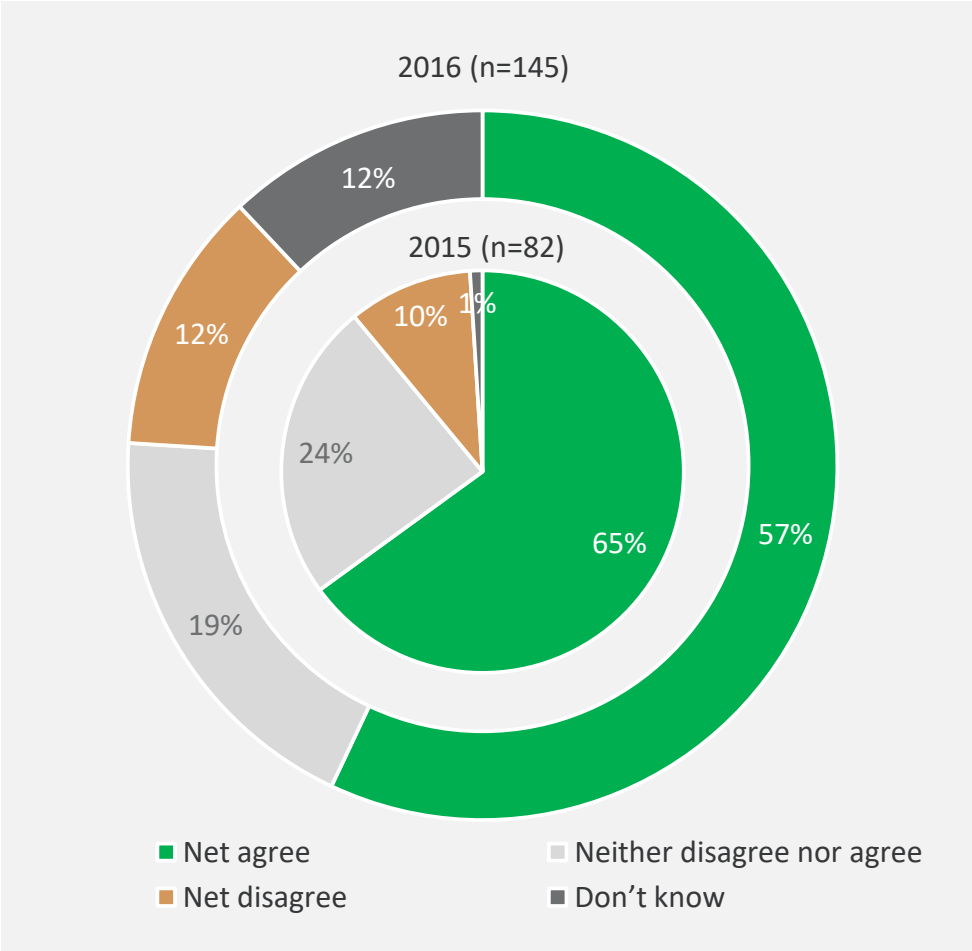
Q. To what extent do you agree or disagree with the following?
AHSN staff are knowledgeable



Q. To what extent do you agree or disagree with the following?
AHSN staff are helpful

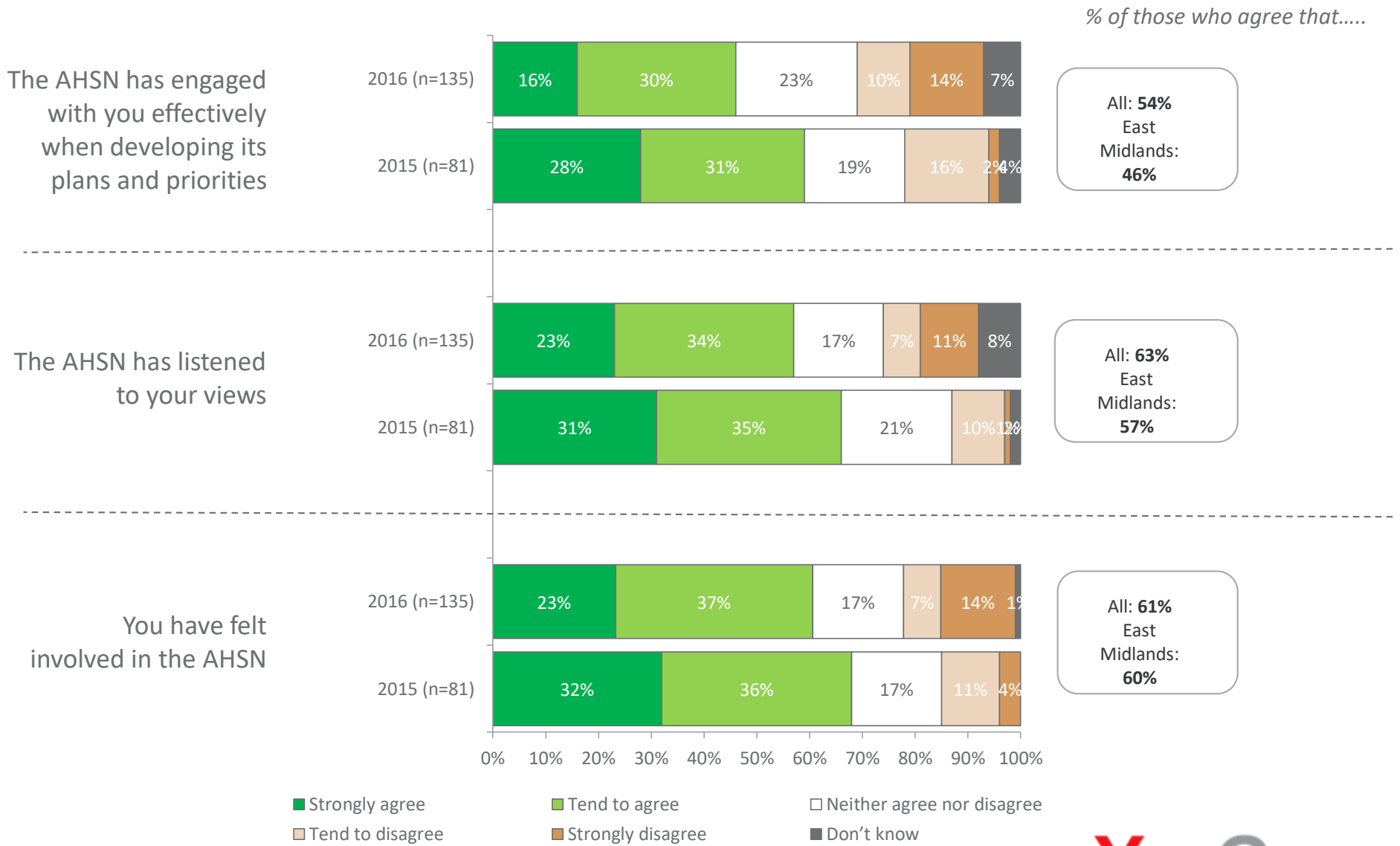


Q. To what extent do you agree or disagree with the following?
AHSN priorities are aligned to local priorities



Net agree = % strongly agree + % tend to agree
Net disagree = % strongly disagree + % tend to disagree

Q. To what extent do you agree or disagree that in the last 12 months?



Attitudes towards AHSN staff



Q. If you have any comments about the AHSN’s staff, leadership and priorities, please type in below

Common words used to describe the East Midlands AHSN are...



