



AHSN-stakeholder research 2015

Oxford 
Academic Health
Science Network

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Overview



Survey details

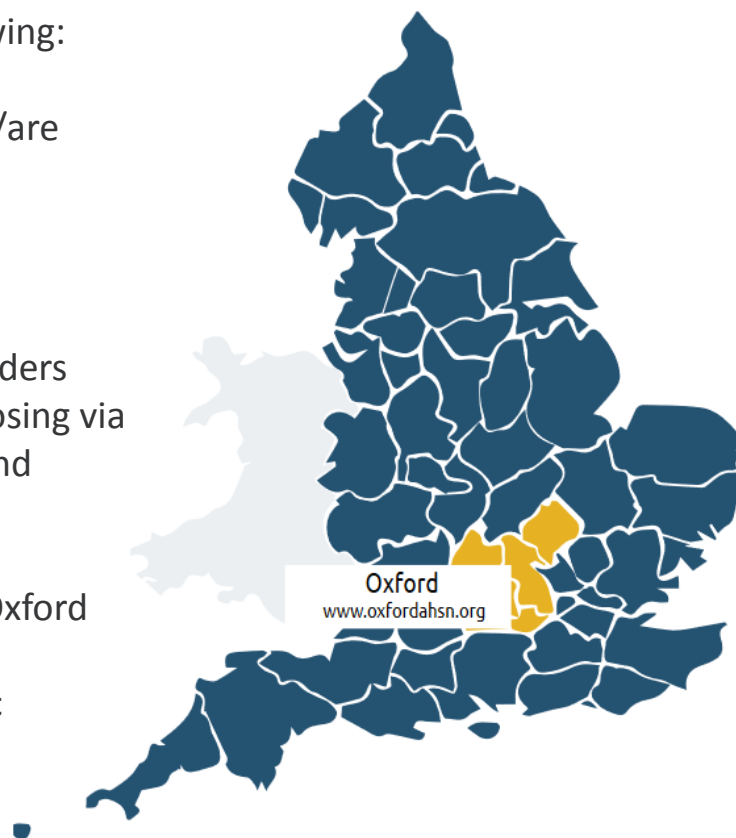
An online survey was administered to stakeholders of the Academic Health Science Networks. Stakeholders were initially pre-identified and provided with the opportunity to comment on any of the following:

- 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.

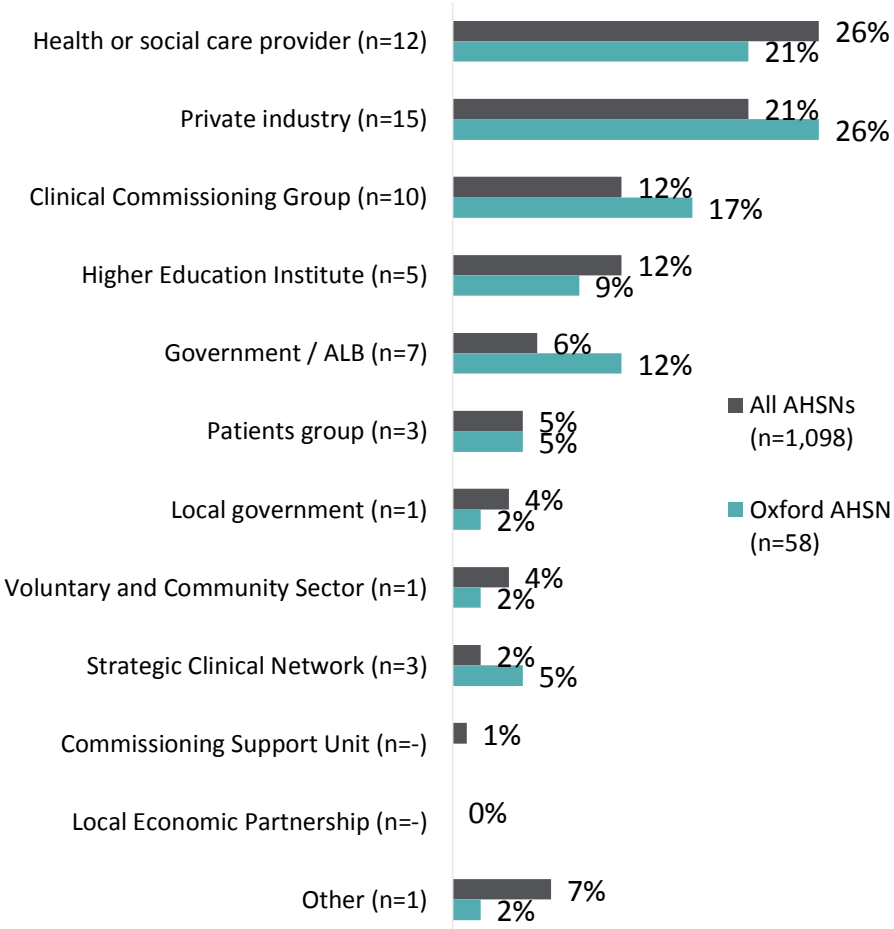
This report contains responses specifically given in relation to Oxford AHSN. This is based on 58 responses. In the report, the data is compared against the total figure for all AHSNs for each specific question.

The survey ran between July 9th and 7th August 2015.

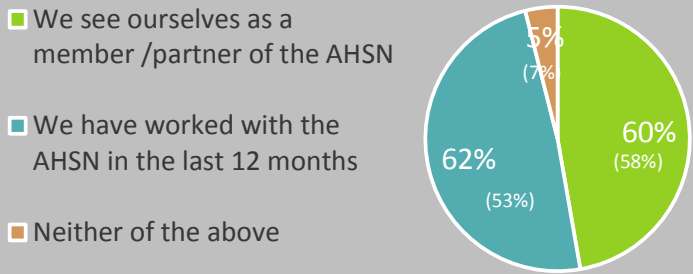


Who took part?

Stakeholder type

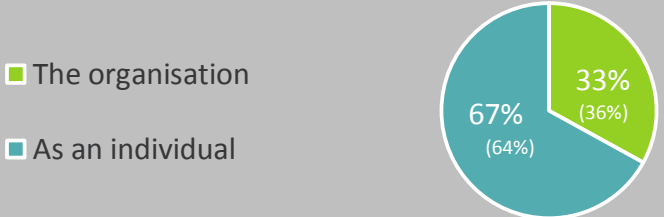


Working relationship



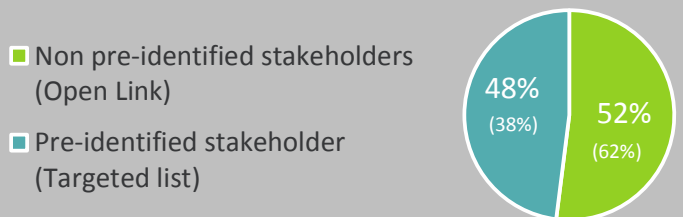
Note: All AHSN figures in brackets

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.

