



# AHSN-stakeholder research 2015

# Overview



# Survey details

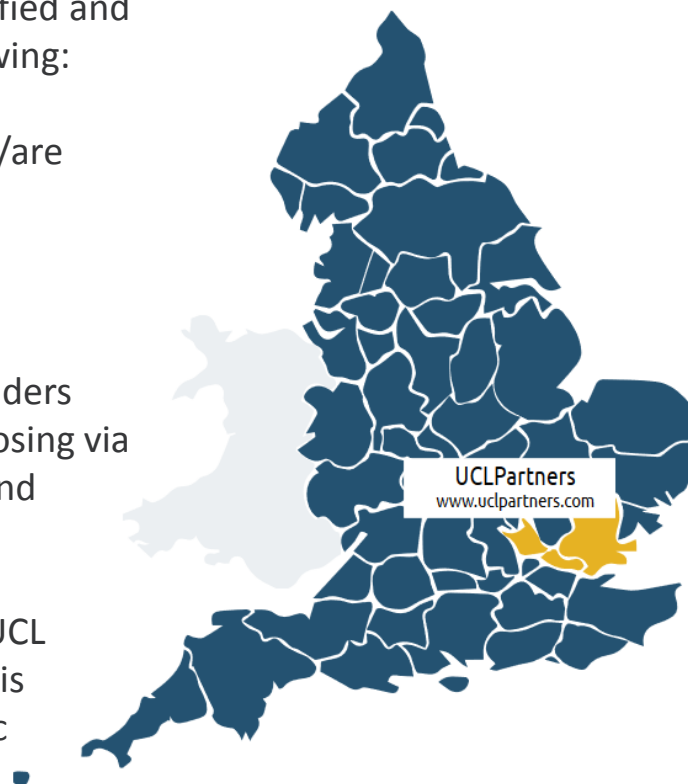
An online survey was administered to stakeholders of the Academic Health Science Networks. Stakeholders were initially pre-identified and provided with the opportunity to comment on any of the following:

- 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.

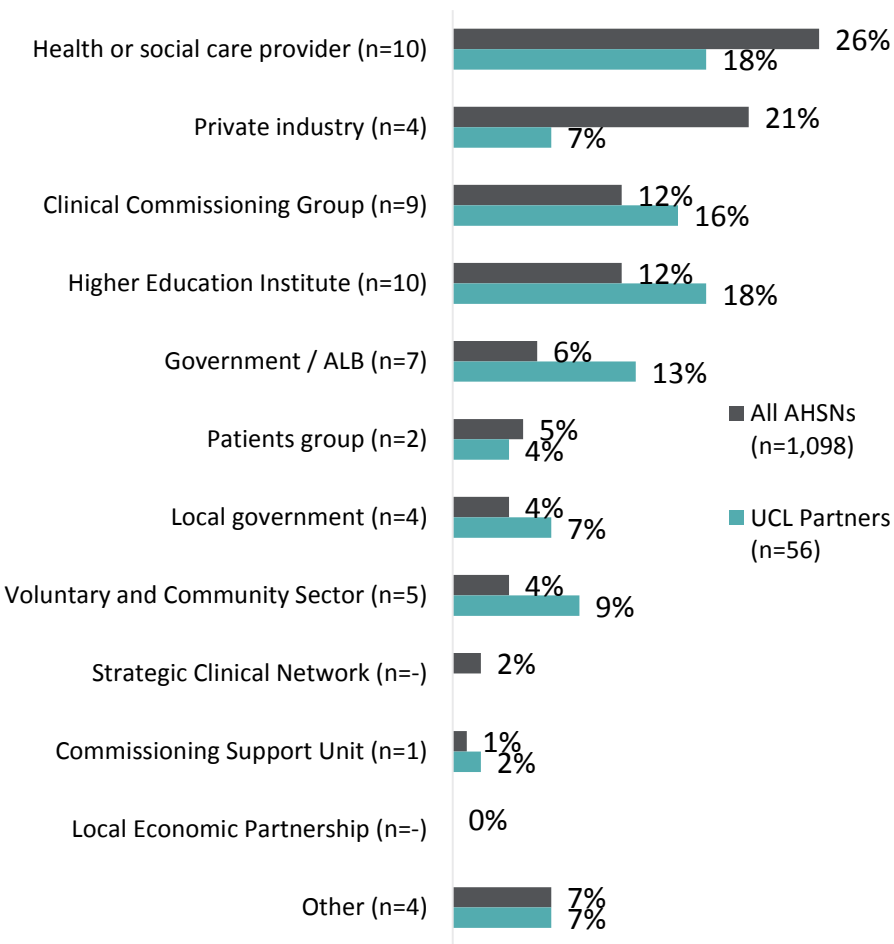
This report contains responses specifically given in relation to UCL Partners. This is based on 56 responses. In the report, the data is compared against the total figure for all AHSNs for each specific question.

The survey ran between July 9<sup>th</sup> and 7<sup>th</sup> August 2015.

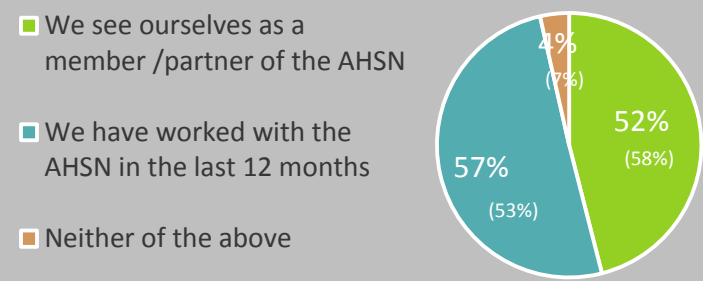


# Who took part?

## Stakeholder type

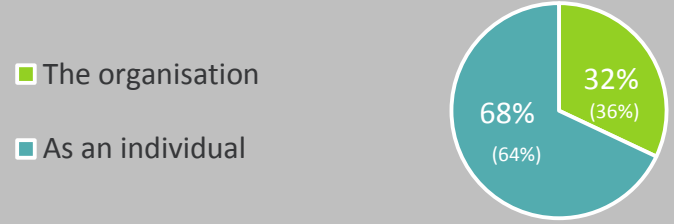


## Working relationship



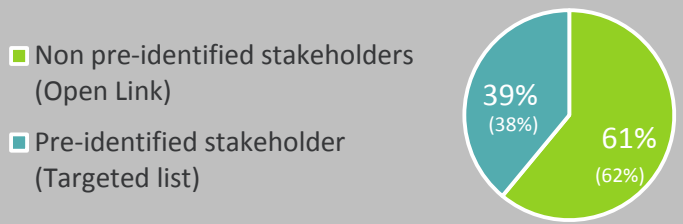
Note: All AHSN figures in brackets. Multiple choice question.

## 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.

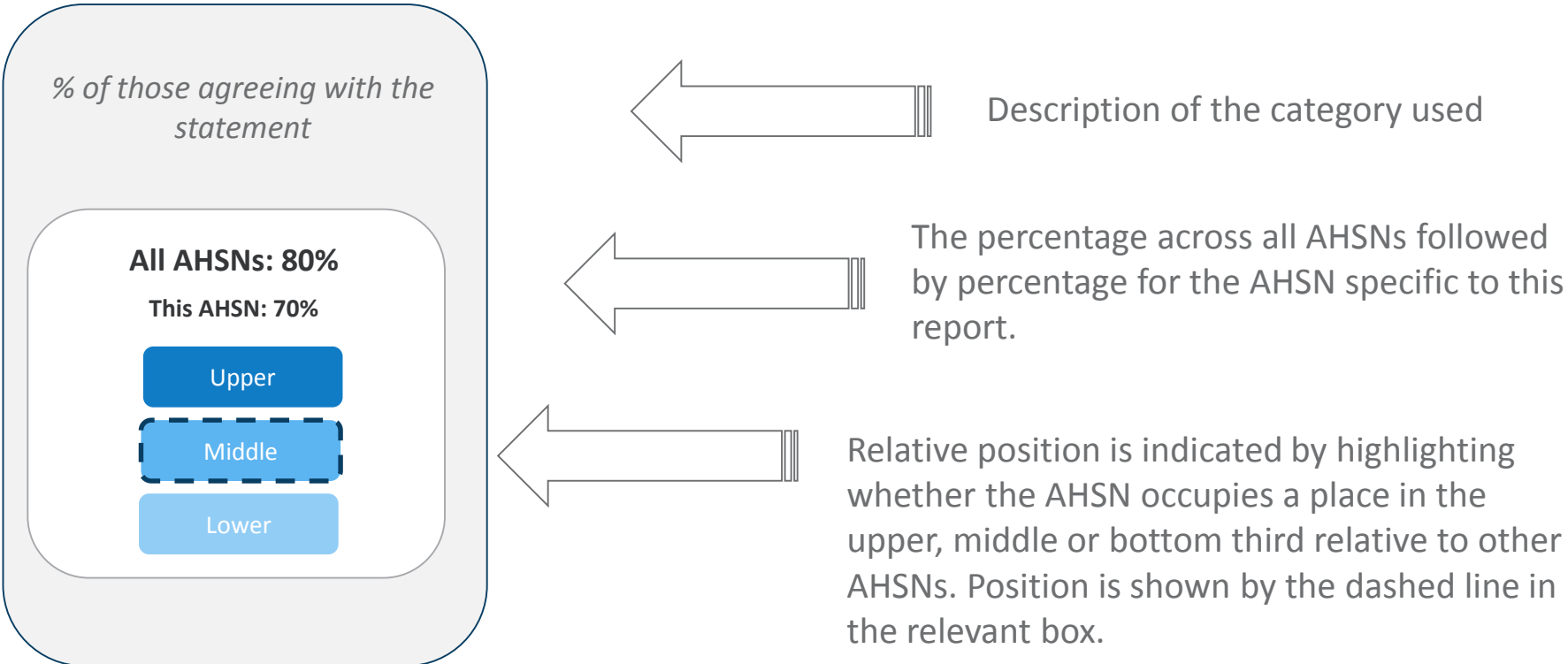
When comparing an individual AHSN’s results to the ‘all AHSNs’ average or other AHSNs, a difference must be of at least a certain size to be statistically significant. The table below illustrates the percentage difference needed based on example size sizes and percentages at the 95% confidence level.

Size of sample	Approximate sampling tolerances applicable to percentages at or near these figures (at the 95% confidence level)		
	90% / 10%	70% / 30%	50%
100	+/- 6	+/- 9	+/-10
70	+/- 7	+/- 11	+/-12
50	+/-8	+/- 13	+/-14



# Explanation of the positioning graphic

A comparator display has been included to help support the AHSN in their development. Although caution should be taken in light of the sampling tolerance levels outlined previously, AHSNs have indicated it will be useful to understand their results in relation to other AHSNs.



# Summary



# Summary (1)

- 80% of UCL Partners stakeholders recommend working with it (slide 41) and 28% feel that it has achieved more than expected in the last 12 months (slide 40).
- Many (67%) agree that it has helped them achieve their objectives in the last year (slide 39), a figure that is 11 percentage points (pp) higher than the all AHSN average.
- 46% have a 'good' understanding of its role (slide 11) and the same proportion feel that they have greater clarity about its role in the last 12 months (slide 12).
- Over a third (35%) have a good understanding of UCL Partners' plans and priorities (slide 14).
- The majority (66%) report having a 'good working relationship' with UCL Partners, a relationship that 38% feel has improved in the last year but around one in ten believe has worsened (slide 17).