“My interactions with various staff team and the outgoing CEO have been very positive”
Voluntary and Community Sector

“I have found the staff very helpful and supportive”
Clinical Commissioning Group (CCG)

“I’m very impressed with the new Director and his commitment and working style”
Higher Education Institute

“Very helpful and approachable, especially to explain how the health system fits alongside local government”
Local Government

Q. If you have any comments about the AHSN’s staff, leadership and priorities, please type in below *[continued from previous page]*

Theme(s) identified within the answers provided by specific stakeholder groups include:

Health or Social Care Provider

Theme #1: Supportive

“The informatics work stream has been extremely useful in helping us set our priorities. They are knowledgeable, professional and very accommodating.”

“The senior staff have been extremely helpful both in the provision of their considerable expertise and in providing financial support when needed.”

Theme #2: Uncertainty

“The changes that are occurring have meant some uncertainty about the future direction of the PSC but this is to be expected.”

Local Government

Theme #1: Helpful

“Demonstrate that they are willing and able to assist others as well as learn from others in conducting their roles.”

“They have been helpful to explain how the various NHS bodies fit together - AHSN helped to make it a lot clearer for me.”

Theme #2: Confusion

“There is confusion in practitioners minds with the roles of health science networks and strategic clinical networks. There doesn't seem enough links to Health and Wellbeing Boards and their priorities and a risk that projects 'parachute' in in a disconnected way.”

Private Company

Theme #1: Communication

“The staff have been exceptional in their communication with outside agencies. I have been impressed with the desire to encourage awareness and wide adoption of their programmes.”

“In our dealings with them we have found them to be focussed, constructive and professional.”

Theme #2: Not a partnership

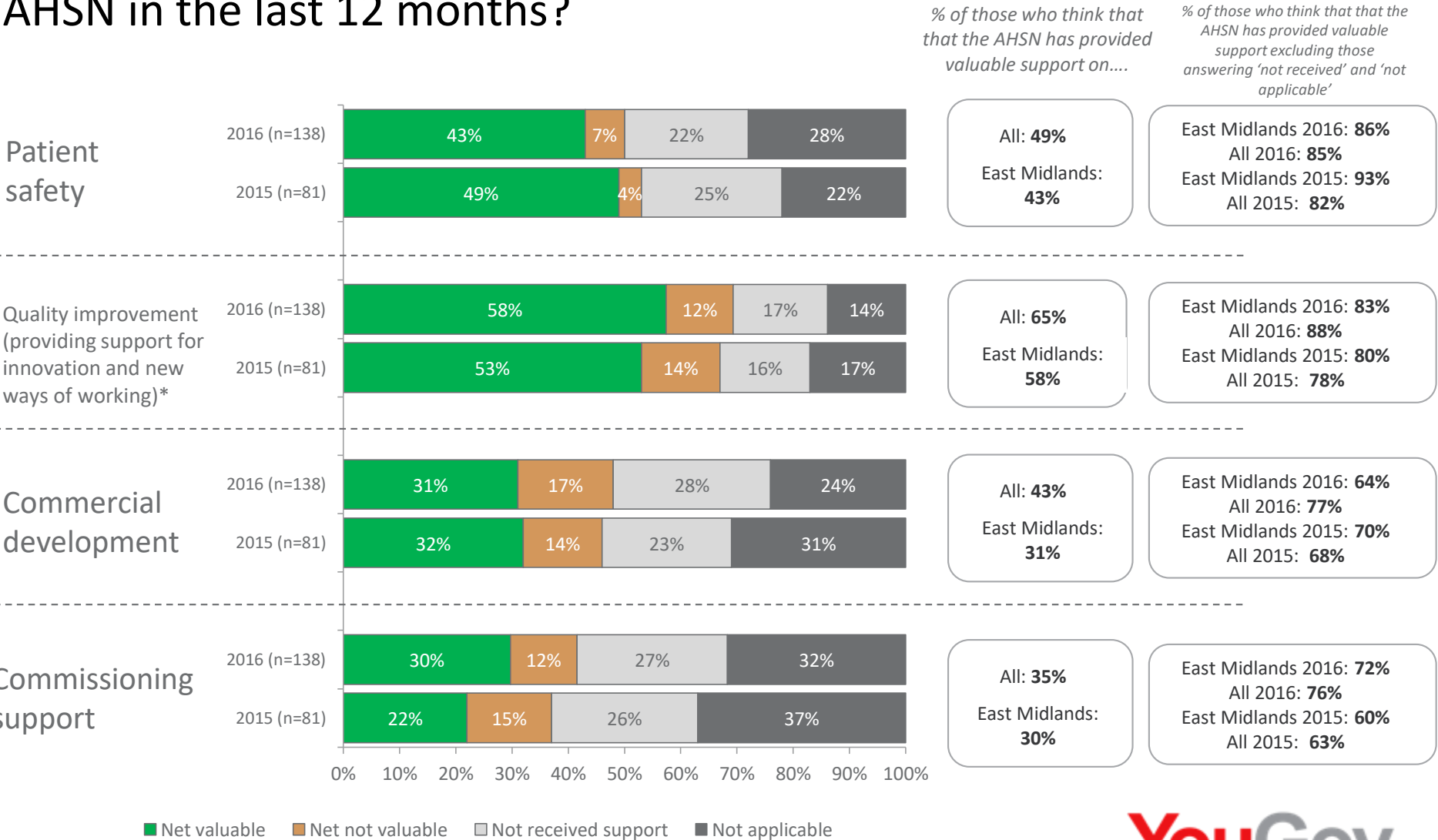
“The AHSN see the private sector as sponsors rather than partners and attitudes and behaviours to problem solving by joint working is archaic and frustrating.”