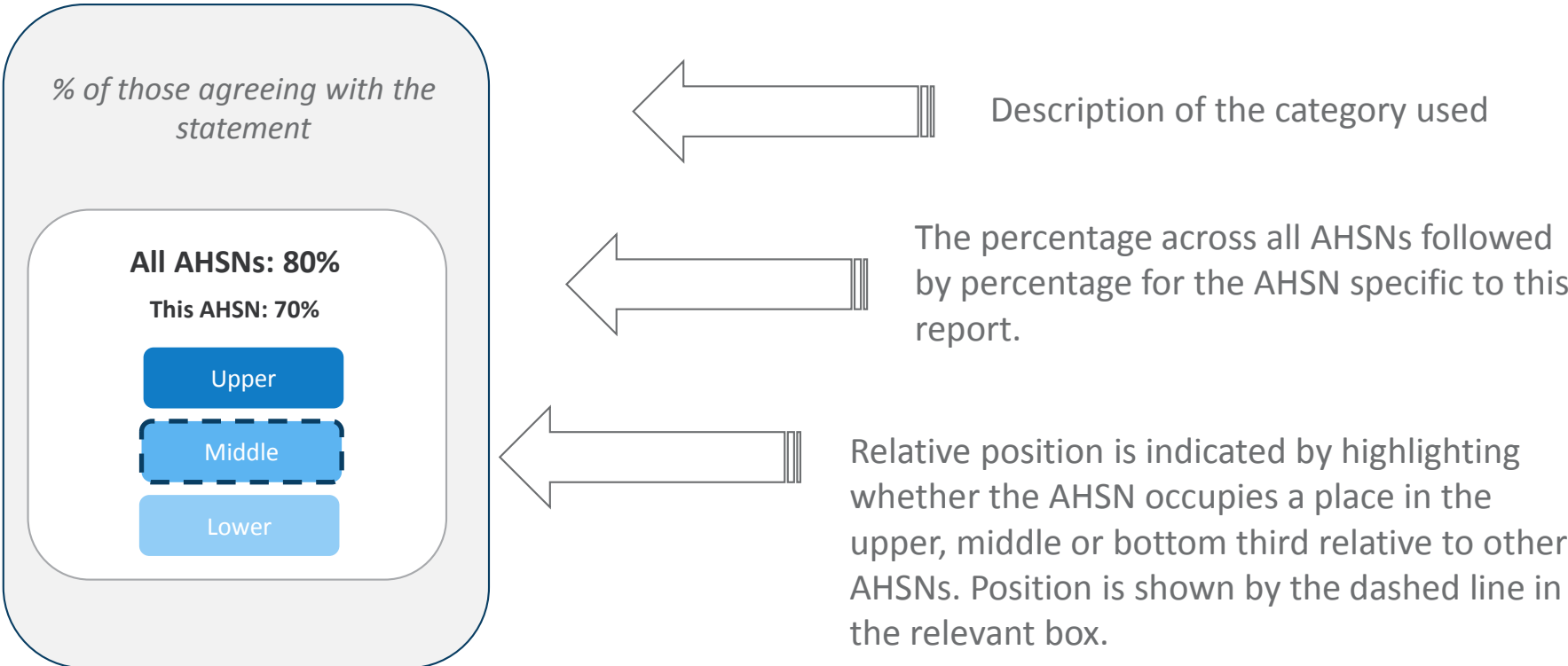
When comparing an individual AHSN’s results to the ‘all AHSNs’ average or other AHSNs, a difference must be of at least a certain size to be statistically significant. The table below illustrates the percentage difference needed based on example size sizes and percentages at the 95% confidence level.

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)

- 76% of Oxford AHSN stakeholders recommend working with it (slide 42) and 34% feel that it has achieved more than expected in the last 12 months (slide 41). Both of these are in line with the all AHSNs average.
- An encouraging 57% agree that the AHSN has helped them / their organisation achieve its objectives in the last year (slide 40).
- Over half (52%) have a 'good' understanding of its role (slide 11) and for the vast majority (72%) that understanding has become clearer in the last 12 months (slide 12).
- A quarter (24%) have a good understanding of Oxford AHSN's plans and priorities (slide 14) which is again a figure consistent with all AHSNs.
- Over three-quarters (76%) report having a good working relationship with the AHSN, (slide 16) and as many as 69% believe that the relationship has improved in the last 12 months (slide 17). The latter proportion is 13 percentage points higher than the all AHSNs average.

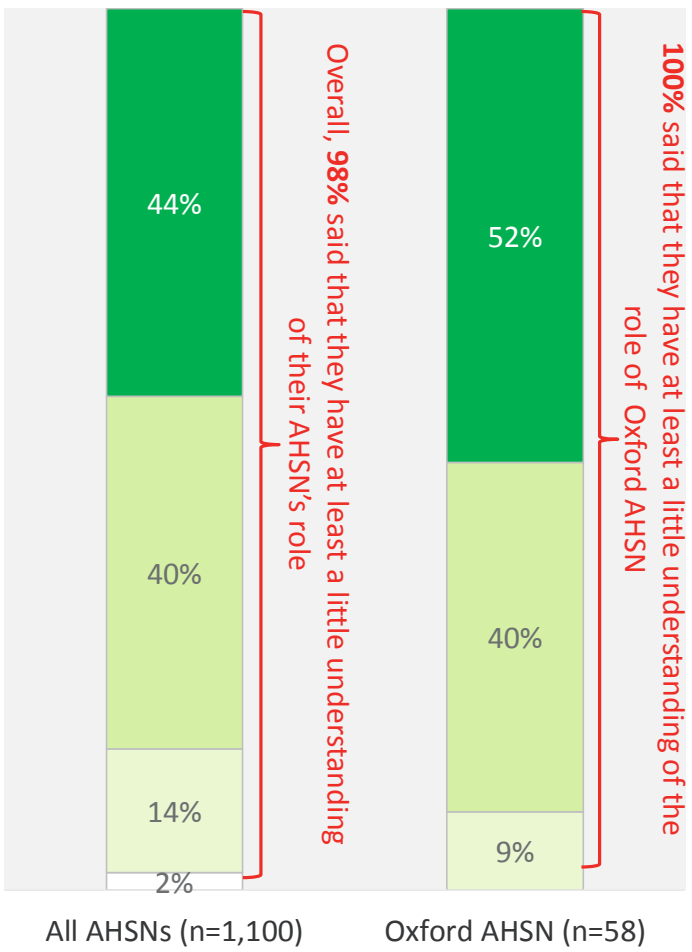
Summary (2)

- Three-quarters (75%) agree that Oxford AHSN has ‘clear and visible leadership’ (slide 19), but notably fewer (48%) had ‘confidence in the AHSN to deliver its plans and priorities (slide 20). Despite this many (63%) feel that Oxford AHSNs priorities are aligned to local priorities (slide 23).
- In terms of engagement and involvement, Oxford AHSN stakeholders report levels of agreement that are consistent with the national average. 63% have felt involved in the AHSN and 61% feel that it has listened to their views (slide 24).
- 70% value its work in ‘facilitating collaboration’ and 69% in the ‘identification, adoption and spread of innovation’ (slide 30). Ratings of accessibility, responsiveness, quality of advice and knowledge of the local landscape are consistent with the all AHSN average (slides 34 and 35).
- Many were unable to judge its impact on patient outcomes and (especially) economic growth, but 42% recognise a positive impact on the former and 20% in terms of the latter (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%