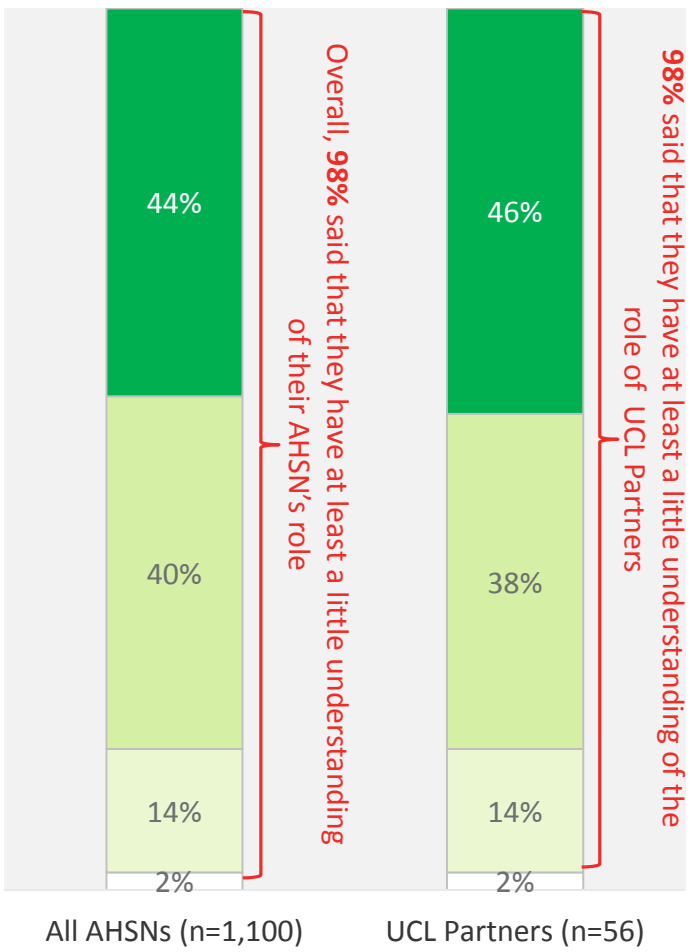
## Summary (2)

- Two-thirds agree that it has ‘clear and visible leadership’ (slide 19) which is consistent with the all AHSNs figure and 60% ‘have confidence in the AHSN to deliver its plans and priorities’ (slide 20).
- Again two-thirds feel that its ‘priorities are aligned to local priorities’ (slide 23) but all three measures of engagement and involvement are in the lower third in comparison to other AHSNs. 57% of stakeholders surveyed feel ‘involved in the AHSN’ (slide 24).
- 70% value its work in ‘facilitating collaboration’ and 68% in ‘quality improvement’ work. In the case of the latter views on the value provided are 17pp higher than the all AHSNs average. 60% value its work on the ‘identification, adoption and spread of innovation’ (slides 28 and 29).
- The UCL Partners programmes that most stakeholder are familiar with are its work on cancer (70%), cardiovascular disease (67%) and research (65%) (slide 46).

# 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

*% of those with a good understanding of the AHSN's role*

**All: 44%**

**UCL Partners : 46%**

Upper

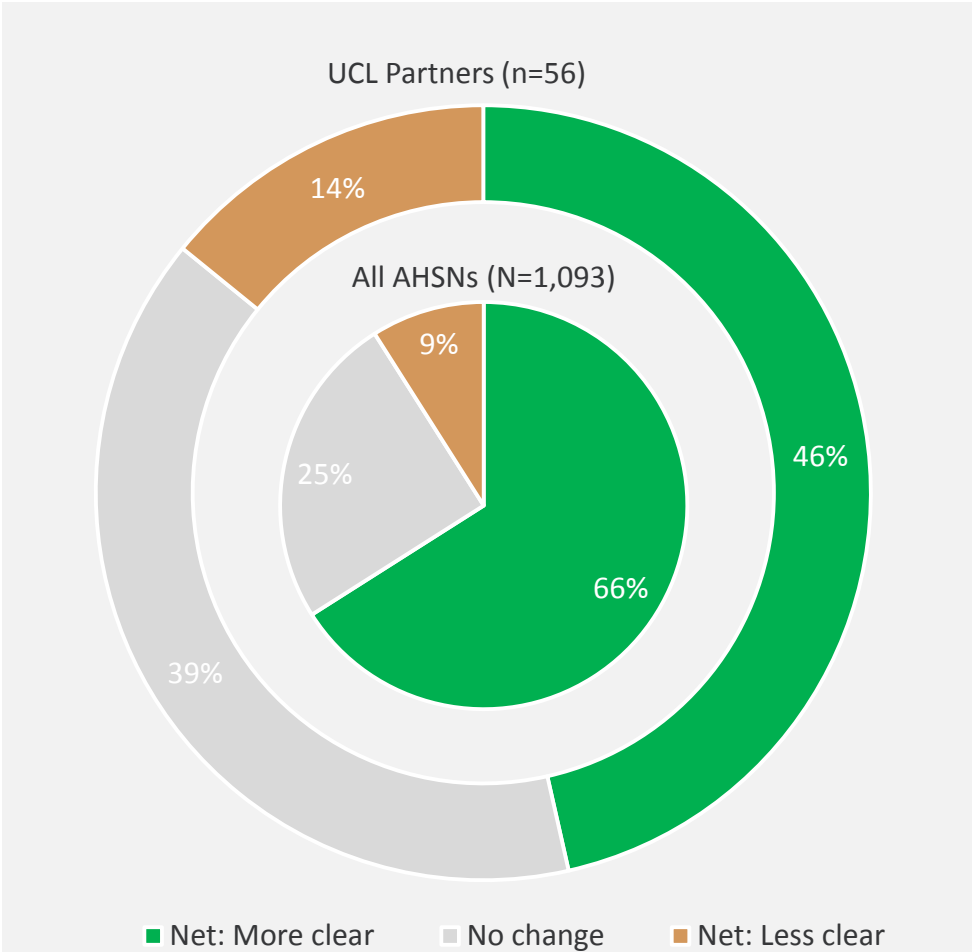
Middle

Lower



Please note that net percentages may not be an exact match with the adding of component percentages due to rounding.

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



*% for whom role has become more clear*

**All: 66%**

**UCL Partners : 46%**

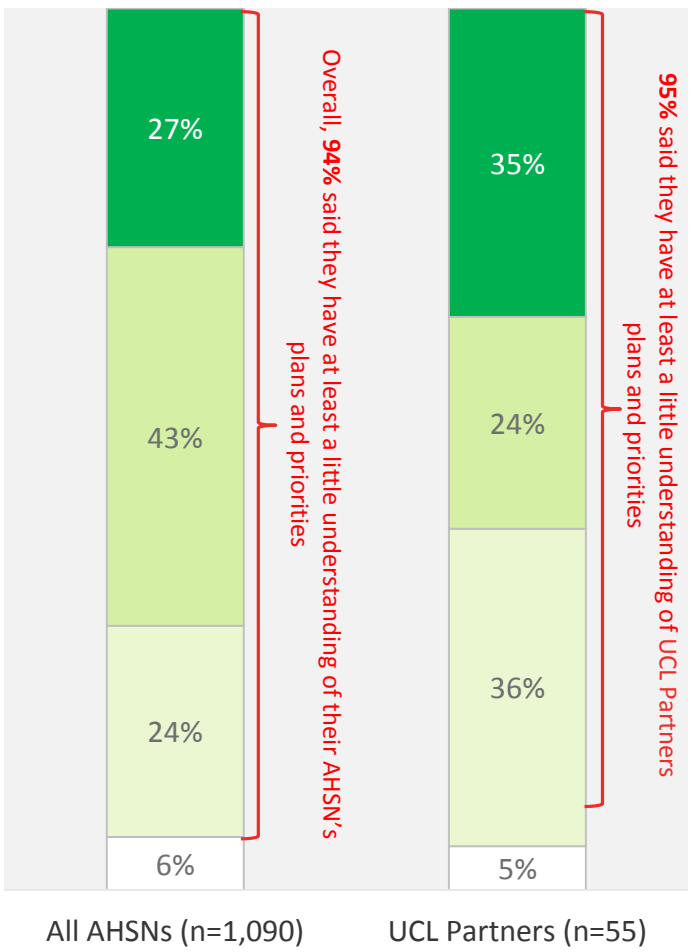
- Upper
- Middle
- Lower

Net: more clear = % much more clear + % more clear  
 Net: less clear = % much less clear + % less clear

# 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

*% of those with a good understanding of the AHSN's plans and priorities*

**All: 27%**

**UCL Partners : 35%**

Upper

Middle

Lower

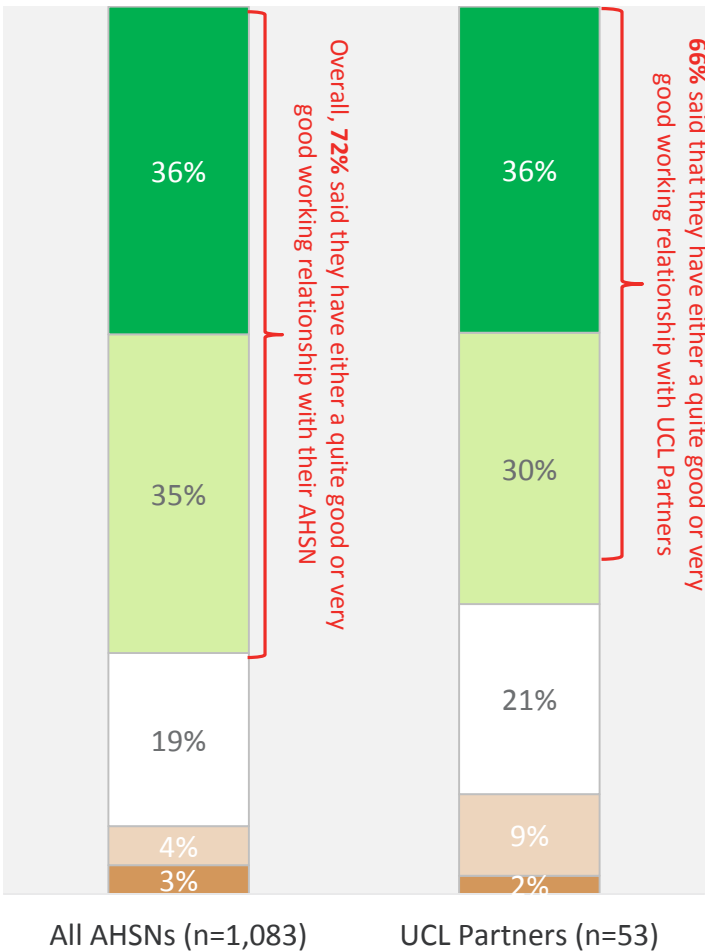


Please note that net percentages may not be an exact match with the adding of component percentages due to rounding.