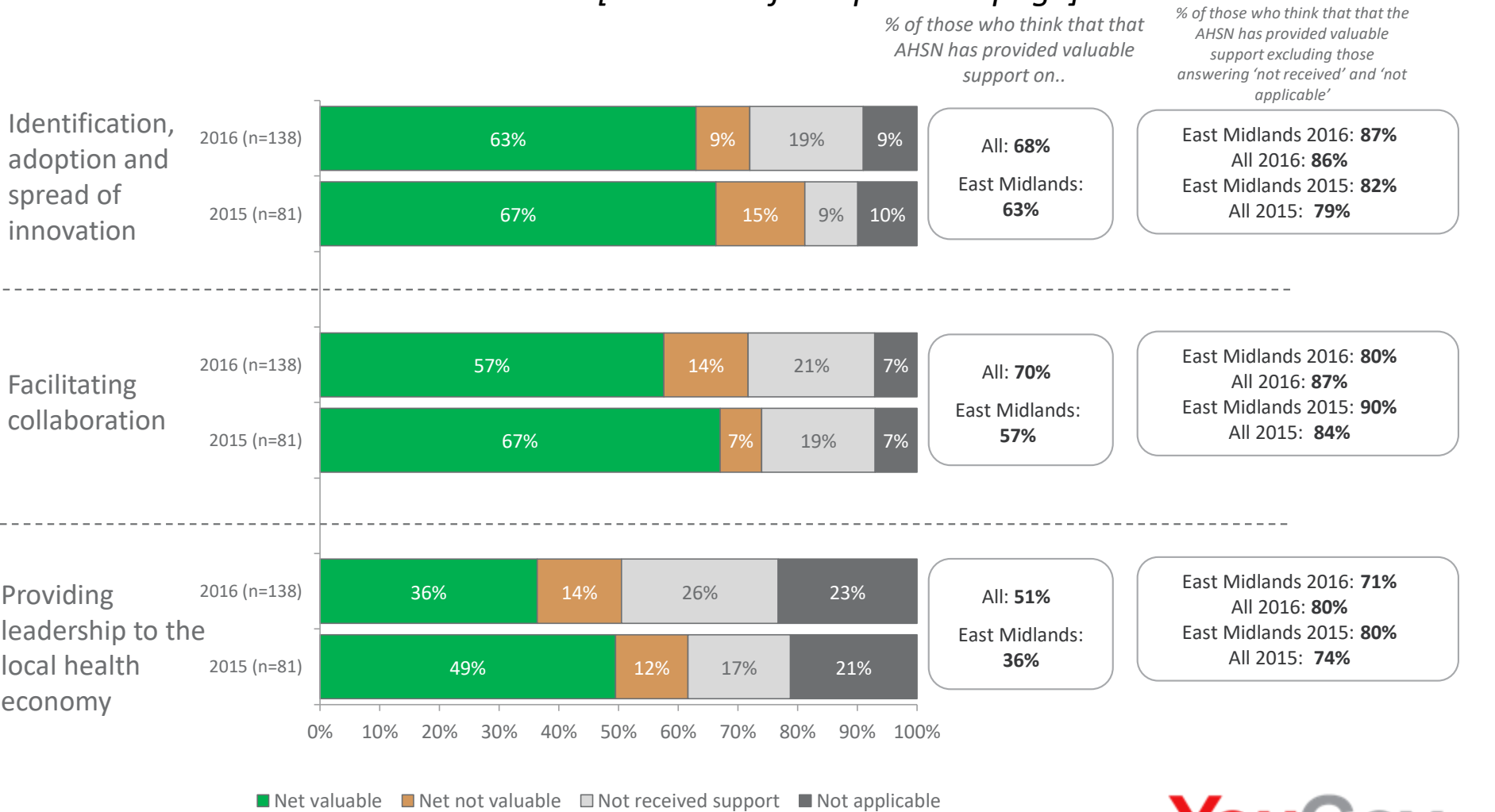
Value associated with the level of support provided



Q. The AHSN aims to work with organisations on the following themes. For each theme, how valuable or not has been the support from the AHSN in the last 12 months?



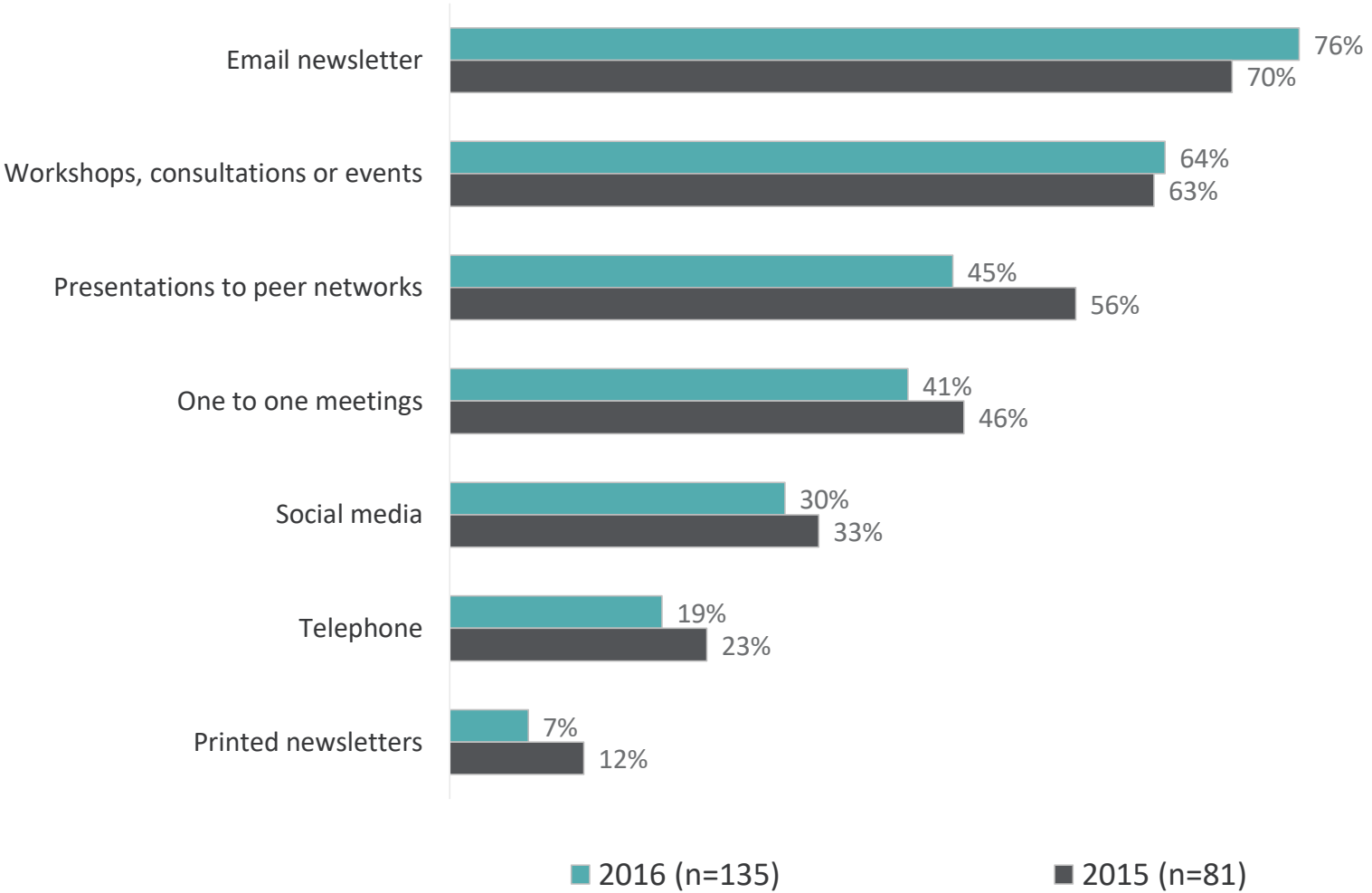
Q. The AHSN aims to work with organisations on the following themes. For each theme, how valuable or not has been the support from the AHSN in the last 12 months? *[continued from previous page]*