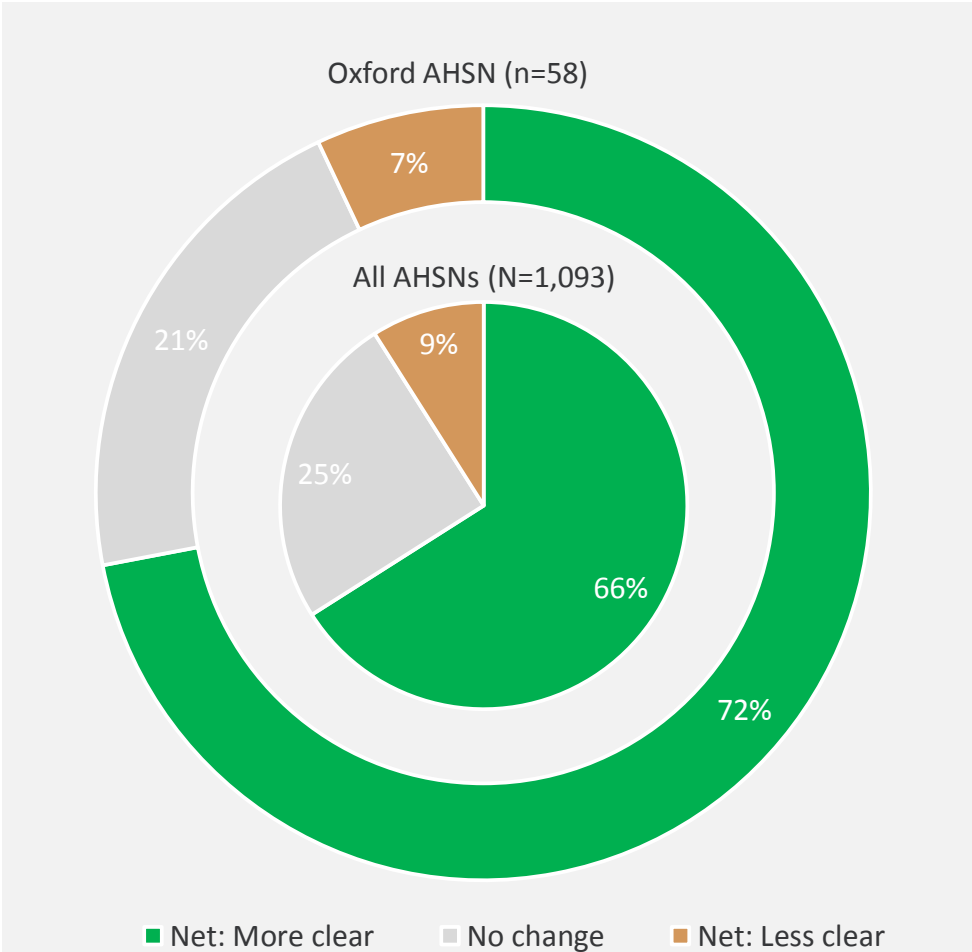
Oxford AHSN : 52%

Upper

Middle

Lower

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%

Oxford AHSN : 72%

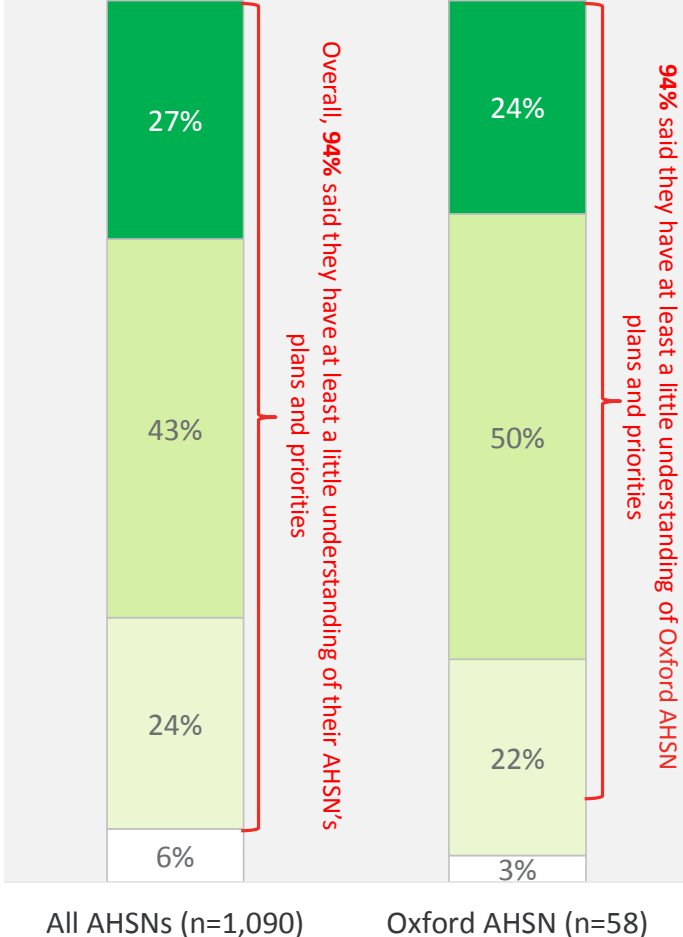
- Upper
- Middle
- Lower

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%

Oxford AHSN : 24%

Upper

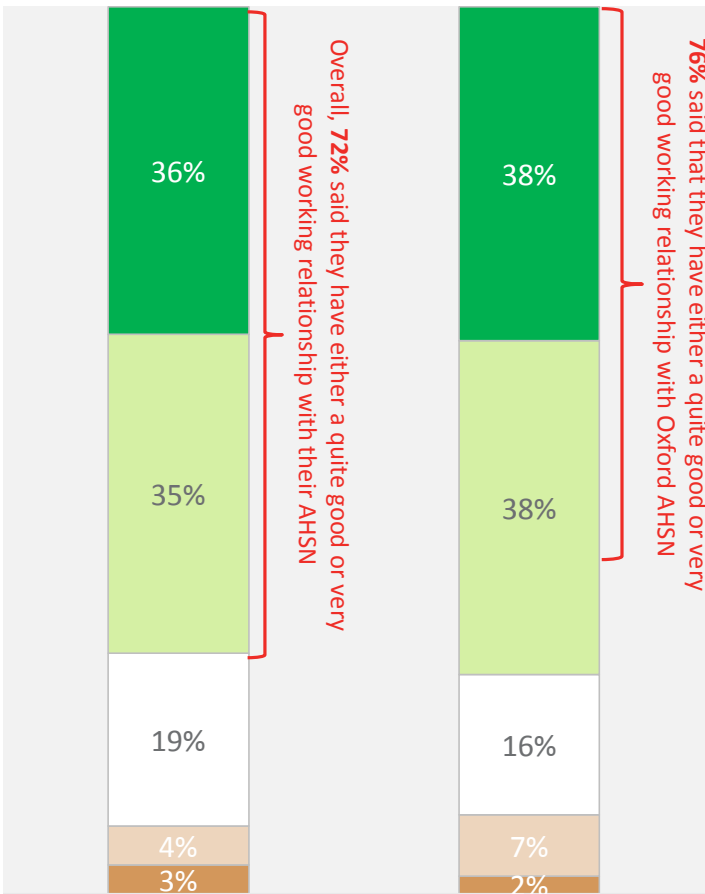
Middle

Lower

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

76% said that they have either a quite good or very good working relationship with Oxford AHSN