# Stakeholder relationship with the AHSN



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



Overall, **72%** said they have either a quite good or very good working relationship with their AHSN

**66%** said that they have either a quite good or very good working relationship with UCL Partners

- Very good
- Quite good
- Neither good nor poor
- Quite poor
- Very poor

*% with a quite or very good working relationship with the AHSN*

**All: 72%**

**UCL Partners : 66%**

Upper

Middle

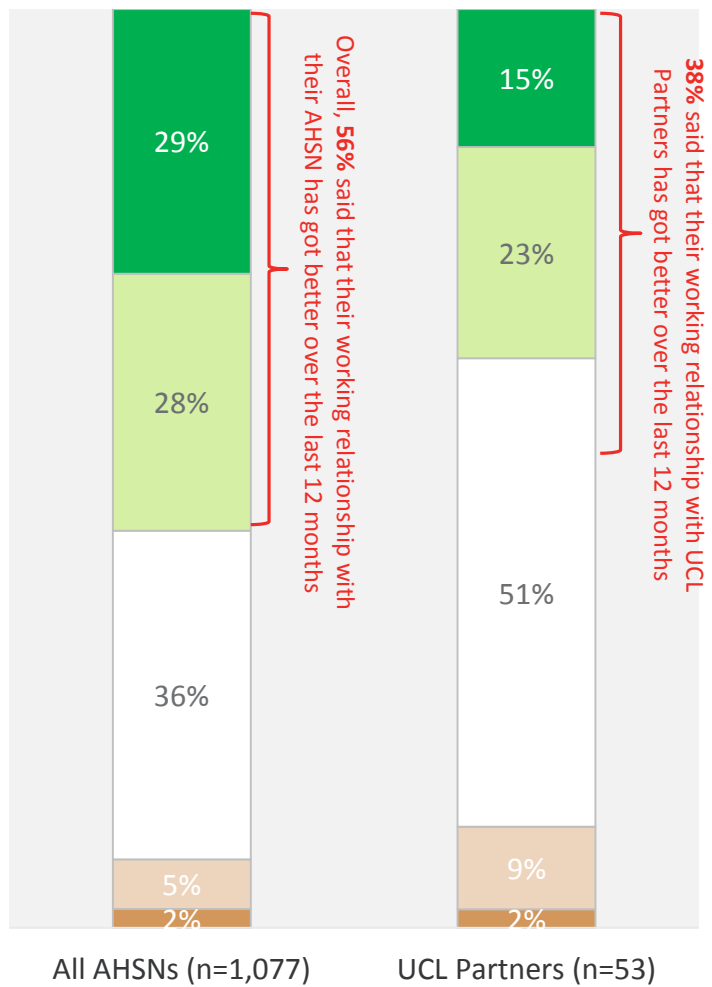
Lower



Please note that net percentages may not be an exact match with the adding of component percentages due to rounding.



# 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?



- A lot better
- A little better
- About the same
- A little worse
- A lot worse

*% relationship has got a lot or little better in the last 12 months*

**All: 56%**

**UCL Partners : 38%**

Upper

Middle

Lower

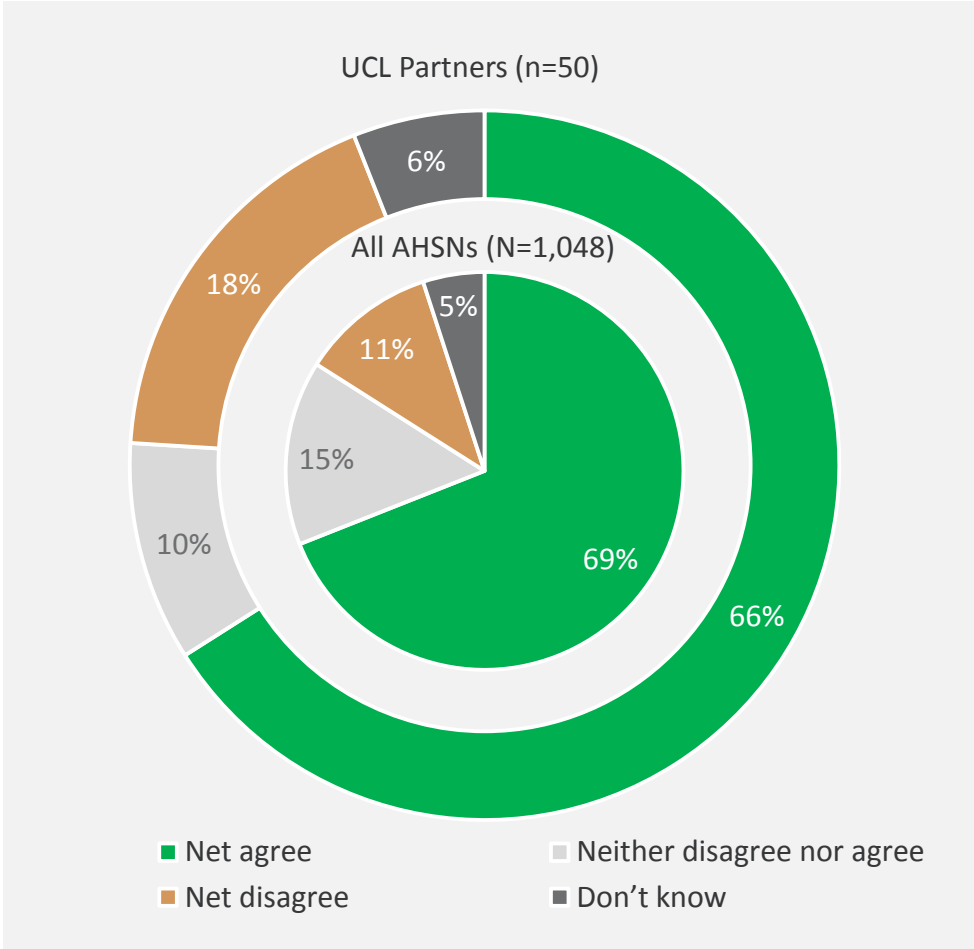


Please note that net percentages may not be an exact match with the adding of component percentages due to rounding.