Preferred methods of communication between AHSN and stakeholders



Q. Which, if any, of the following are or would be your preferred ways for the AHSN to communicate with you?



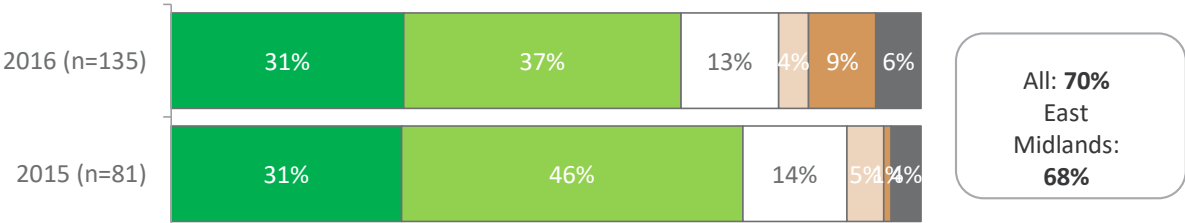
Impressions of AHSN performance & effectiveness



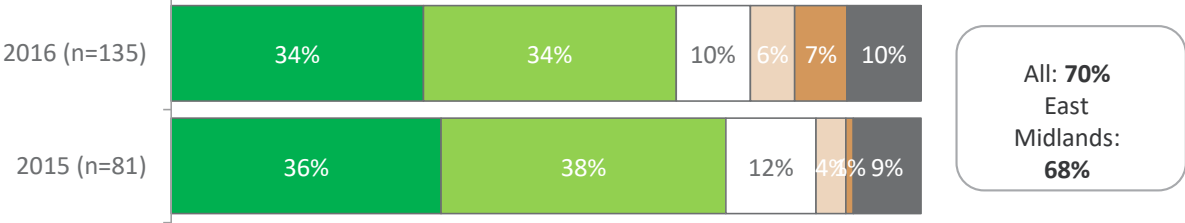
Q. Overall, how would you rate the AHSN's...

Position indicator:
% of those who rate the AHSN as
very / quite good for...