- 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%

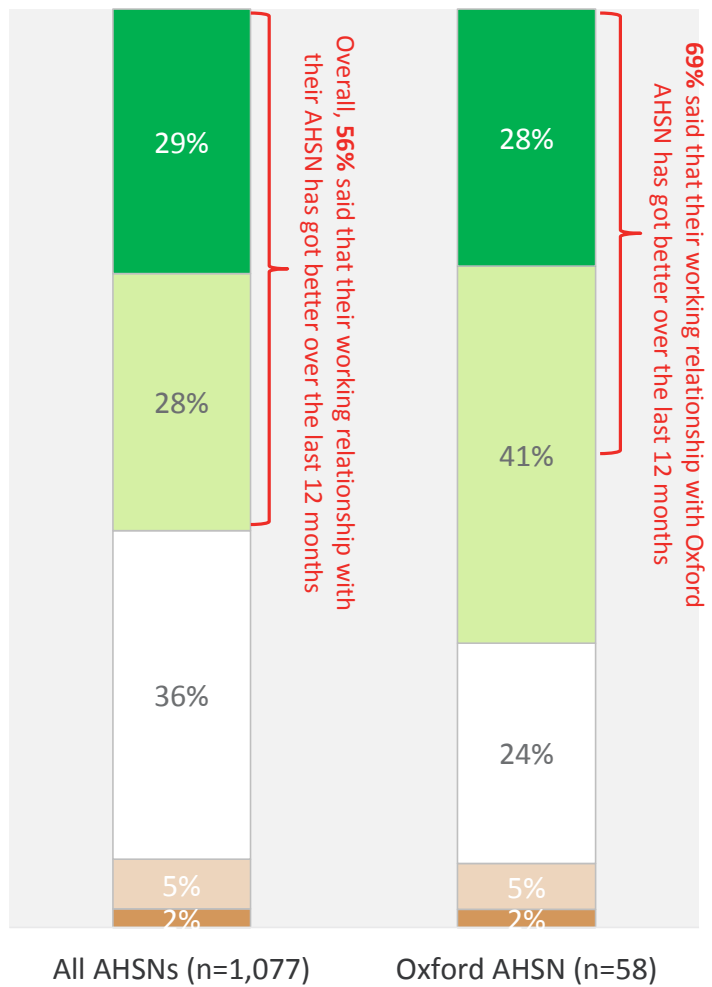
Oxford AHSN : 76%

Upper

Middle

Lower

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%

Oxford AHSN : 69%

Upper

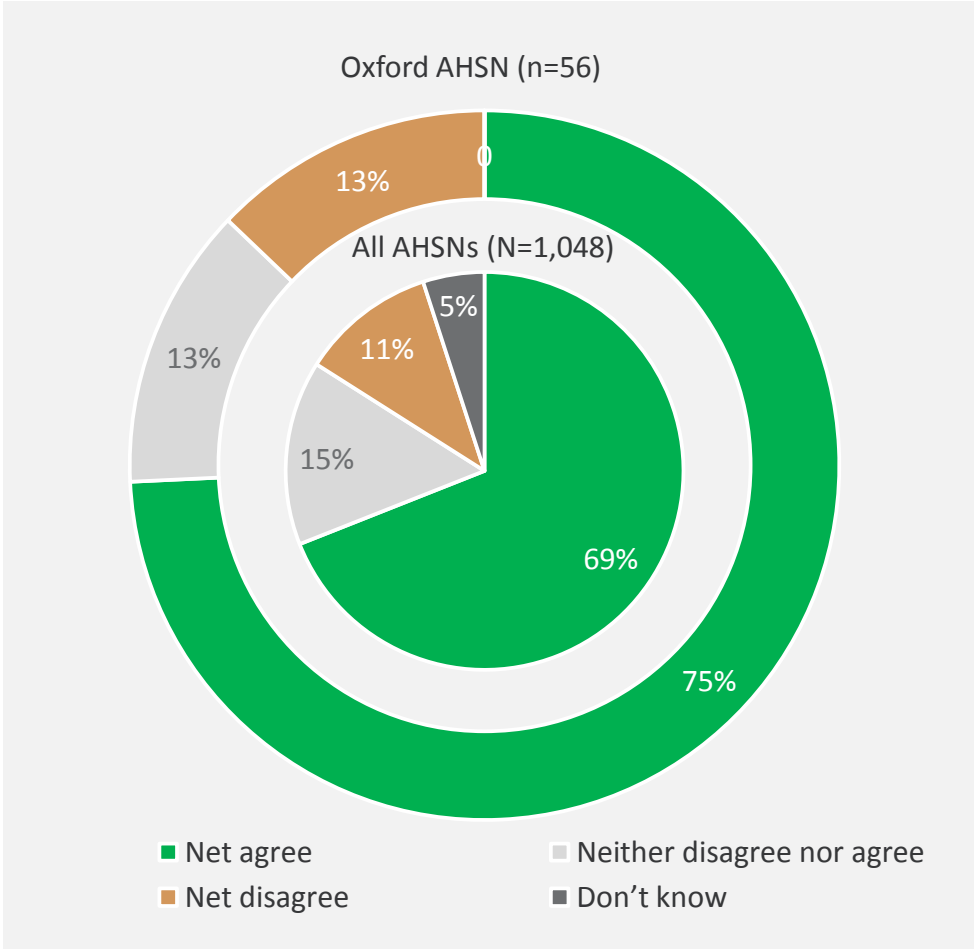
Middle

Lower

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%

Oxford AHSN : 75%

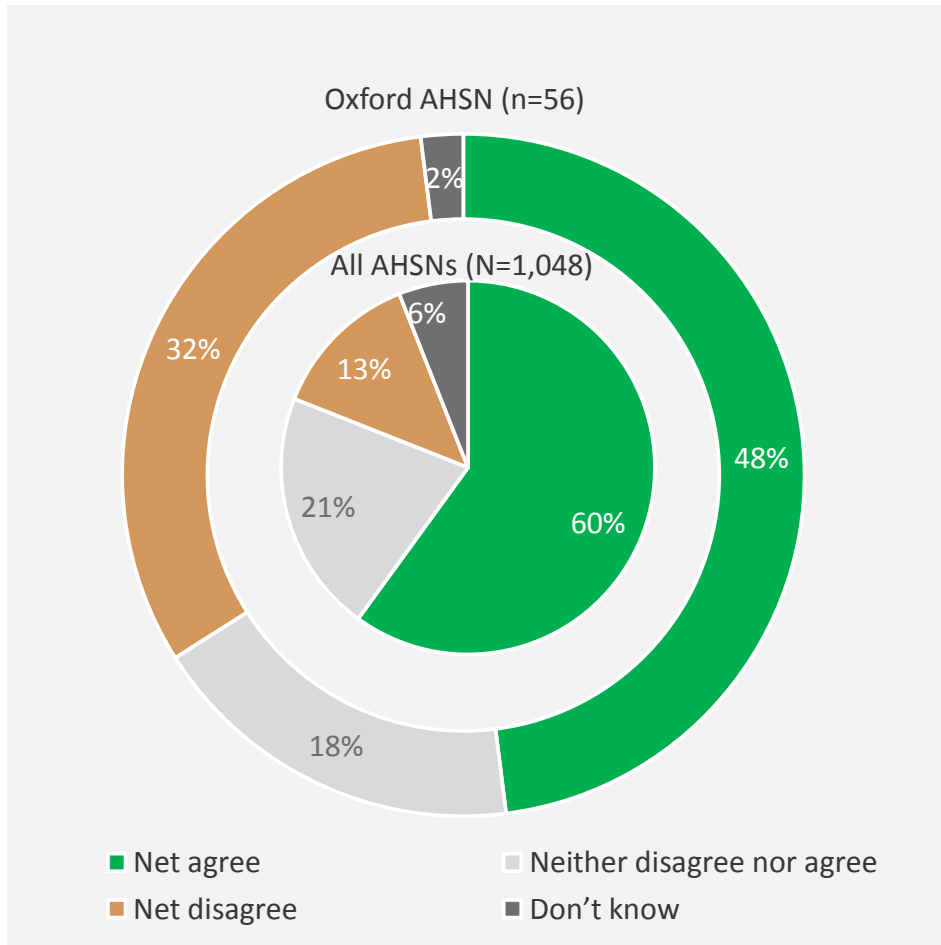
Upper

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

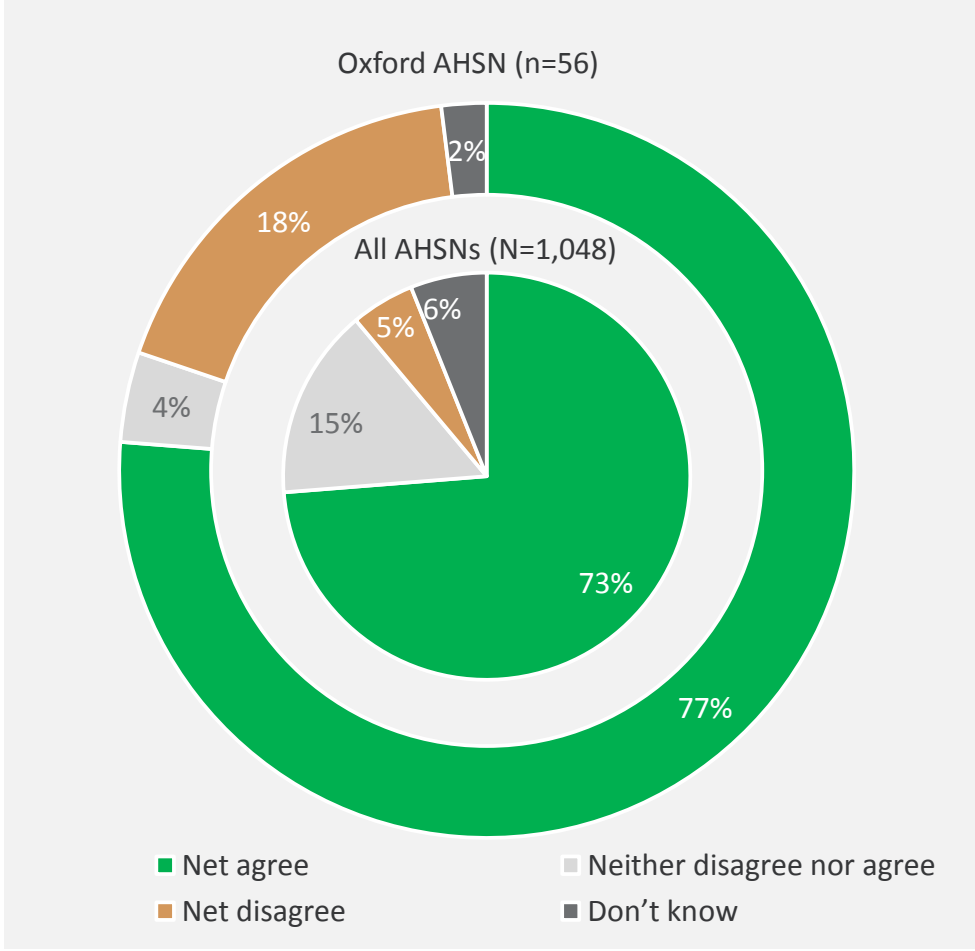
All: 60%
Oxford AHSN : 48%

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%

Oxford AHSN : 77%

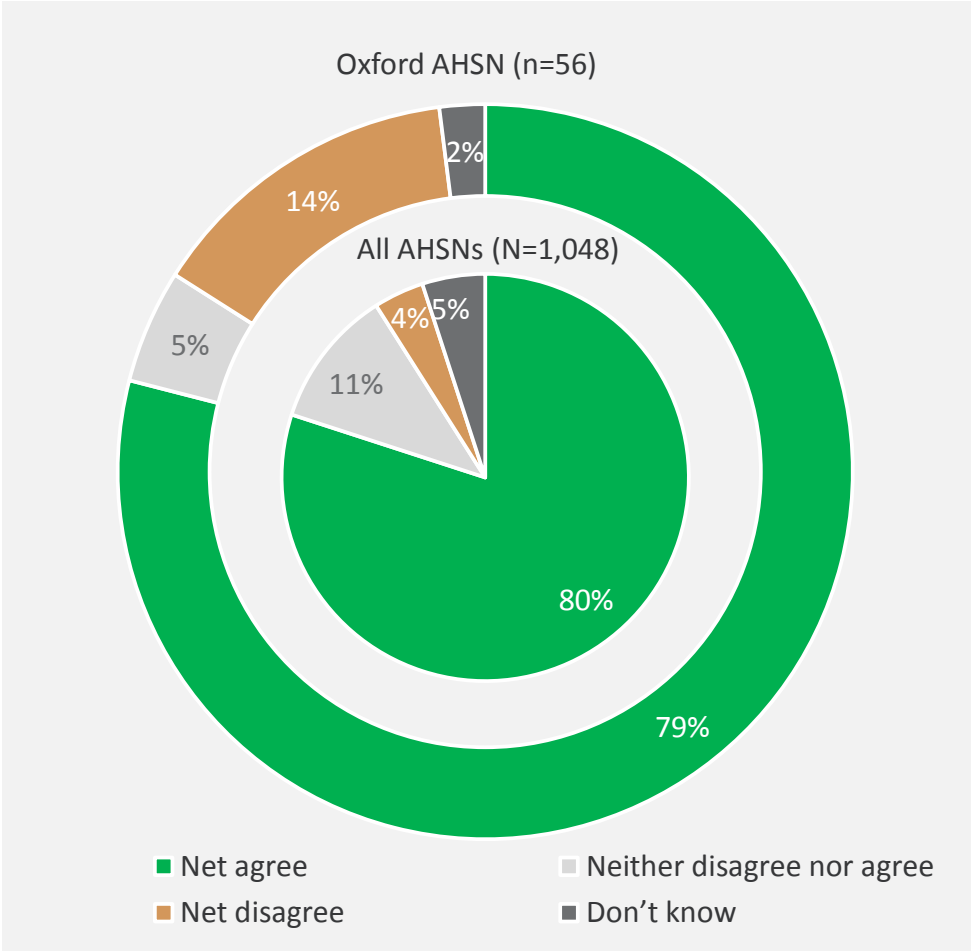
Upper

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%

Oxford AHSN : 79%

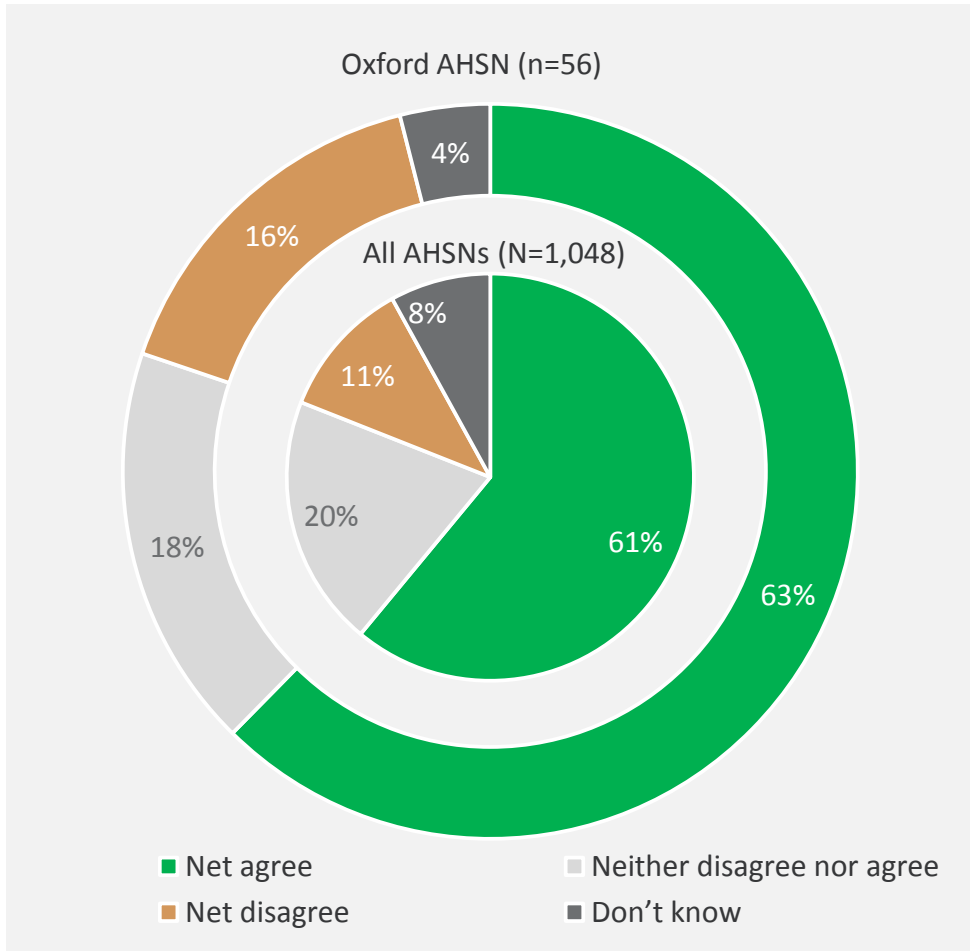
Upper

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%
Oxford AHSN : 63%

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?



All: 62%
Oxford AHSN: 63%

Upper
Middle
Lower

All: 62%
Oxford AHSN: 61%

Upper
Middle
Lower

All: 53%
Oxford AHSN: 50%

Upper
Middle
Lower



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: Relationship

"A significant gap between CCG/Clinical Network priorities and the priorities of the AHSN which make working collaboratively a challenge."

"Need to completely reframe their relationship with CCGs and demonstrate how they can add value. They are Oxford centric, resistant to feedback and defensive when challenged."

Other

Theme: Helpful

"Have always found staff I work with very welcoming and inclusive."

"We have found them extremely helpful and willing to explore new ideas and opportunities."

Theme: Building partnerships

"There is further room for increasing partnership working and trust between organisations. The AHSN might benefit from supporting work as well as leading it.."

"There would be significant benefit in developing an increasing partnership relationship. There is a tendency to want to lead, rather than partner."

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:

Private industry

Theme: Outcomes

Staff are very helpful. Initiatives are less visible.”

“...their ability to deliver the plans and priorities may be compromised by external factors beyond their control such as politically driven events.”