# Stakeholder perceptions



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



*% agree the AHSN has clear and visible leadership*

**All: 69%**

**UCL Partners : 66%**

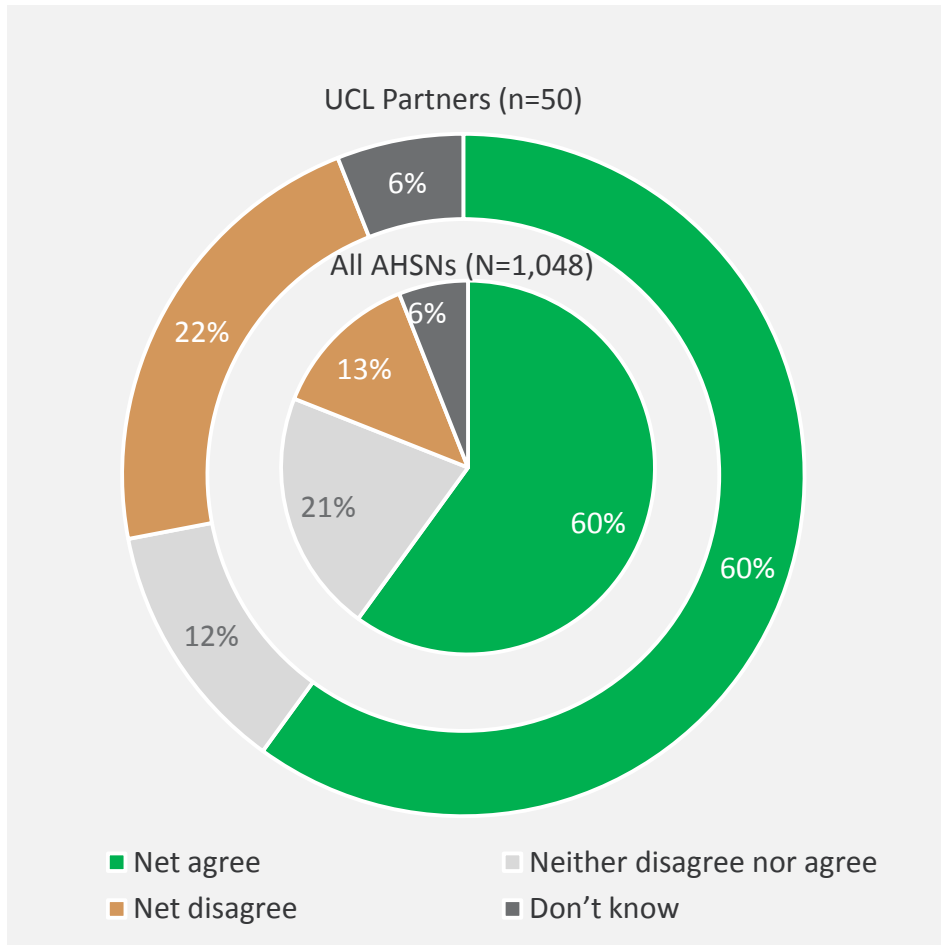
Upper

Middle

Lower

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

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



*% agree have confidence to deliver plans and priorities*

**All: 60%**

**UCL Partners : 60%**

Upper

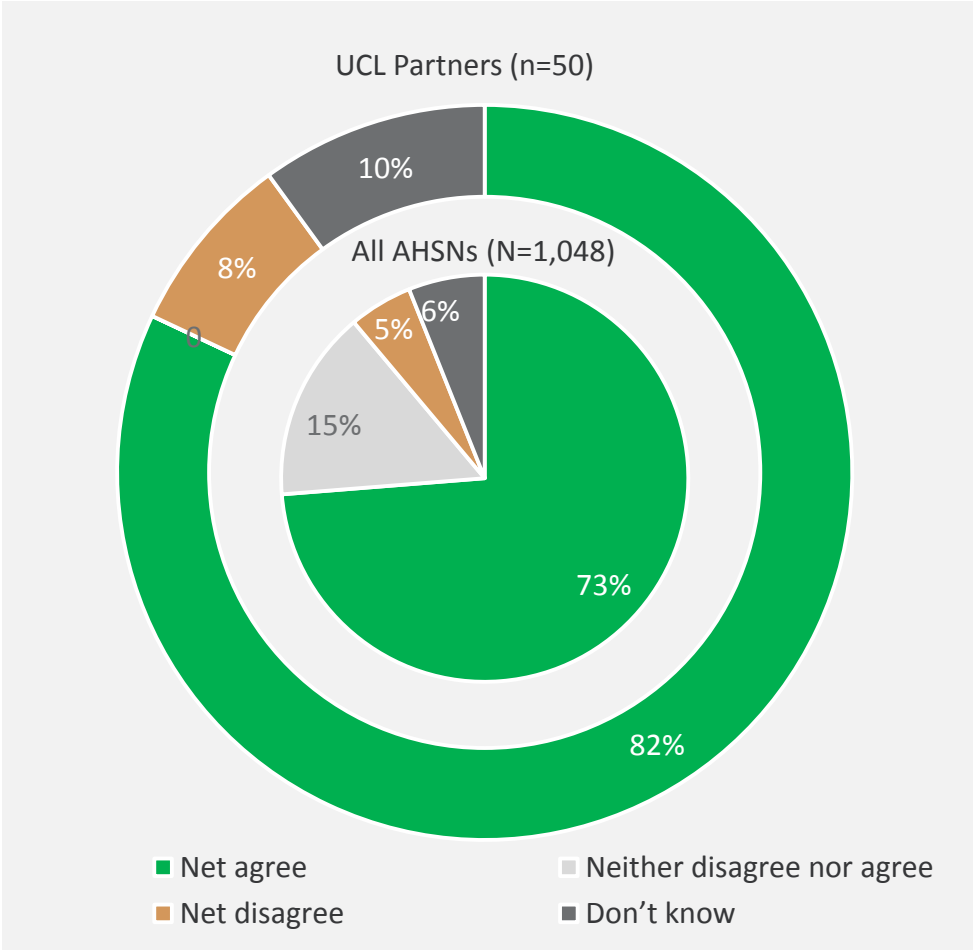
Middle

Lower

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

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

## *AHSN staff are knowledgeable*



*% agree AHSN staff are knowledgeable*

**All: 73%**

**UCL Partners : 82%**

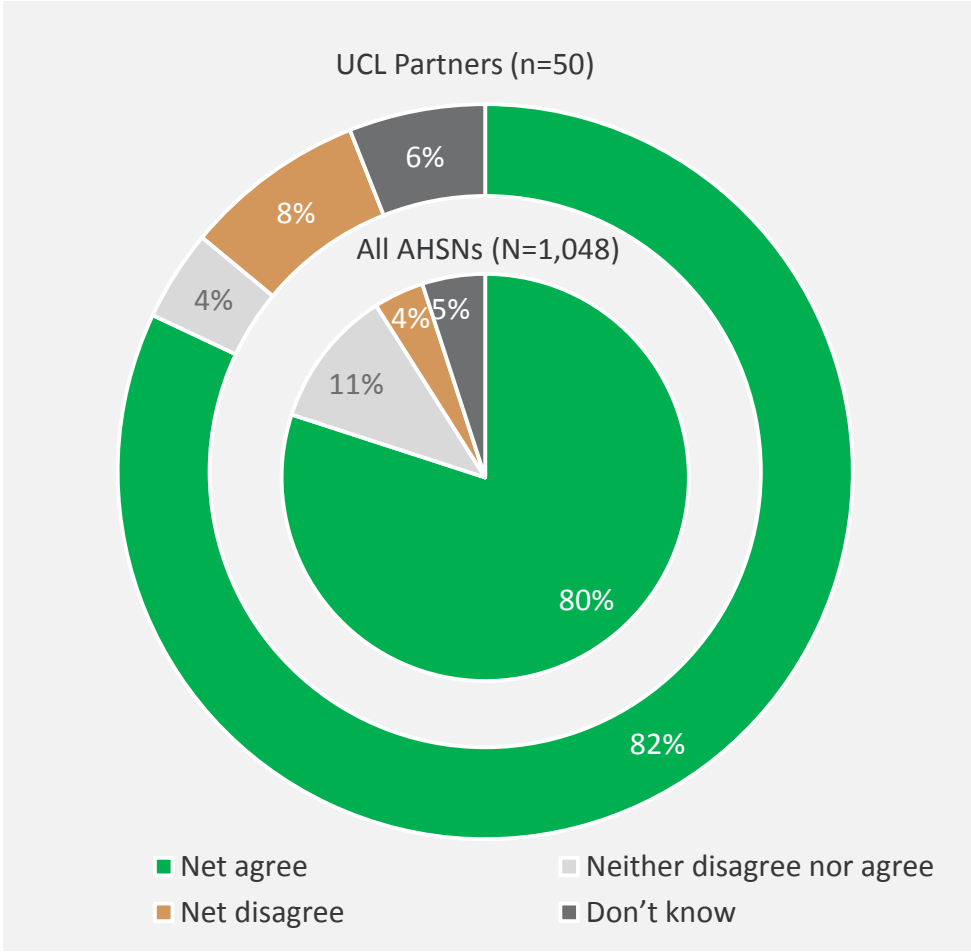
Upper

Middle

Lower

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

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



*% agree that AHSN staff are helpful*

**All: 80%**

**UCL Partners : 82%**

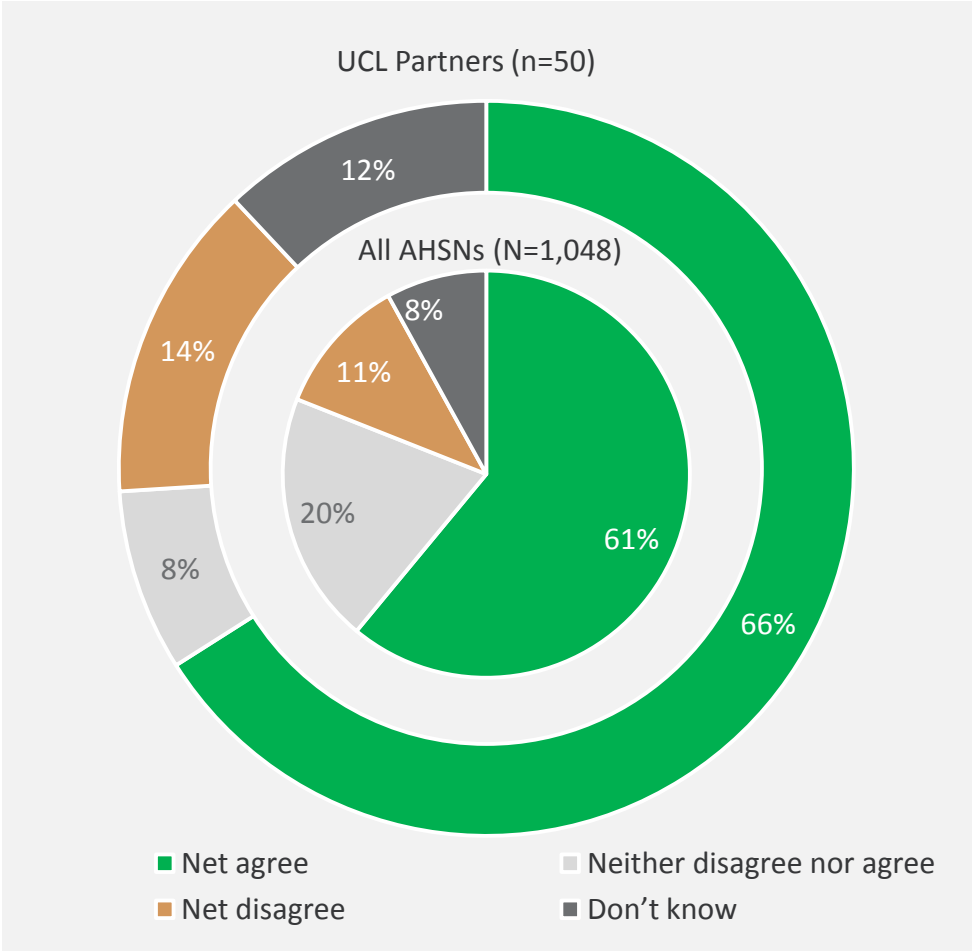
Upper

Middle

Lower

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

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



*% agree that AHSN priorities are aligned to local priorities*

**All: 61%**

**UCL Partners : 66%**

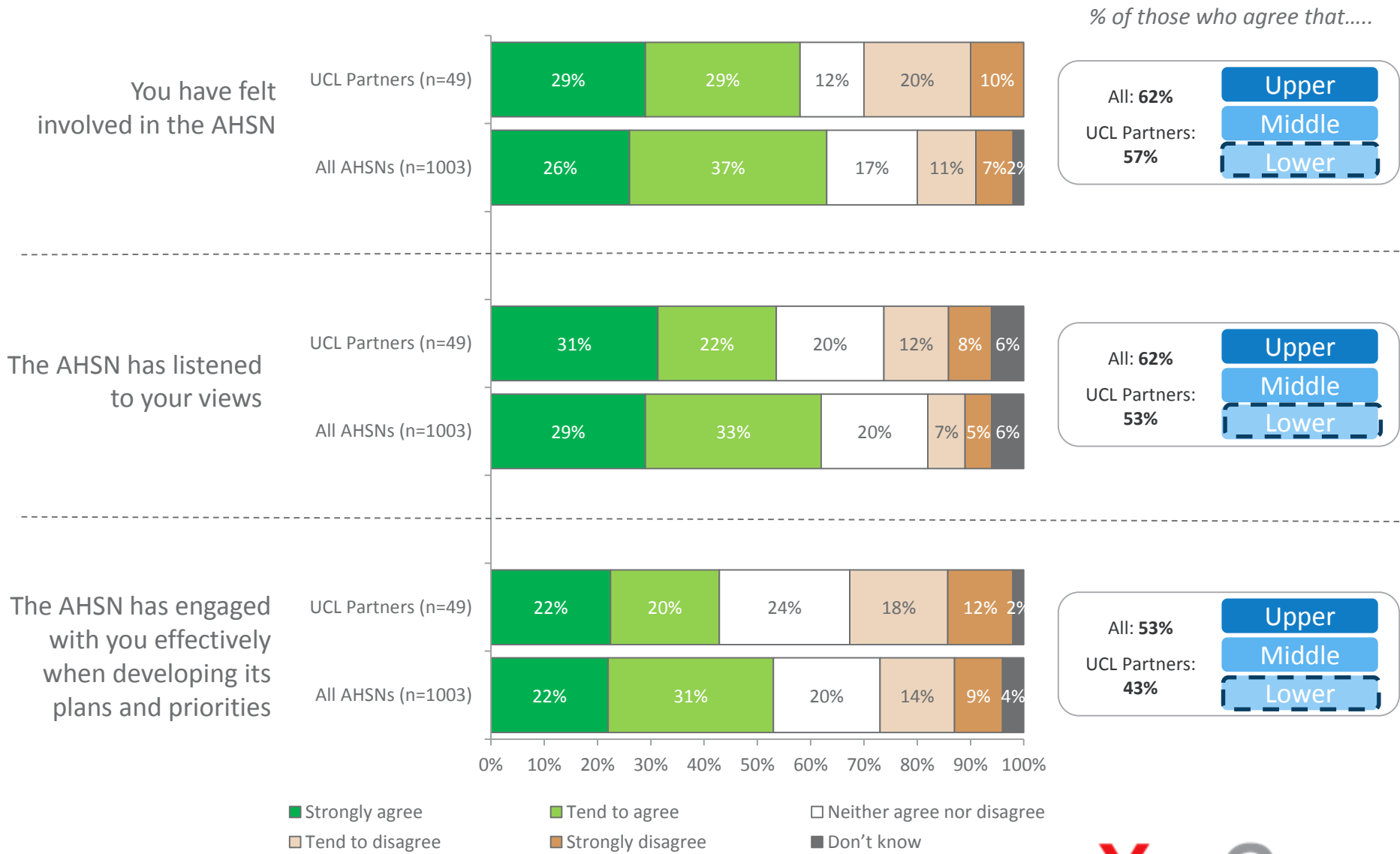
Upper

Middle

Lower

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

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

## Clinical Commissioning Group

### Theme: Awareness

“Staff I have been in contact with are excellent so it gives me confidence that the organisation is delivering results but I'm not quite sure what they are.”

“The AHSN's priorities are not well known in primary care.”

## Health or social care provider

### Theme: Quality

“Well led by David Fish, with a number of talented individuals.”

“An impressive organisation that is grounded in the practicalities of delivering good health.”

“Excellent support and mentorship. Quick to respond for advice etc.”

## Other

### Theme: Quality

“Professor Sir David Fish is an exceptional and inspiring leader. His direct reports are excellent but spread very thinly. The quality of support staff is very high.”

“Excellent, intellectual and grounded.”

“Excellent leadership in David Fish and team and support of highly knowledgeable board.”