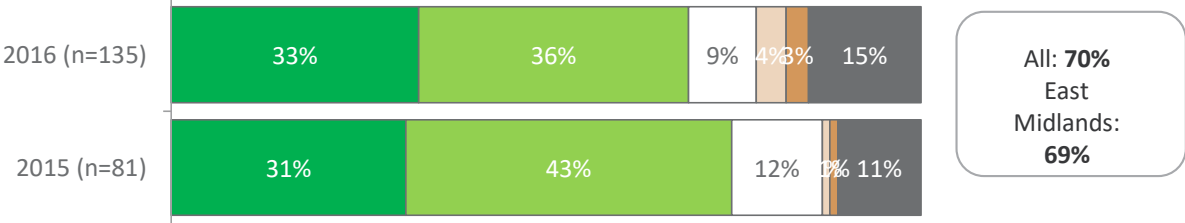
Accessibility



Responsiveness



Quality of advice

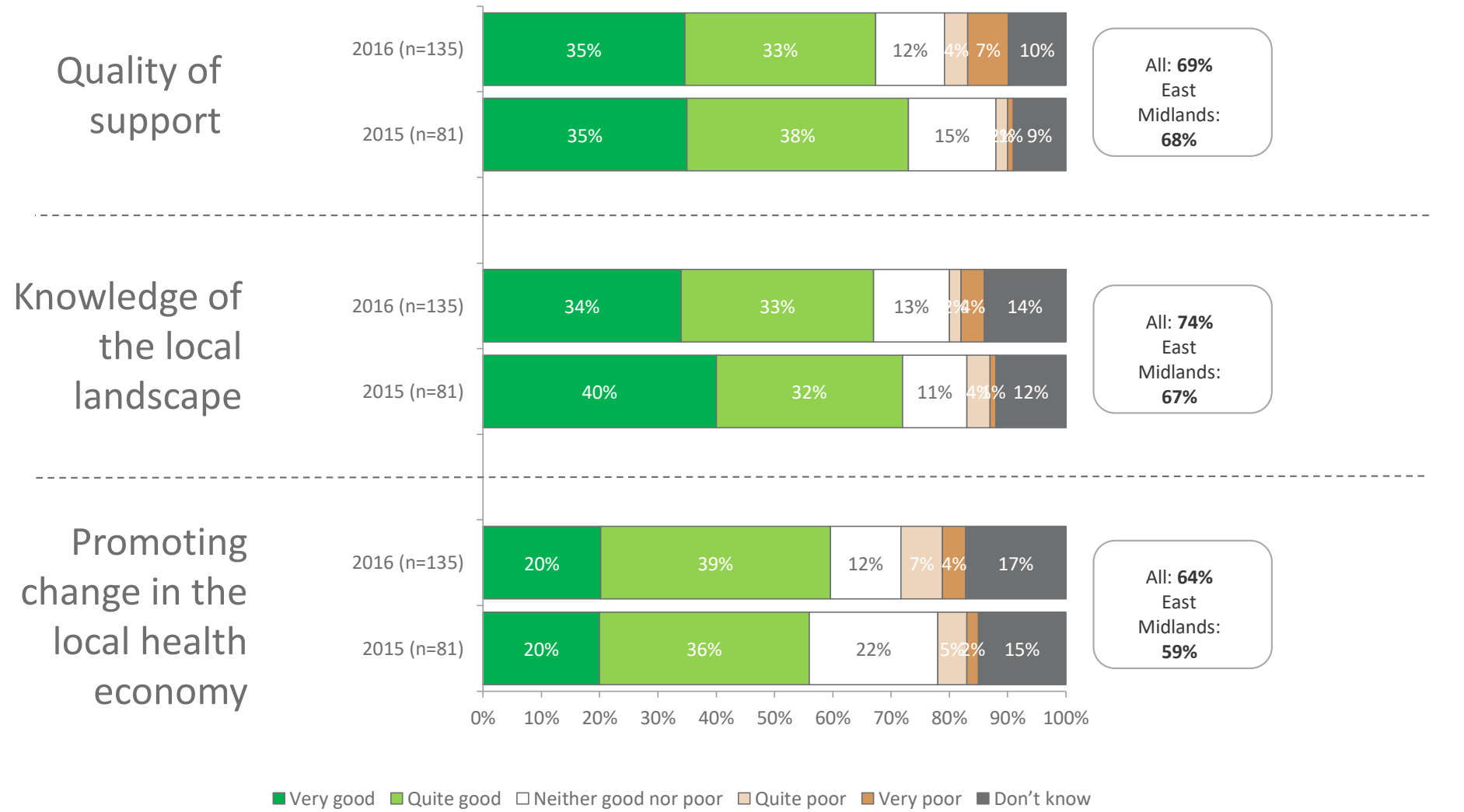


Very good Quite good Neither good nor poor Quite poor Very poor Don't know

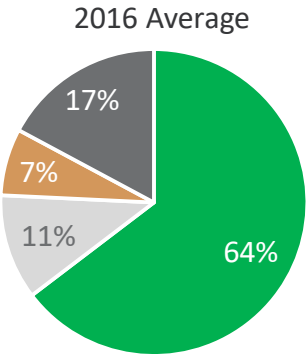
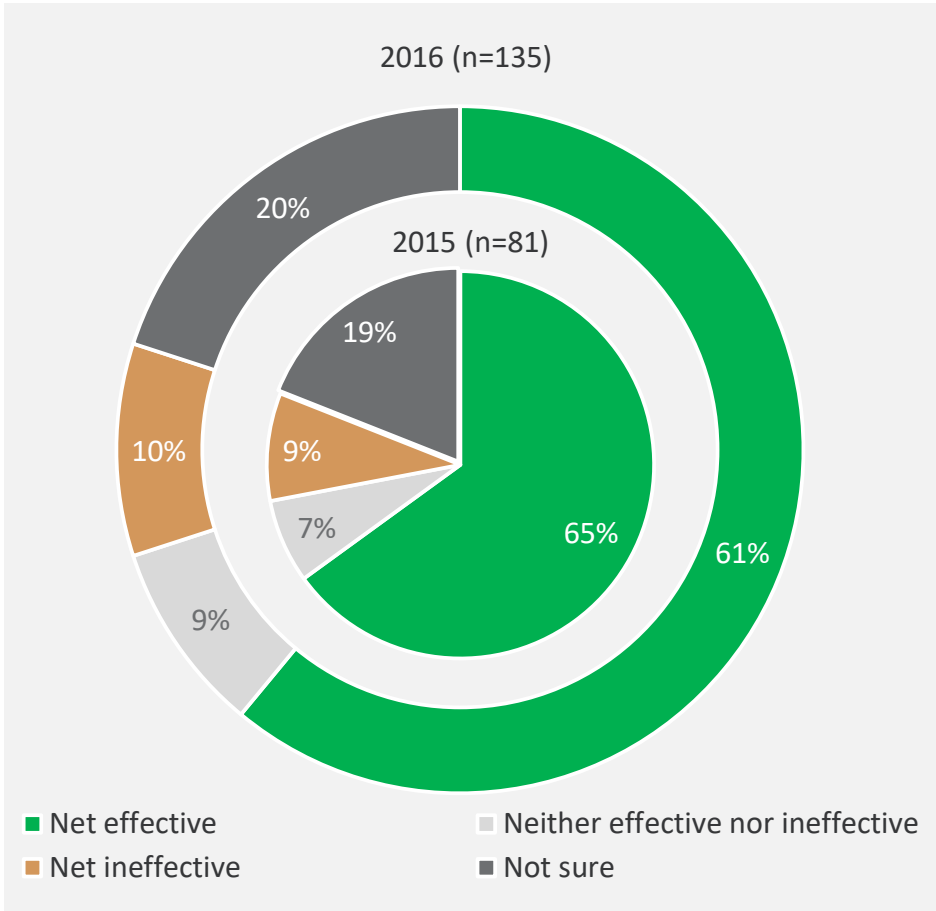


Q. Overall, how would you rate the AHSN's... [continued from previous page]

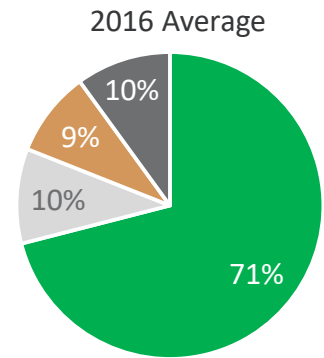
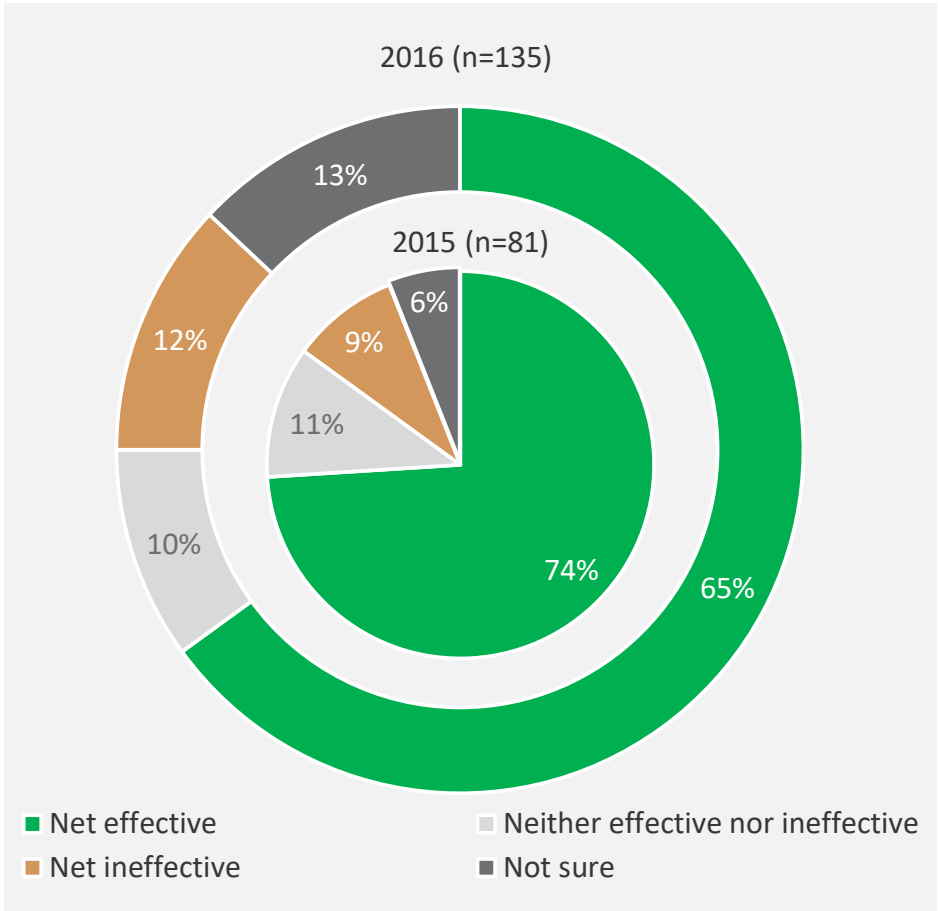
Position indicator:
% of those who rate the
AHSN as good for...