“...difficulties AHSNs have seen in converting good discussions about locally relevant unmet clinical needs into partnership projects with real intent to address the identified needs.”

Theme: Competent

“...the leadership team are very experienced and competent...”

“Leadership team are strong and staff within AHSN have all been very capable in my experience.”

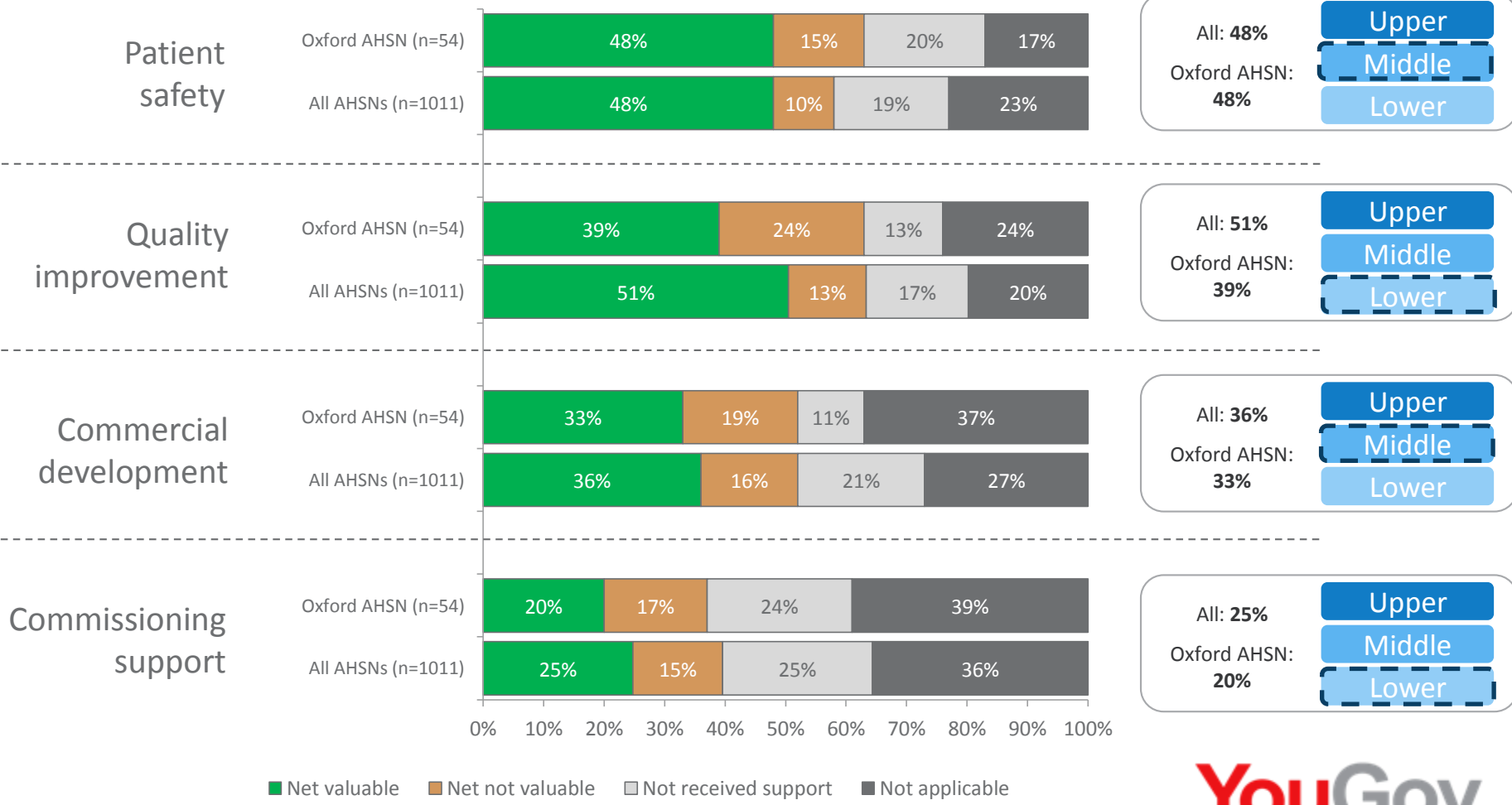


Value associated with the level of support provided



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....

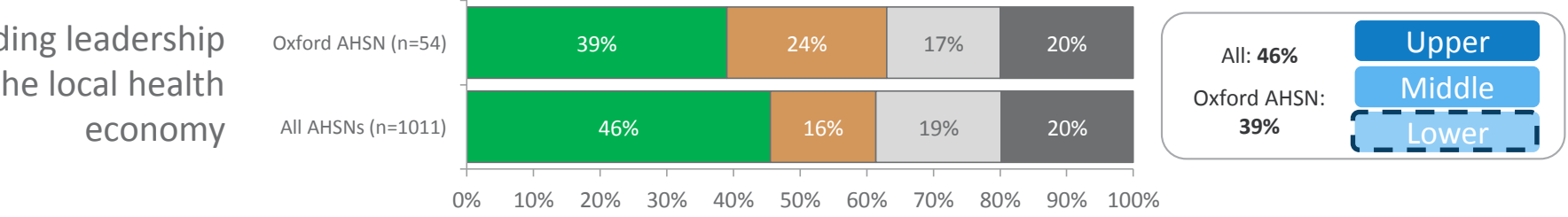
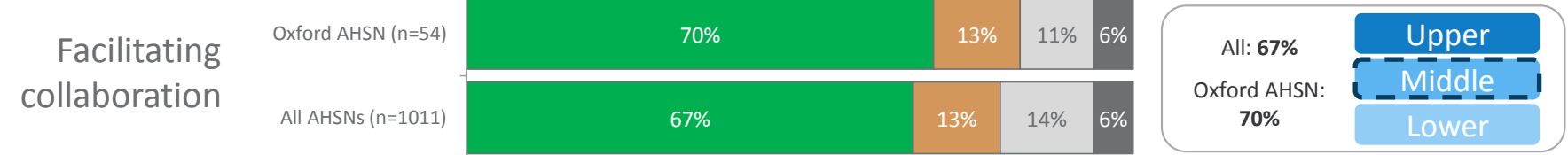
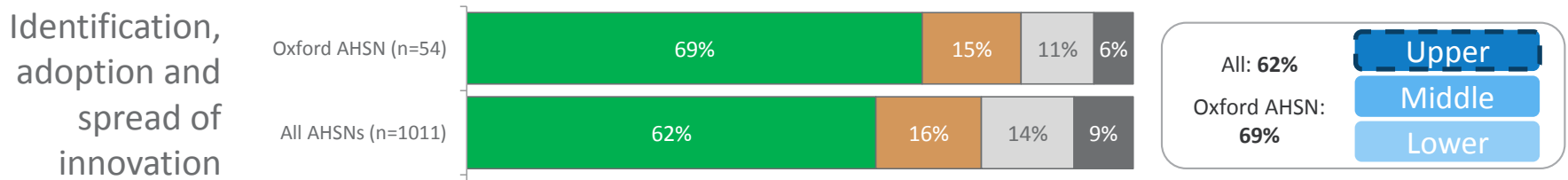


■ Net valuable ■ Net not valuable ■ Not received support ■ Not applicable



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..