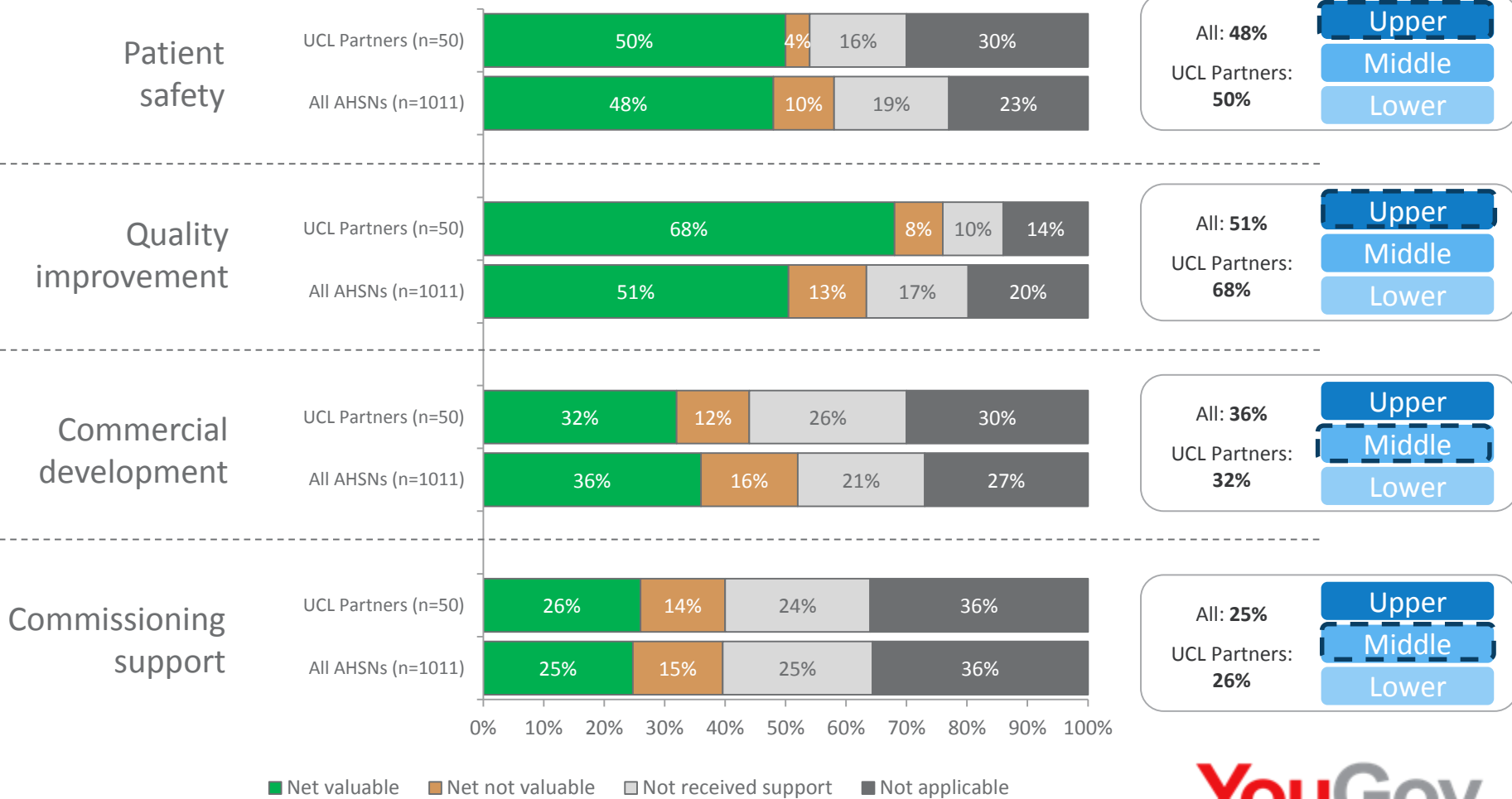


# Value associated with the level of support provided



# 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?

Position indicator:  
% of those who think that that the AHSN has provided valuable support on....

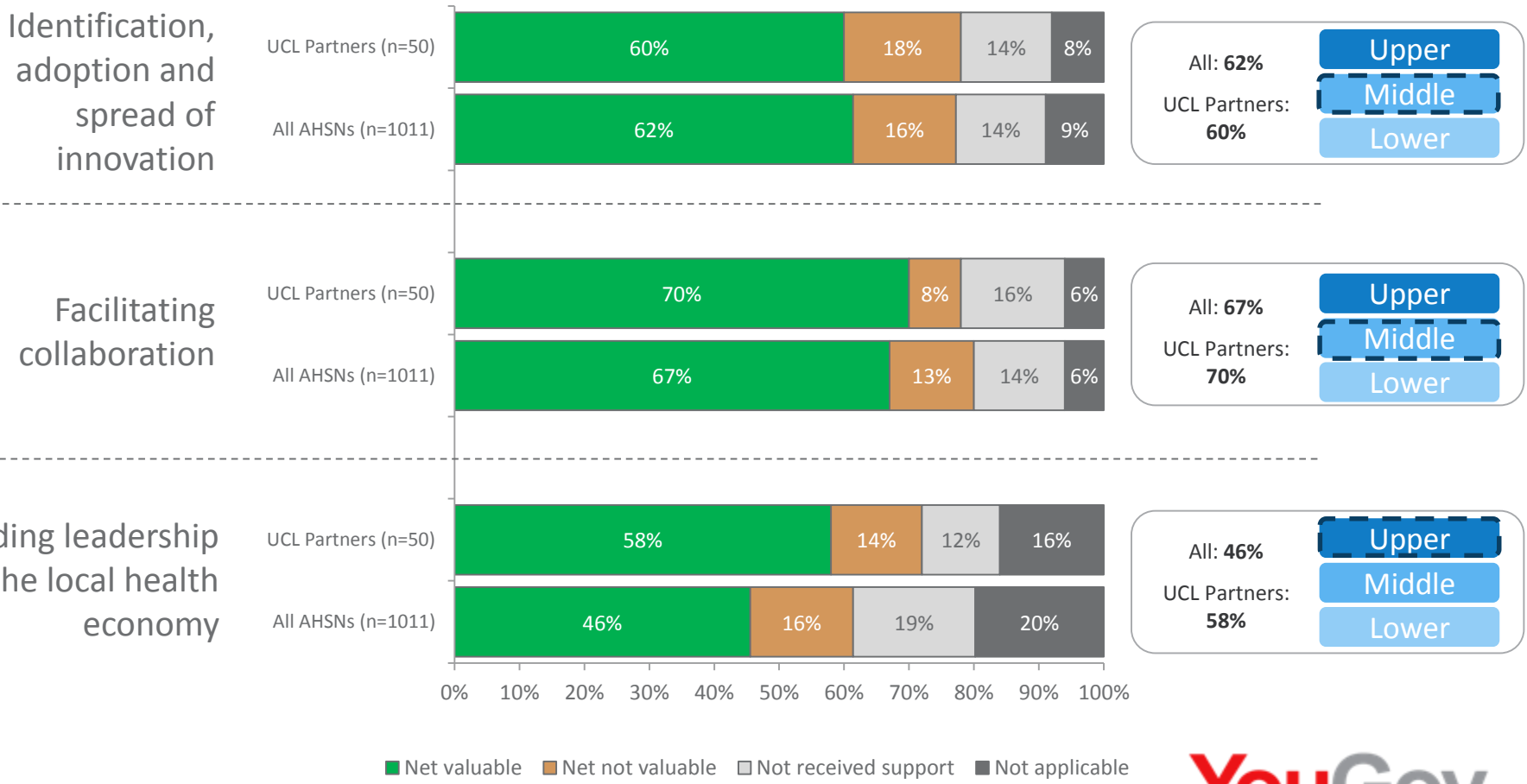


Legend: Net valuable (green), Net not valuable (orange), Not received support (light grey), Not applicable (dark grey)



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]*

Position indicator:  
% of those who think that that AHSN has provided valuable support on..



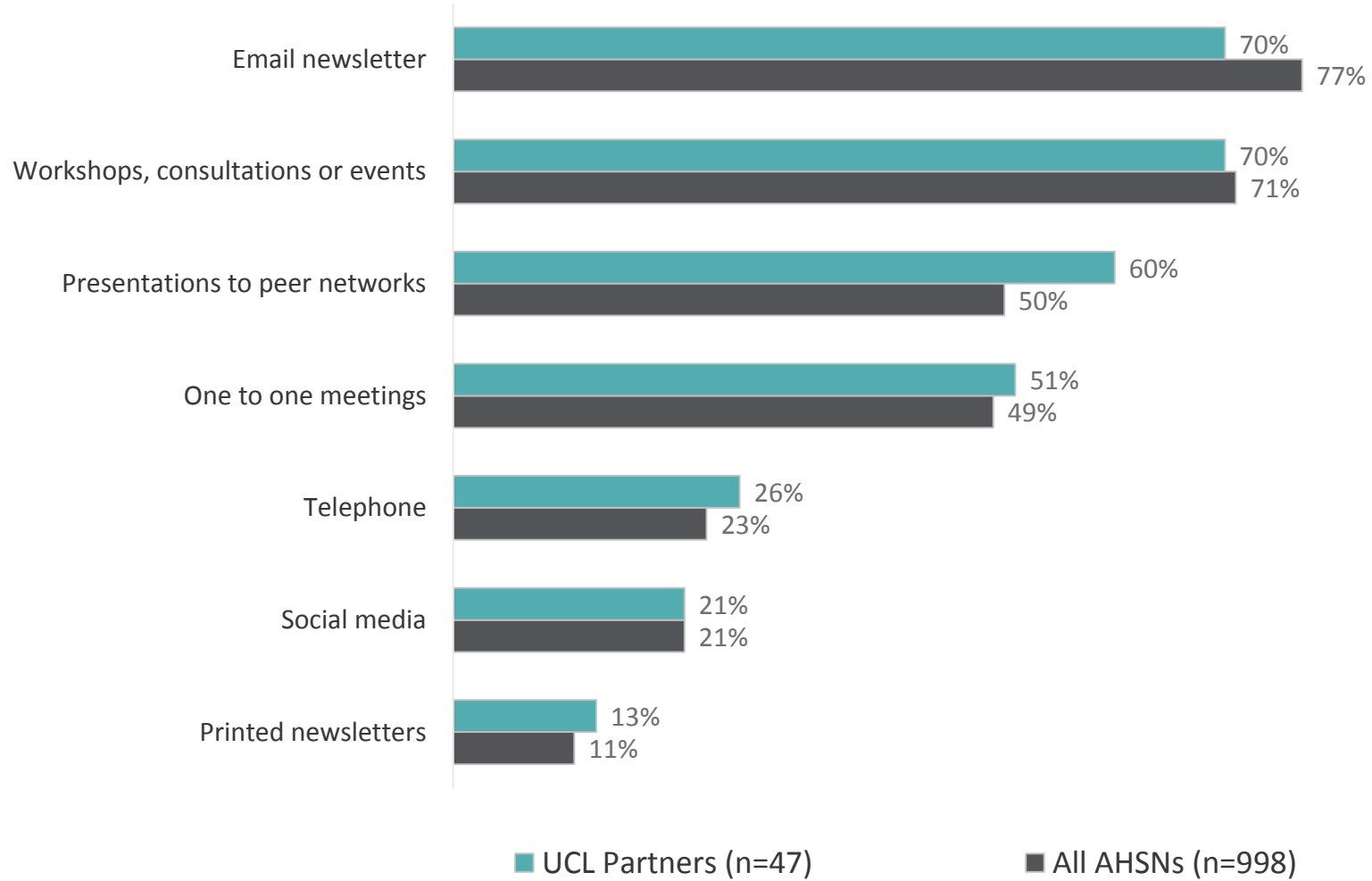
■ Net valuable ■ Net not valuable ■ Not received support ■ Not applicable