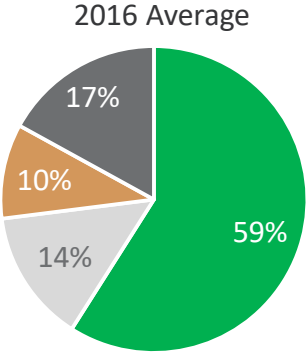
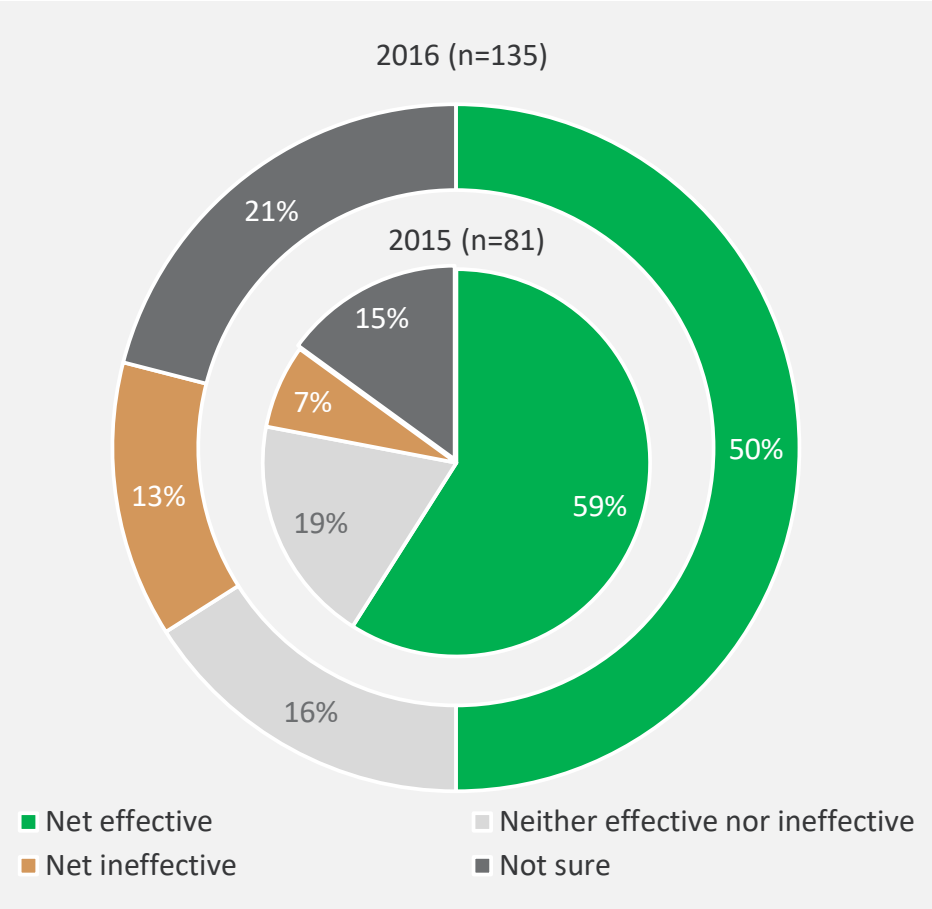
Q. How effective or ineffective is the AHSN in doing each of the following? *Focusing on the needs of patients and local populations*



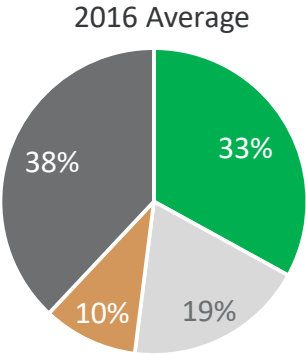
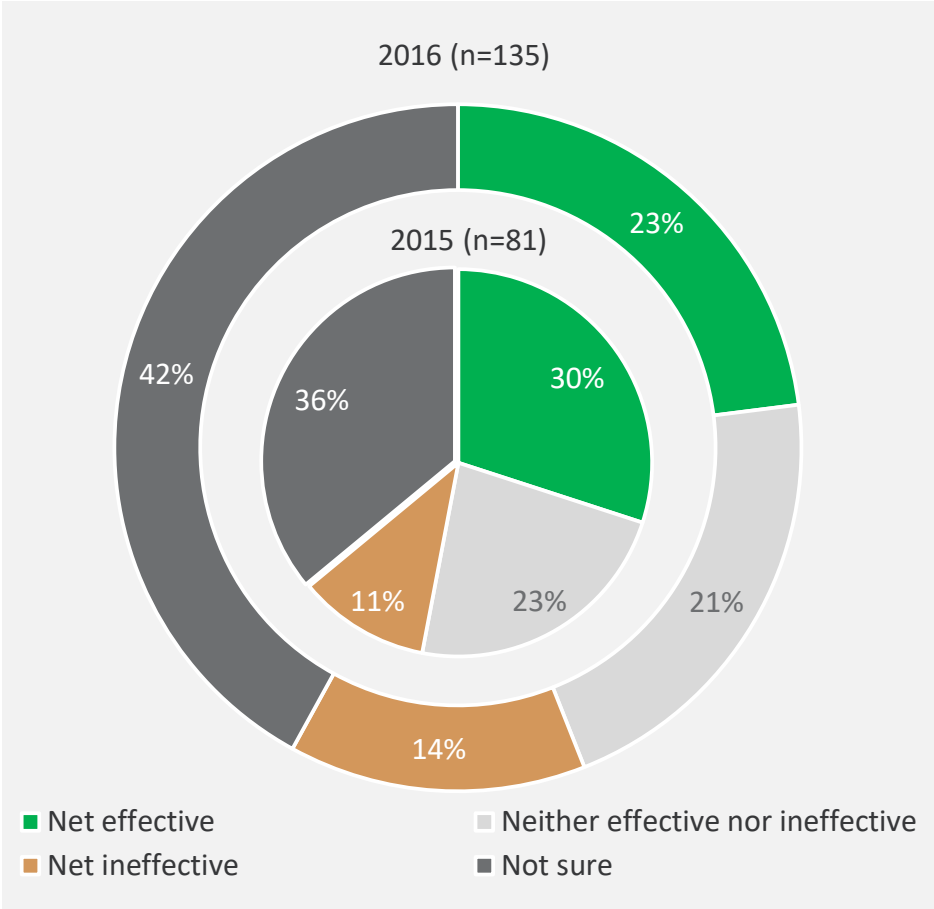
Q. How effective or ineffective is the AHSN in doing each of the following? *Building a culture of partnership and collaboration*