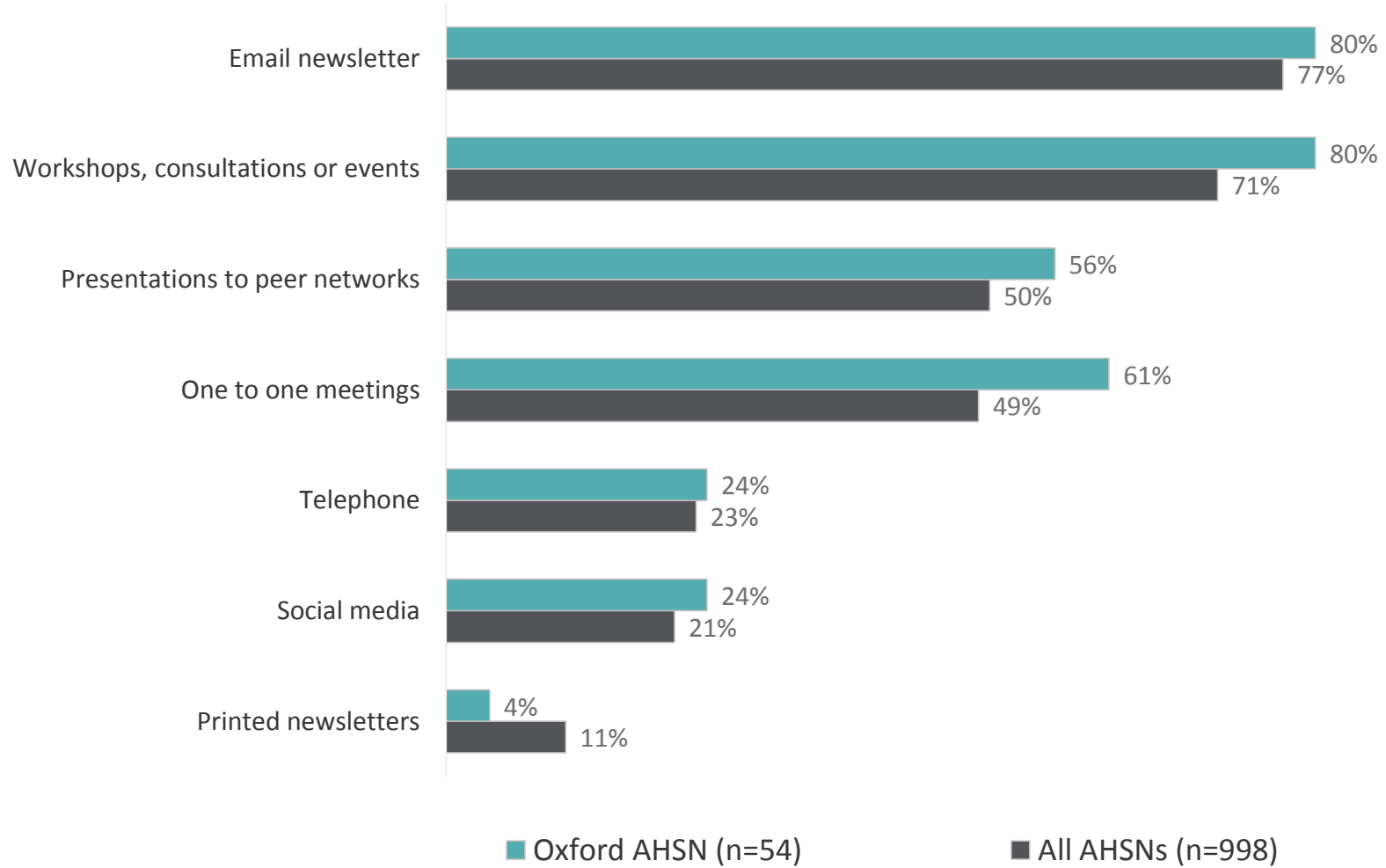
■ Net valuable ■ Net not valuable ■ Not received support ■ Not applicable



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?



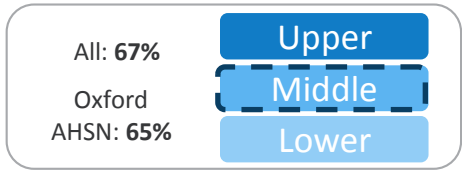
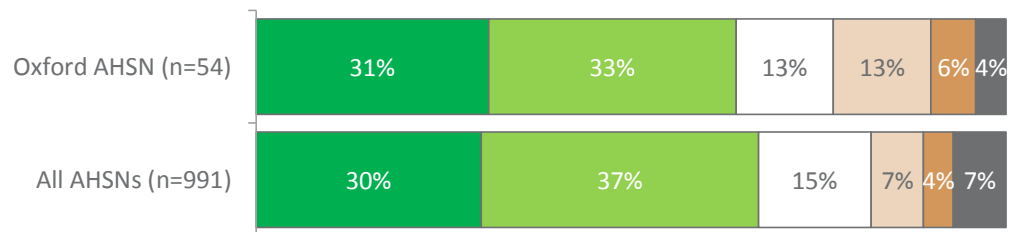
Impressions of AHSN performance & effectiveness



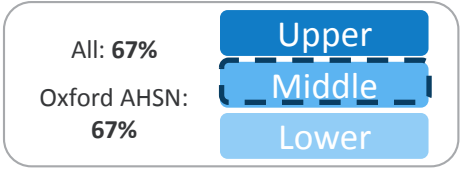
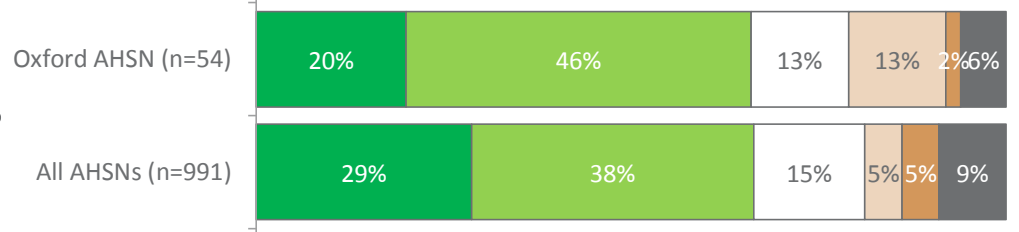
Q. Overall, how would you rate the AHSN's...

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

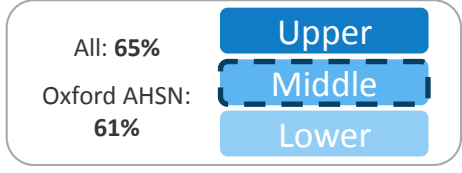
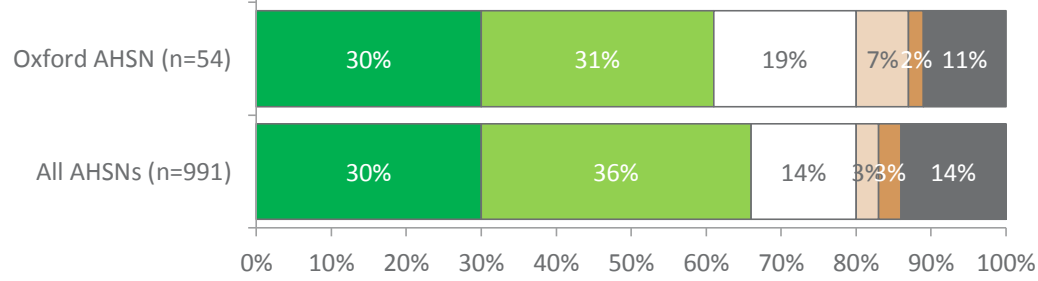
Accessibility



Responsiveness



Quality of advice



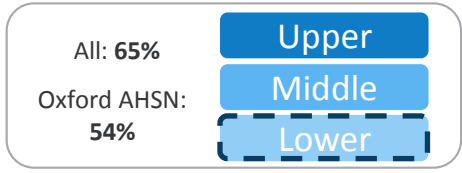
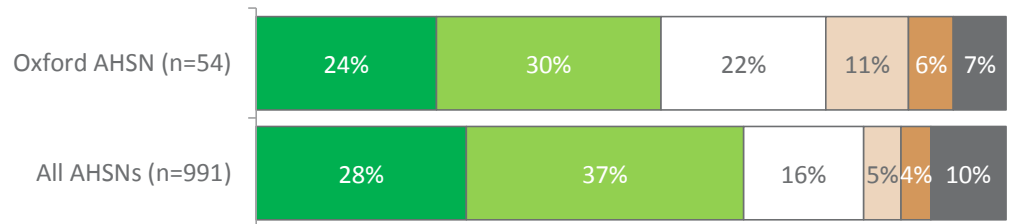
Very good Quite good Neither good nor poor Quite poor Very poor Don't know