## 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

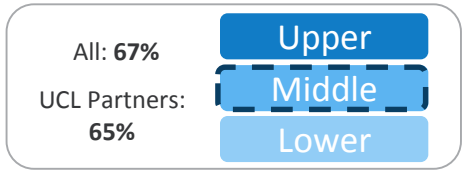
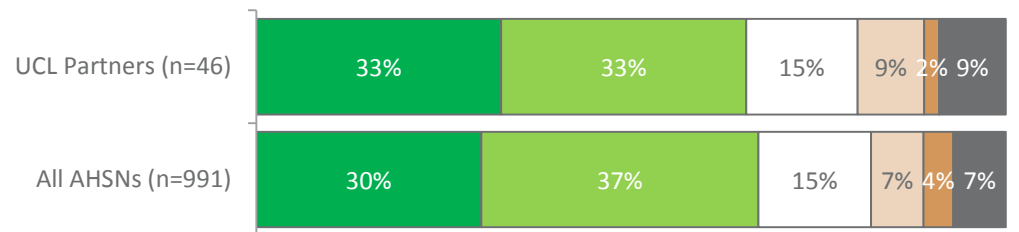




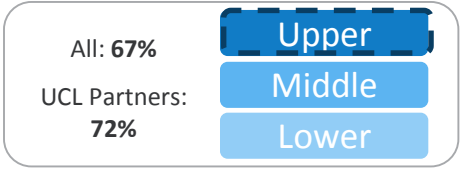
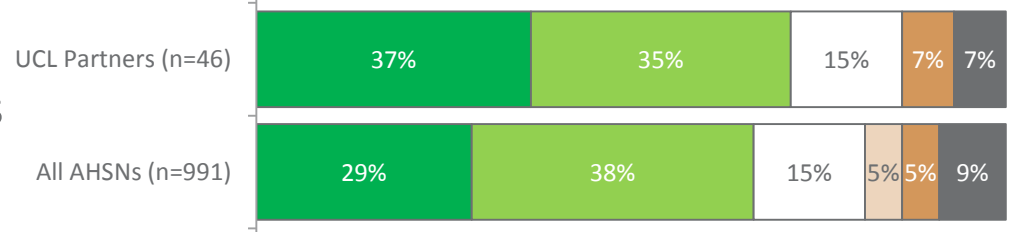
# Q. Overall, how would you rate the AHSN's...

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

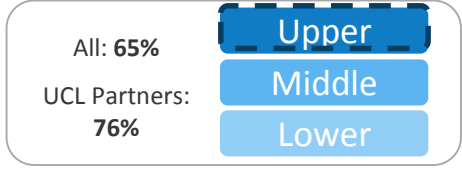
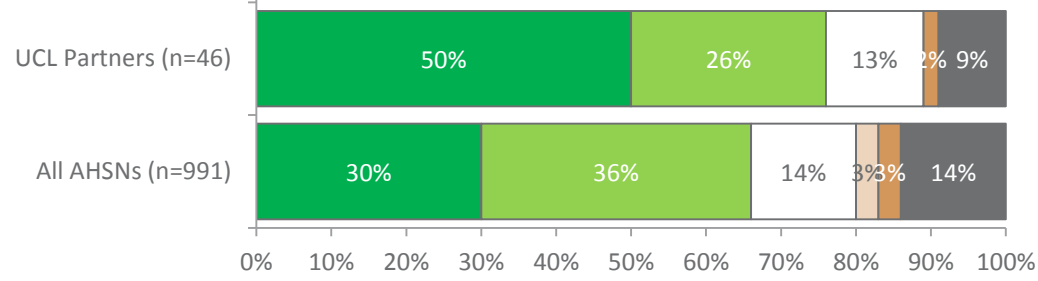
## Accessibility



## Responsiveness



## Quality of advice



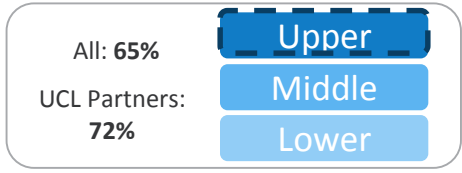
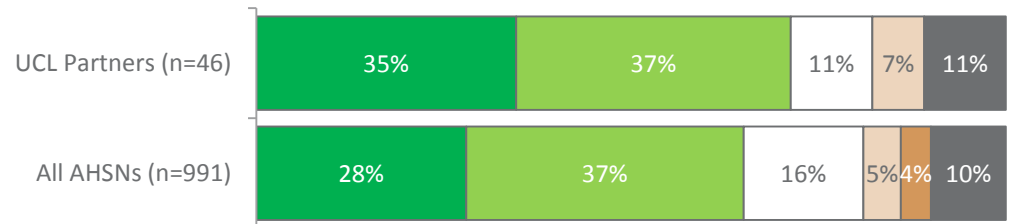
Very good   Quite good   Neither good nor poor   Quite poor   Very poor   Don't know



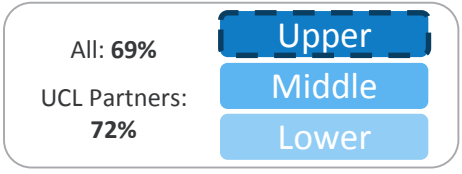
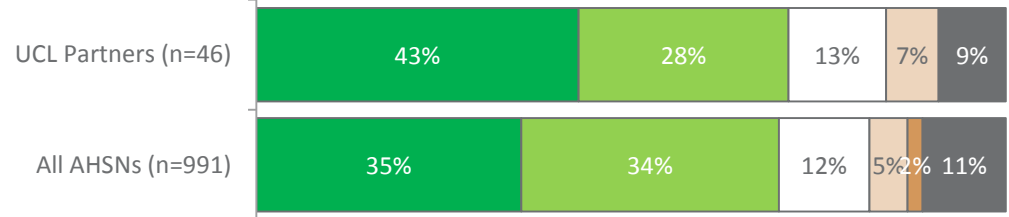
# Q. Overall, how would you rate the AHSN's... [continued from previous page]

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

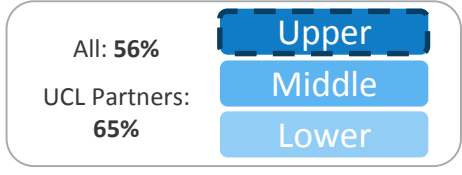
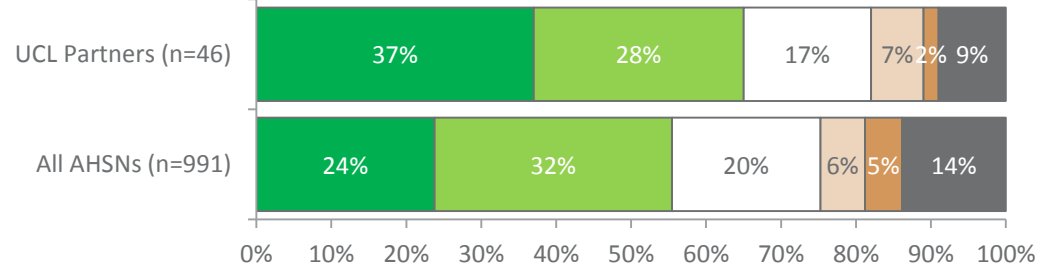
## Quality of support



## Knowledge of the local landscape



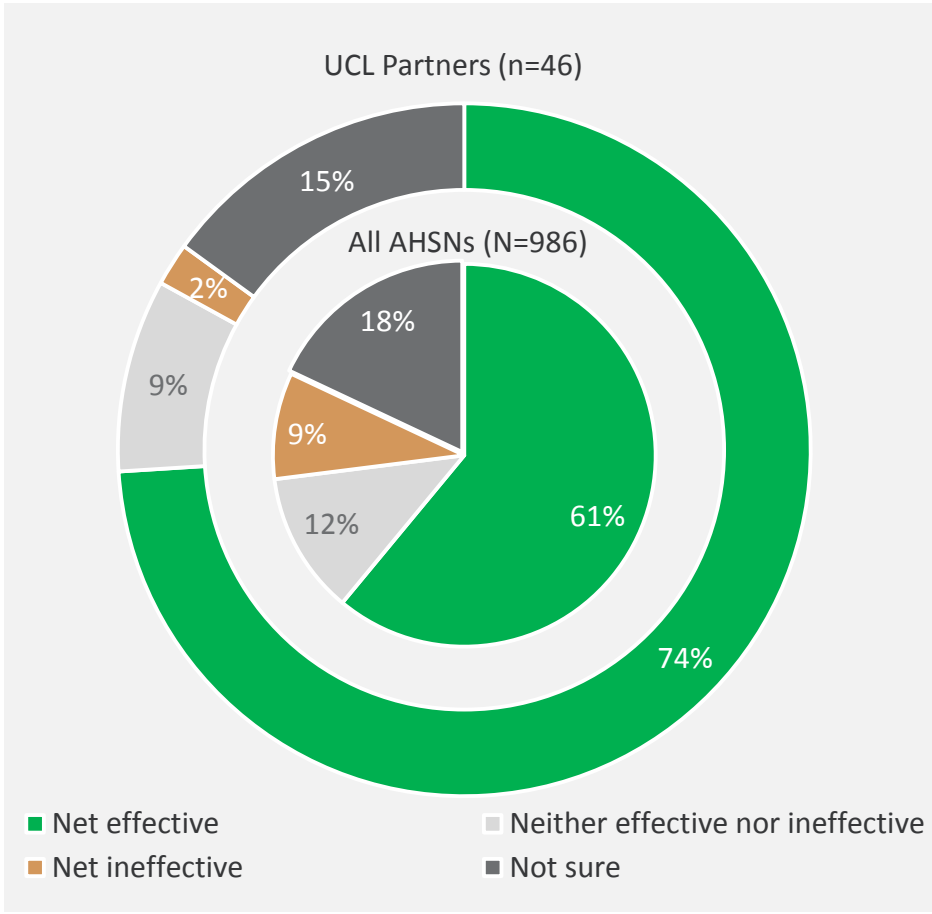
## Promoting change in the local health economy



Legend: Very good (dark green), Quite good (light green), Neither good nor poor (white), Quite poor (light orange), Very poor (dark orange), Don't know (grey)