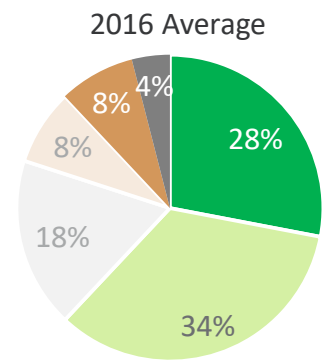
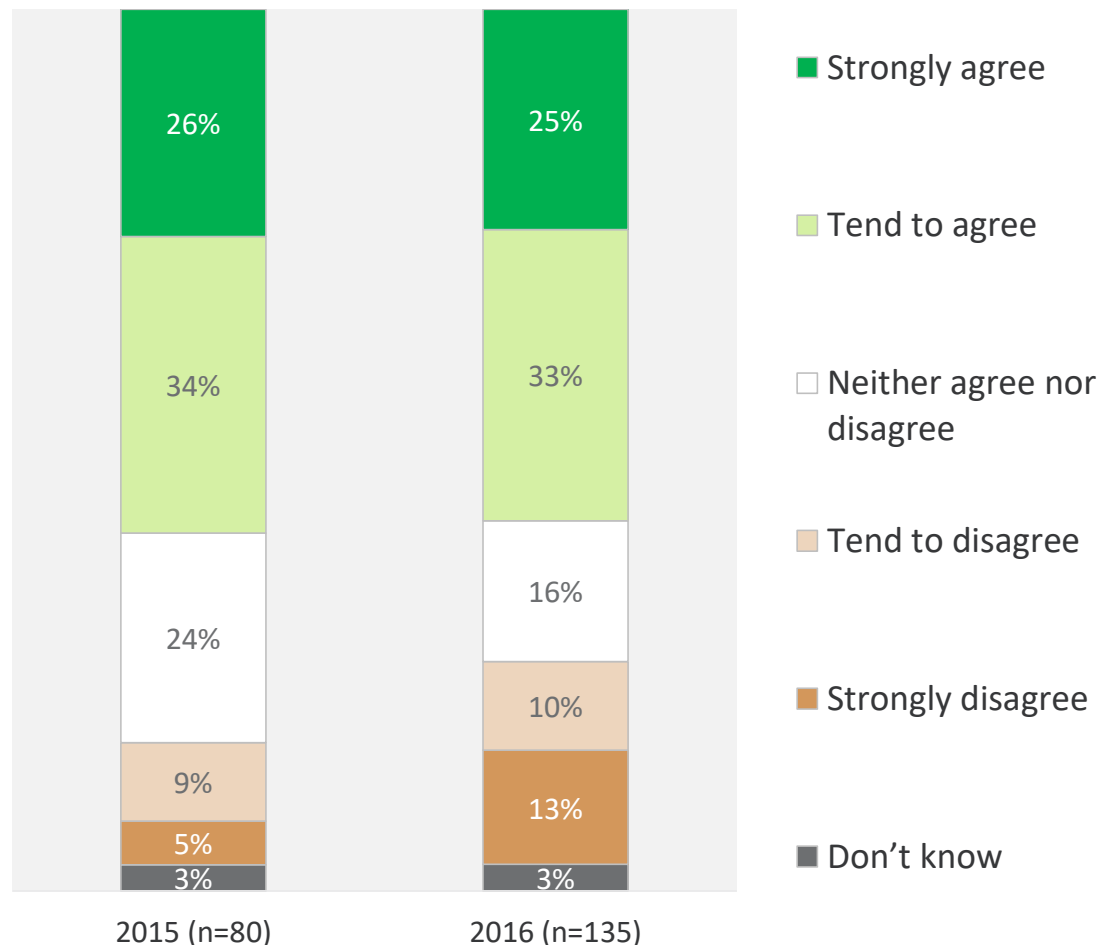
Q. How effective or ineffective is the AHSN in doing each of the following? *Speeding up adoption of innovation into practice*



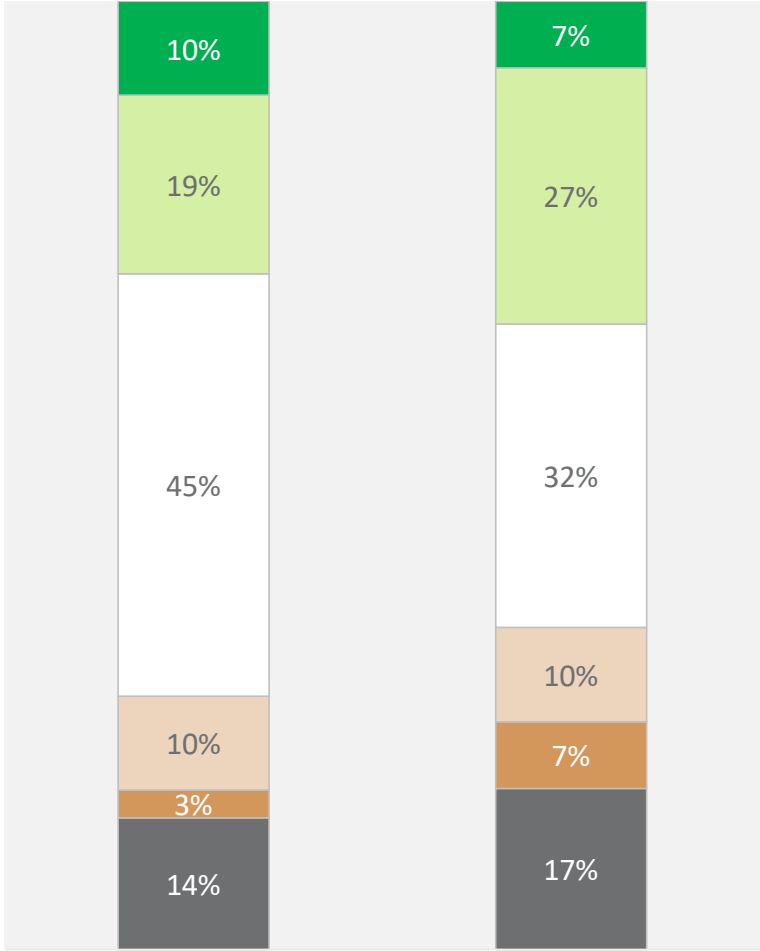
Q. How effective or ineffective is the AHSN in doing each of the following? *Creating wealth*



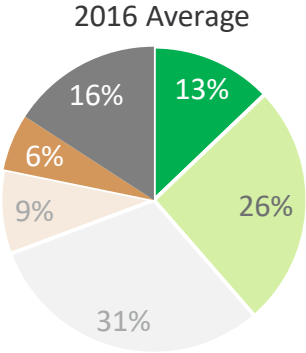
Q. Thinking about the last 12 months to what extent would you agree or disagree that the AHSN has helped you / your organisation achieve your objectives?