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



*% effective at focusing on the needs of patients and local populations*

**All: 61%**

**UCL Partners : 74%**

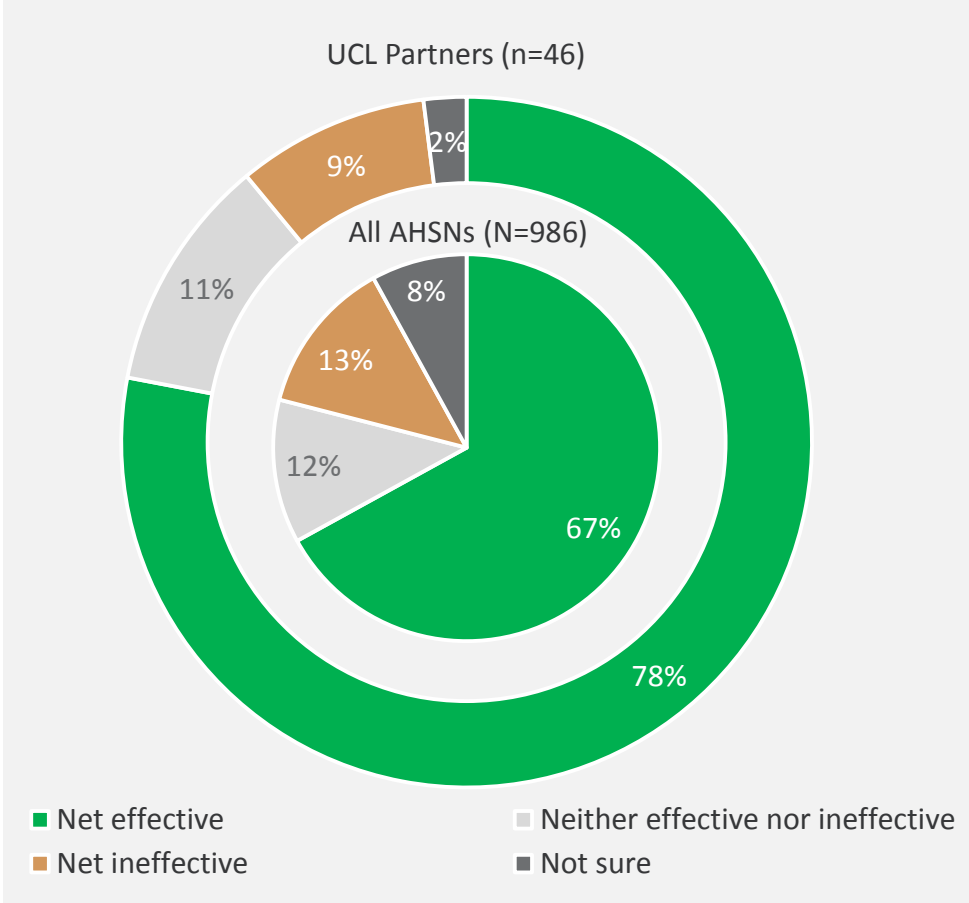
Upper

Middle

Lower

Net effective = % very effective + % quite effective  
 Net ineffective = % quite ineffective + % very ineffective

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



*% effective at building a culture of partnership and collaboration*

**All: 67%**

**UCL Partners : 78%**

Upper

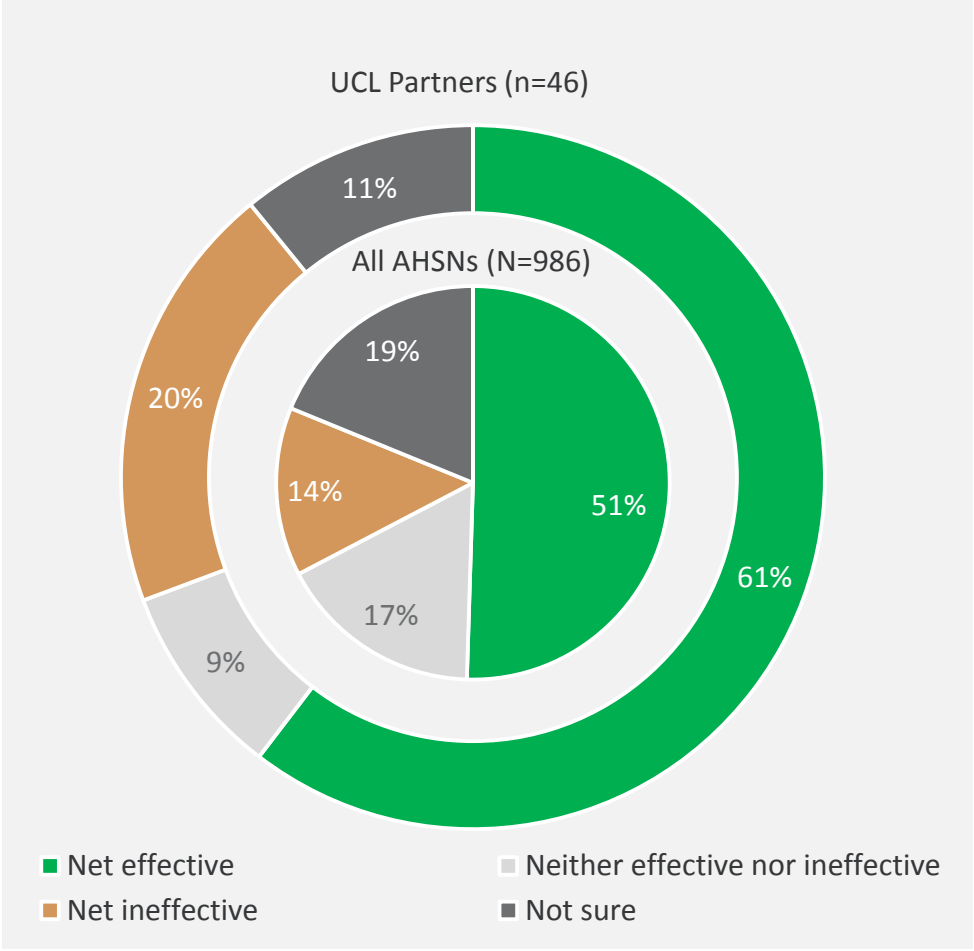
Middle

Lower



Net effective = % very effective + % quite effective  
 Net ineffective = % quite ineffective + % very ineffective

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



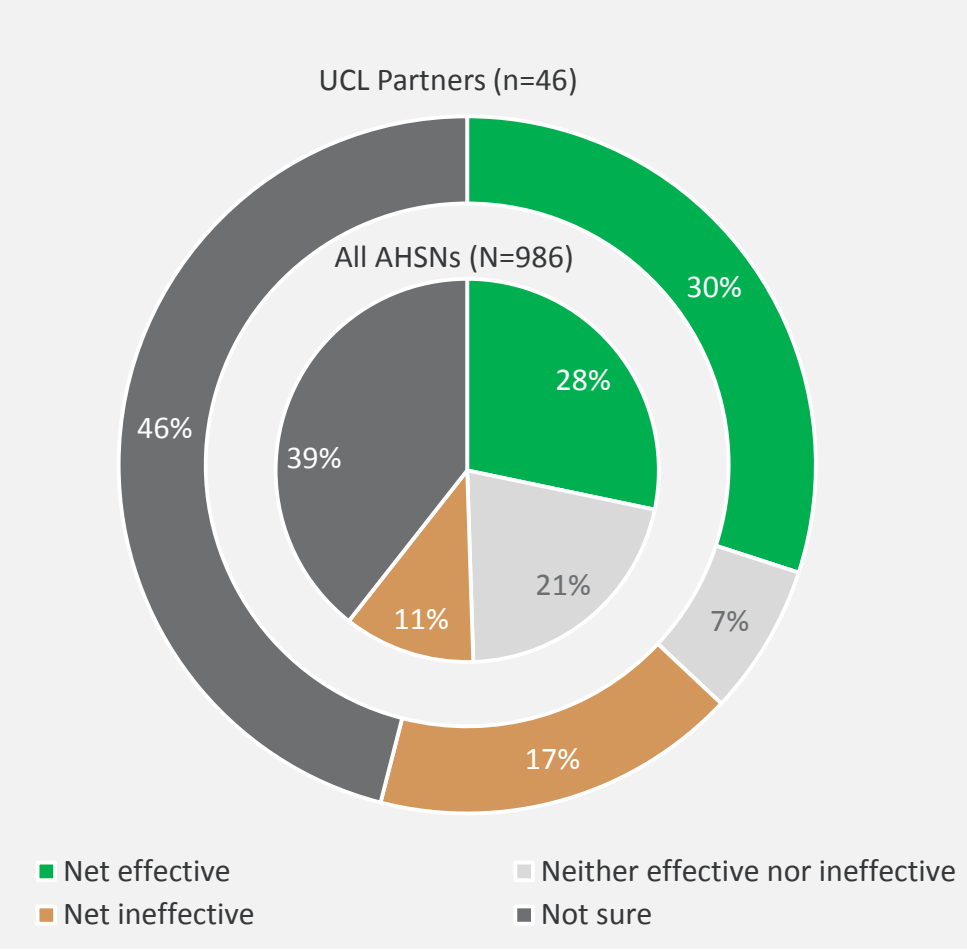
*% effective at speeding up adoption of innovation into practice*

**All: 51%**  
**UCL Partners : 61%**

Upper  
 Middle  
 Lower

Net effective = % very effective + % quite effective  
 Net ineffective = % quite ineffective + % very ineffective

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



*% effective at creating wealth*

**All: 28%**

**UCL Partners : 30%**

Upper

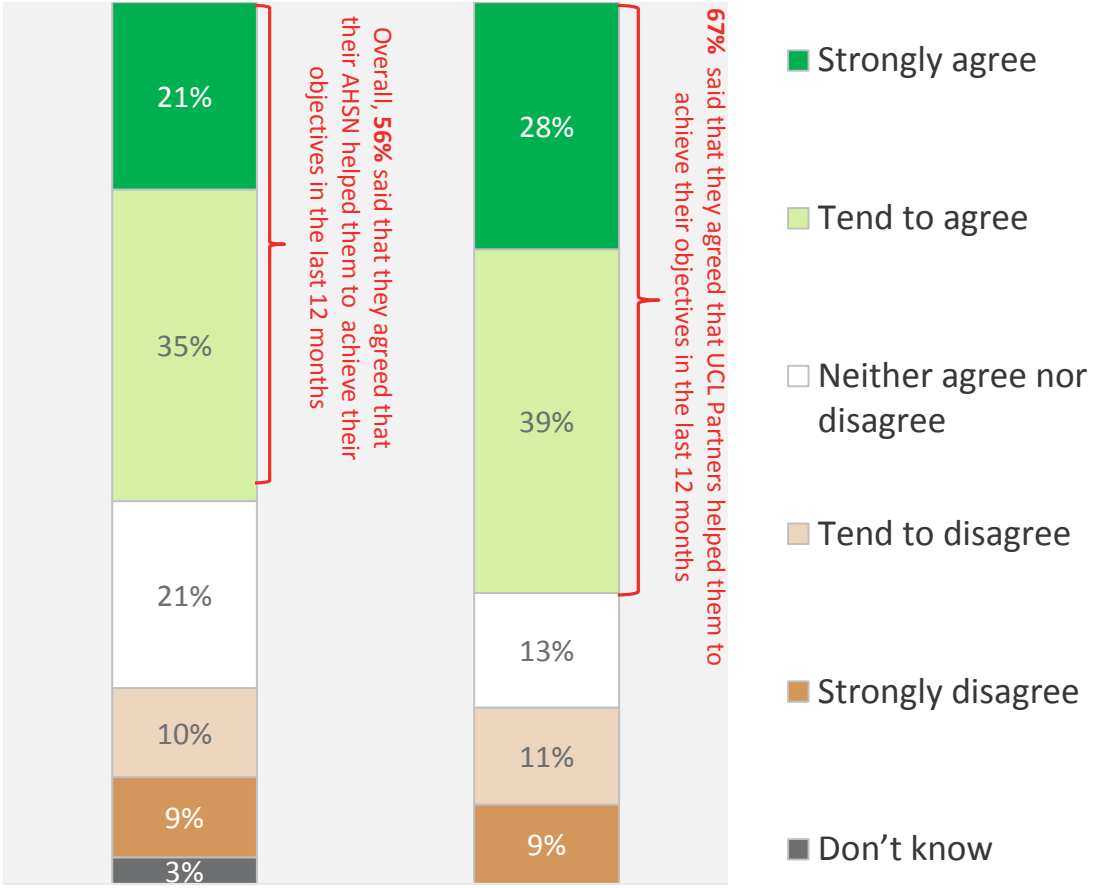
Middle

Lower



Net effective = % very effective + % quite effective  
 Net ineffective = % quite ineffective + % very ineffective

# 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?



Overall, **56%** said that they agreed that their AHSN helped them to achieve their objectives in the last 12 months

**67%** said that they agreed that UCL Partners helped them to achieve their objectives in the last 12 months

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

*% agreeing that AHSN has helped you / your organisation achieve its objectives*

**All: 56%**

**UCL Partners : 67%**

Upper

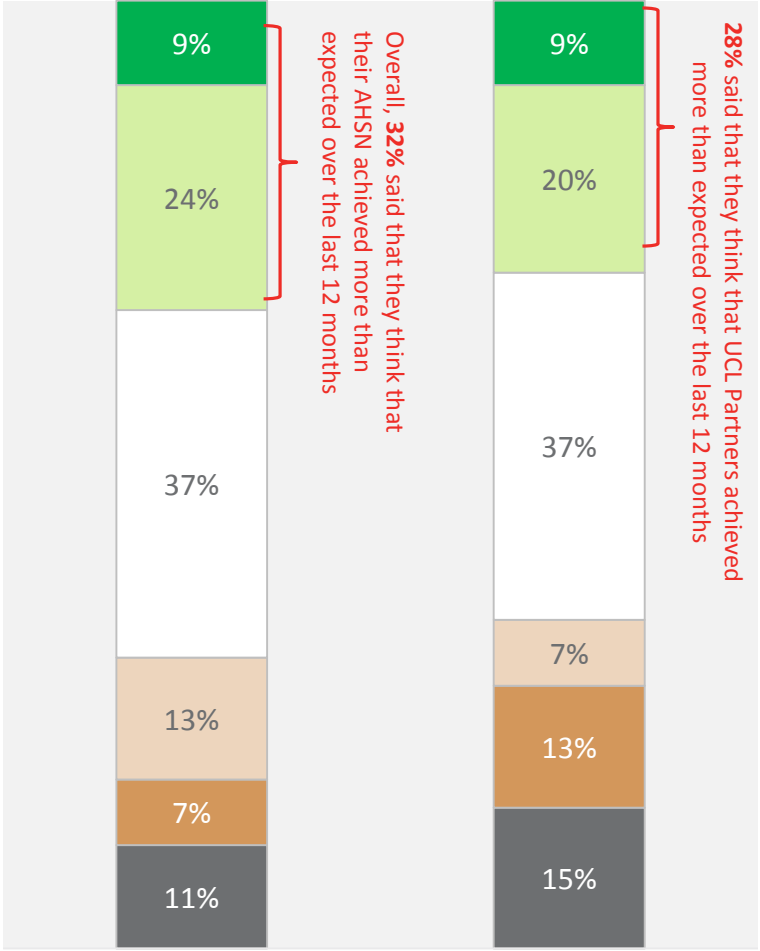
Middle

Lower

All AHSNs (n=982)      UCL Partners (n=46)



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



Overall, **32%** said that they think that their AHSN achieved more than expected over the last 12 months

**28%** said that they think that UCL Partners achieved more than expected over the last 12 months

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

*% stating AHSNs have achieved more than expected in the last 12 months*

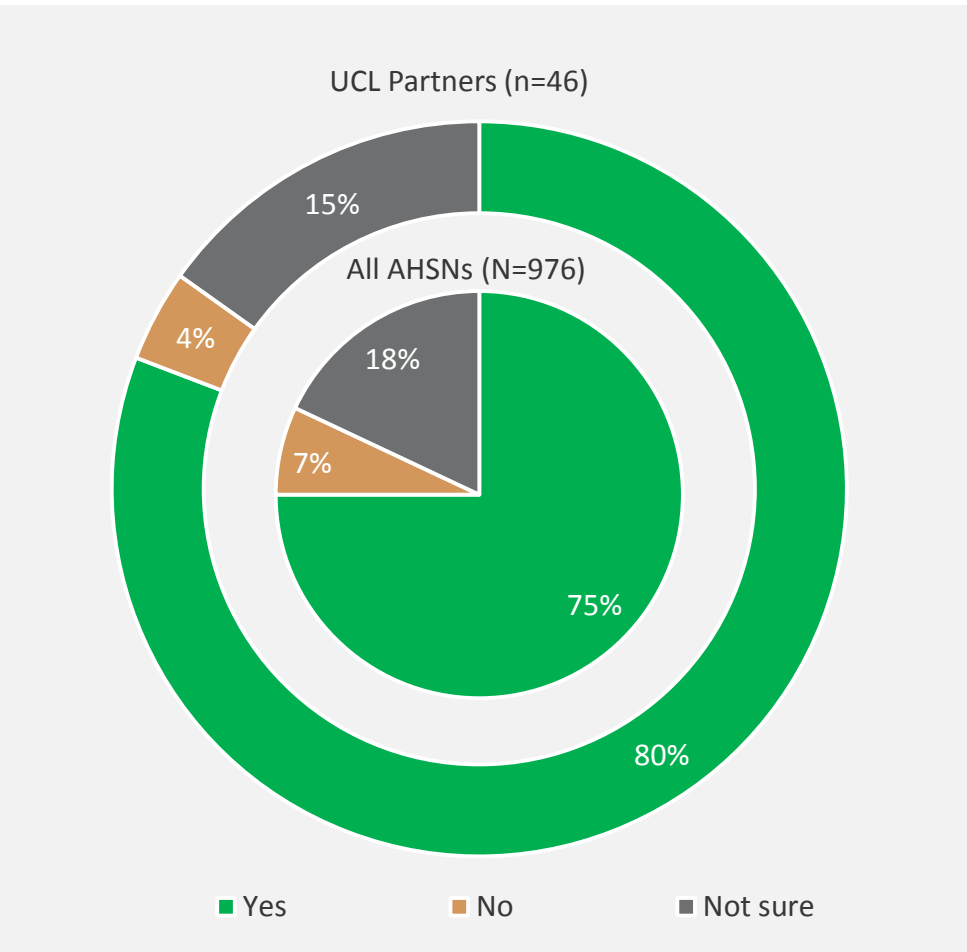
**All: 32%**  
**UCL Partners : 28%**

Upper  
 Middle  
 Lower





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



*% that would recommend involvement in / working with the AHSN*

**All: 75%**

**UCL Partners : 80%**

- Upper
- Middle
- Lower

# Q. What would you like AHSNs to keep doing?

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

## Local government

“Bringing together multi disciplinary groups to tackle Londoners health needs, with more focus on prevention and inequality.”

## Patients group

“Their excellent scientific collaborations; their knowledge sharing network events.”

## Other

“Collaborating and providing the evidence and support to get complex programmes sustainably working.”

## Clinical Commissioning Group

“The support on quality improvement linked to major initiatives such as the cardiac and cancer services reconfigurations..”



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

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

“Work more closely with CCG in planning what subjects they are covering, also need to be more transparent and any industry support needs to be agreed with CCG members.”  
**Clinical Commissioning Group**

“Get out more. Listen more.”  
**Local government**

“Greater visibility externally - external comms and profile with entrepreneurs.”  
**Other**

“Build more local input to different geographies to ensure we draw effectively on the good work going on.”  
**Health or social care provider**

“Clearer, stronger links with the voluntary and community organisations in the patch, with more awareness of the funding needs of the VCS; getting seconded staff into our organisation via UCLP would be wonderful, for example.”  
**Patients group**

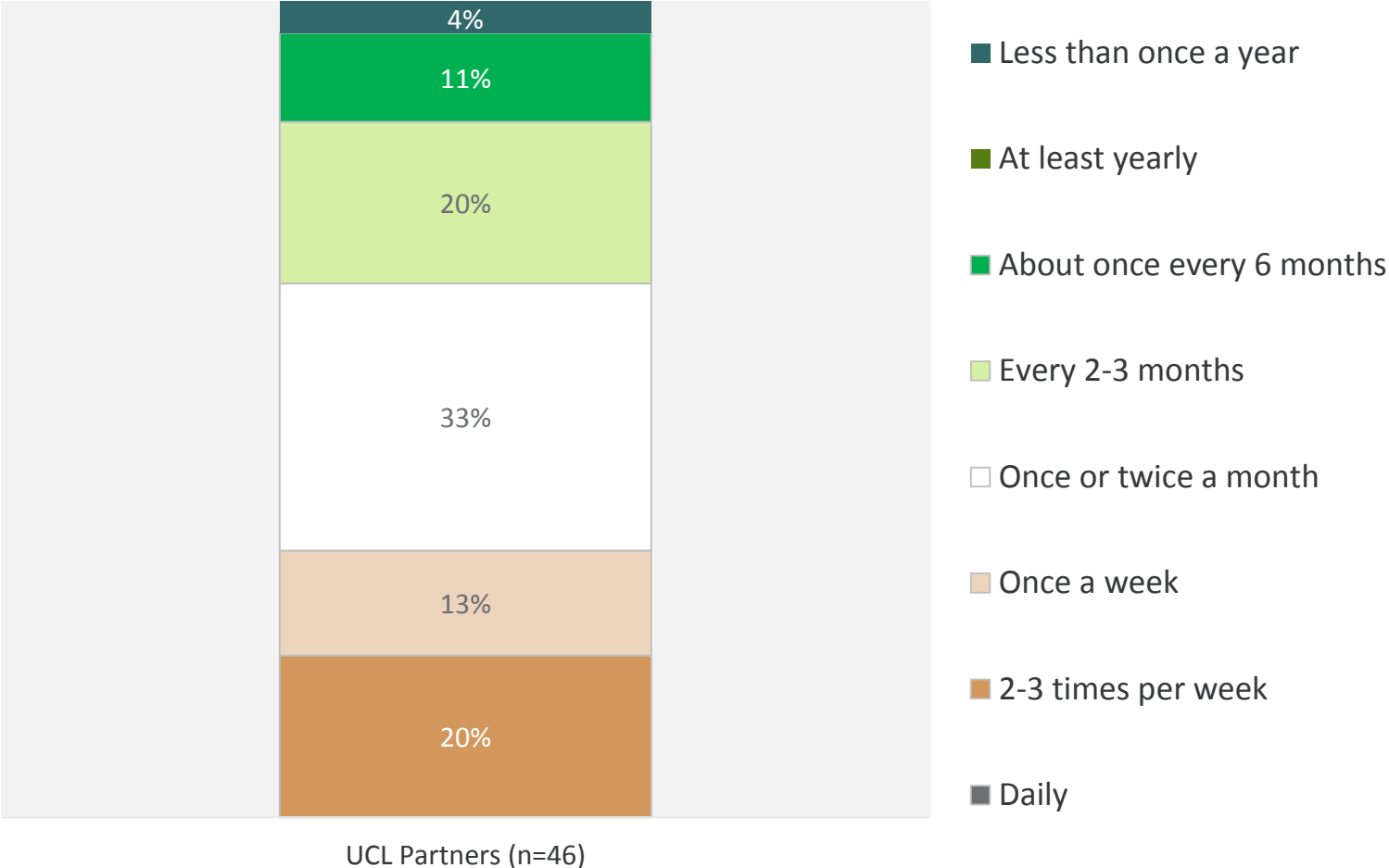
“Share their intentions and strategies with wider stakeholders of healthcare to identify whether there is potential to speed up initiatives by working together.”  
**Other**



# AHSN specific questions



# How often would you say you are in contact with UCL Partners?



# Which UCL Partners initiatives or programmes are you aware of? Please tick all that apply