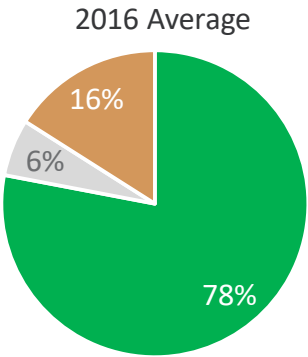
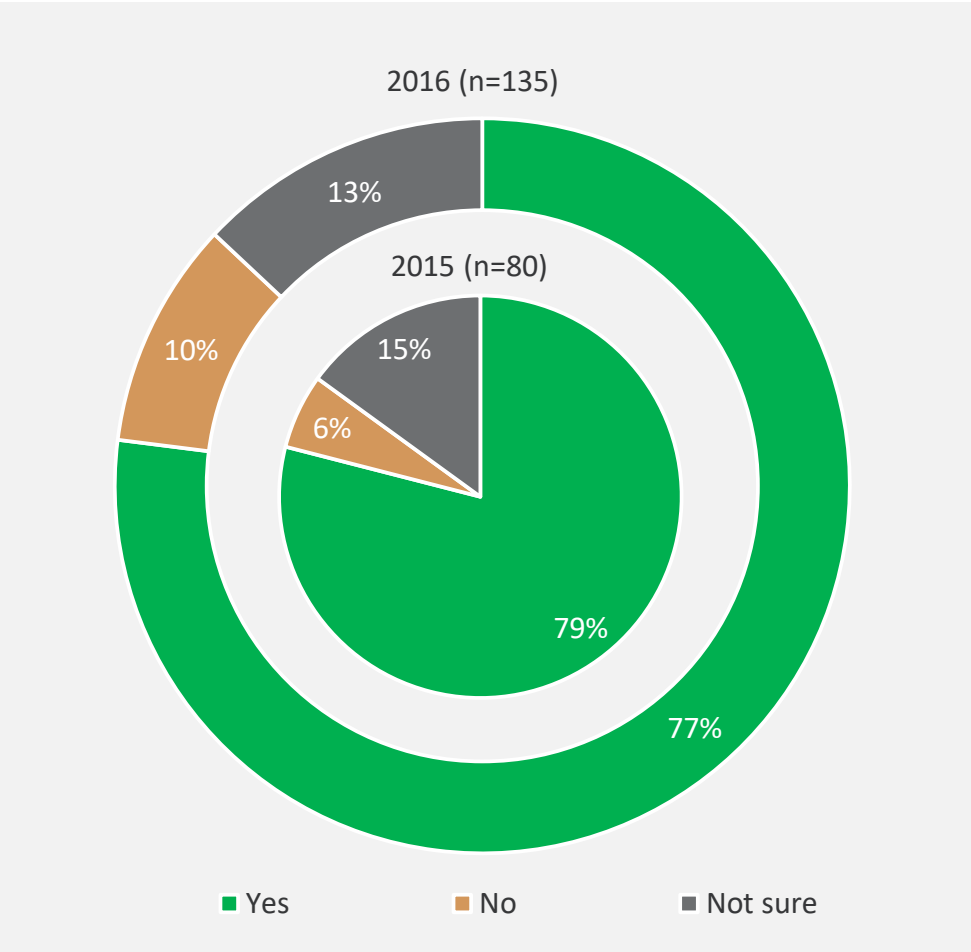
Q. Has the AHSN achieved more or less than you expected in the last 12 months?



- Much more
- Somewhat more
- About what was expected
- Somewhat less
- Much less
- Not sure



Q. Would you recommend involvement in /working with the AHSN to others?



Q. What improvements could the AHSNs make over the next 12 months?

Theme(s) identified within the answers provided by specific stakeholder groups include:

Health or Social Care Provider

Theme: Visibility

“Higher visibility and ease of access to practitioners in the regions.”

“Be more visible. Make sure that you visit, inform & listen to each provider. Ask for input - not just from the boards and "the usual suspects" but also from the ordinary staff who want to get more involved.”

“Make the informatics team more accessible.”

Private Company

Theme: Personalised

“More one on one meetings with individual companies.”

“Create a touch point for stakeholders and a welcoming 'lets discuss it' initial response.”

“Build better relationships with local businesses and be clear about the process for businesses accessing the NHS in your effort to support health transformation 5 year plans.”

Other

Theme: Support

“Less time on self marketing and more on supporting hands on delivery on the ground. Use networks and levers to support delivery to give tangible outcomes above marketing materials and videos.”

“Proactively look for innovative practice and support organisations to make high quality applications to the AHSN for support.”

AHSN specific questions



Q. The list below summarises the types of support we offer our partners across health, social care, academic, industry and third sectors. Please tick all those that you find or would find helpful.



Q. What can East Midlands AHSN do that cannot be offered by other organisations in the East Midlands – what makes it unique?

Theme identified within the answers:

Theme: Collaboration

"Putting individuals from all types of organisations together to develop collaborative solutions for patients across the region."

Private Company

"Brings technology, best practice, innovations, NHS and Local Government leaders and clinicians together."

Clinical Commissioning Group (CCG)

"Bringing different people of different backgrounds together to achieve common goals and break down silos."

Private Company

"A 'safe environment' where we have been able to share our views and concerns working together with colleagues to develop solutions."

Clinical Commissioning Group (CCG)

Theme: Links

"Superb links with the patient safety collaborative and links with other HEIs as well as private sector companies."

Higher Education Institute

"The commercial knowledge and expertise that the AHSN brings is not found in many NHS organisations, this is invaluable to exploit opportunities when working with commercial organisations."

Health or Social Care Provider

"Be the crucial link between industry, universities, innovators, the NHS and patients."

Higher Education Institute

Theme: Support

"They are willing to support small underrepresented organisations and charities."

Voluntary and Community Sector

"Ideally placed to build a thriving community of practice on the unifying topic of patient supported quality improvement."

Higher Education Institute

"Specific support via grants for spread and adoption of innovative practice."

Other

"Be a champion for identifying variations in health care provision and support changes in clinical behaviour."

Private Company

Q. If there is anything else you would like East Midlands AHSN to focus upon, please detail below...

"Building an integrated electronic patient record."

Private Company

"Need to explore community based responses which empower individuals and communities."

Voluntary and Community Sector

"Continued innovation in technology. Perhaps looking at the benefits at virtual reality and augmented reality and the application in healthcare."

Private Company

"NHS still not good at engaging citizens in meaningful way."

Private Company

"Very good communication processes such as easy to use website and newsletter. Staff are very easy to talk to."

Local Government

"Non-clinical, community development approaches to improving health and well-being."

Voluntary and Community Sector

"The heavy involvement of industry and their conflicts of interest is a major issue for commissioners, and we have not yet resolved how we work this through."

Clinical Commissioning Group (CCG)

"Need to focus on its outward facing communications."

Health or Social Care Provider