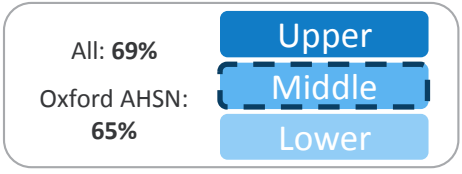
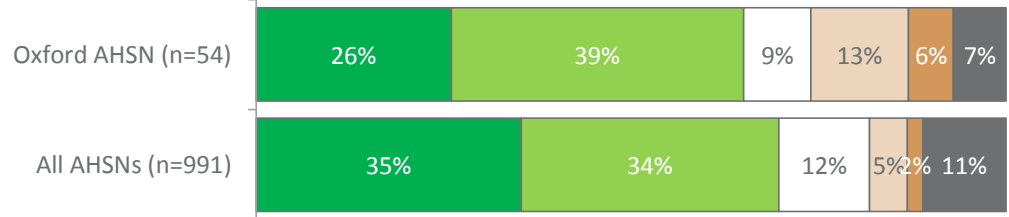
Q. Overall, how would you rate the AHSN's... [continued from previous page]

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

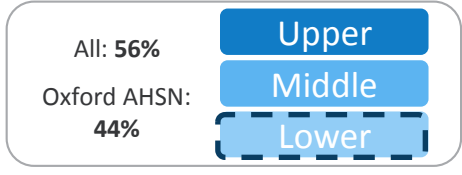
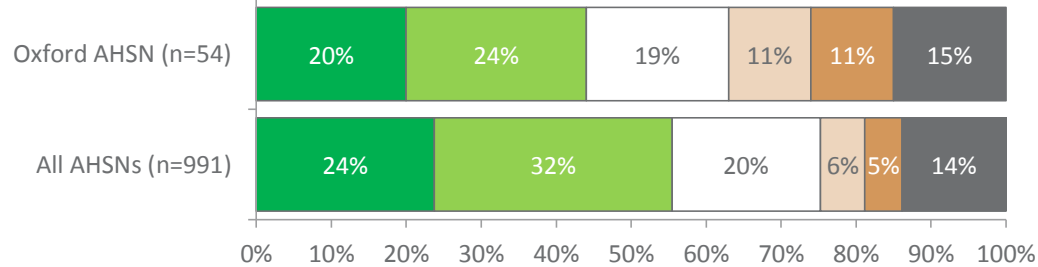
Quality of support



Knowledge of the local landscape



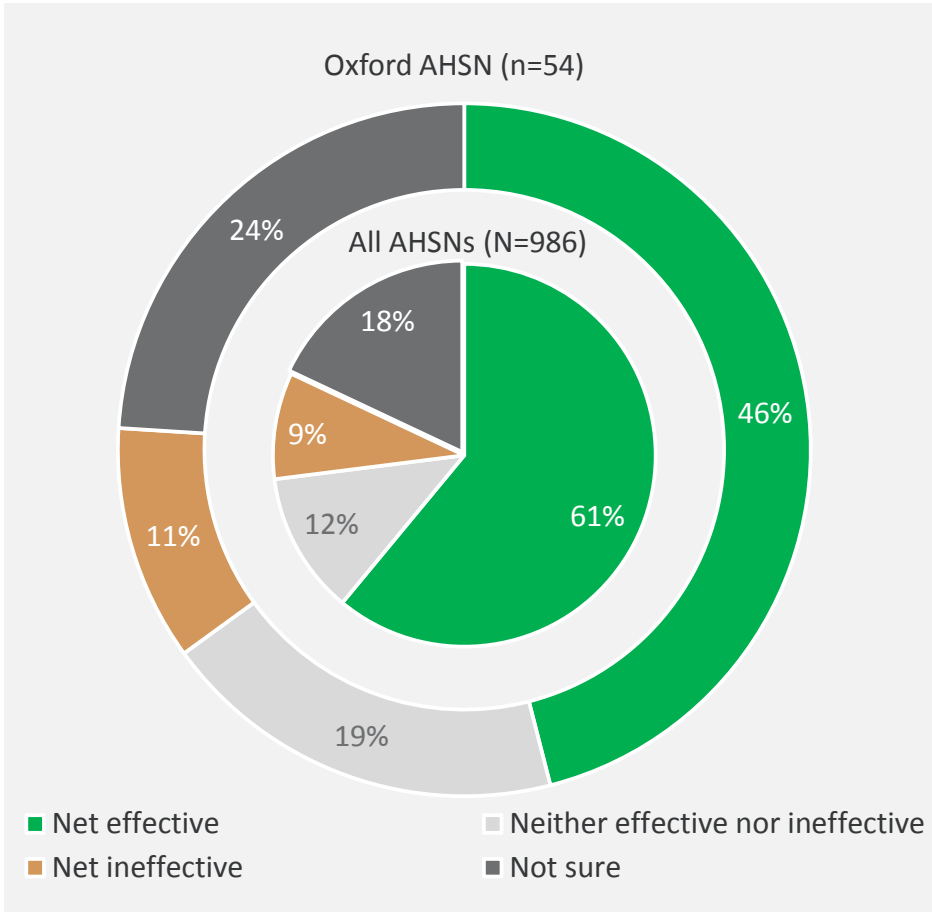
Promoting change in the local health economy



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



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%

Oxford AHSN : 46%

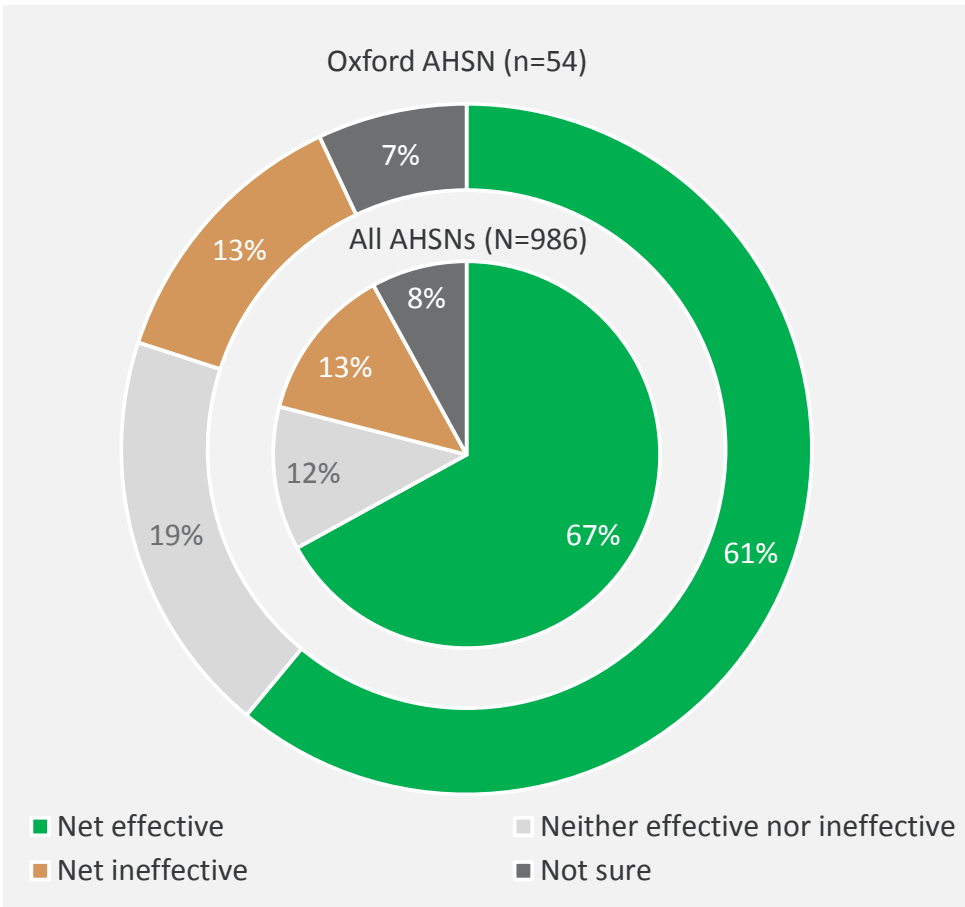
Upper

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%

Oxford AHSN : 61%

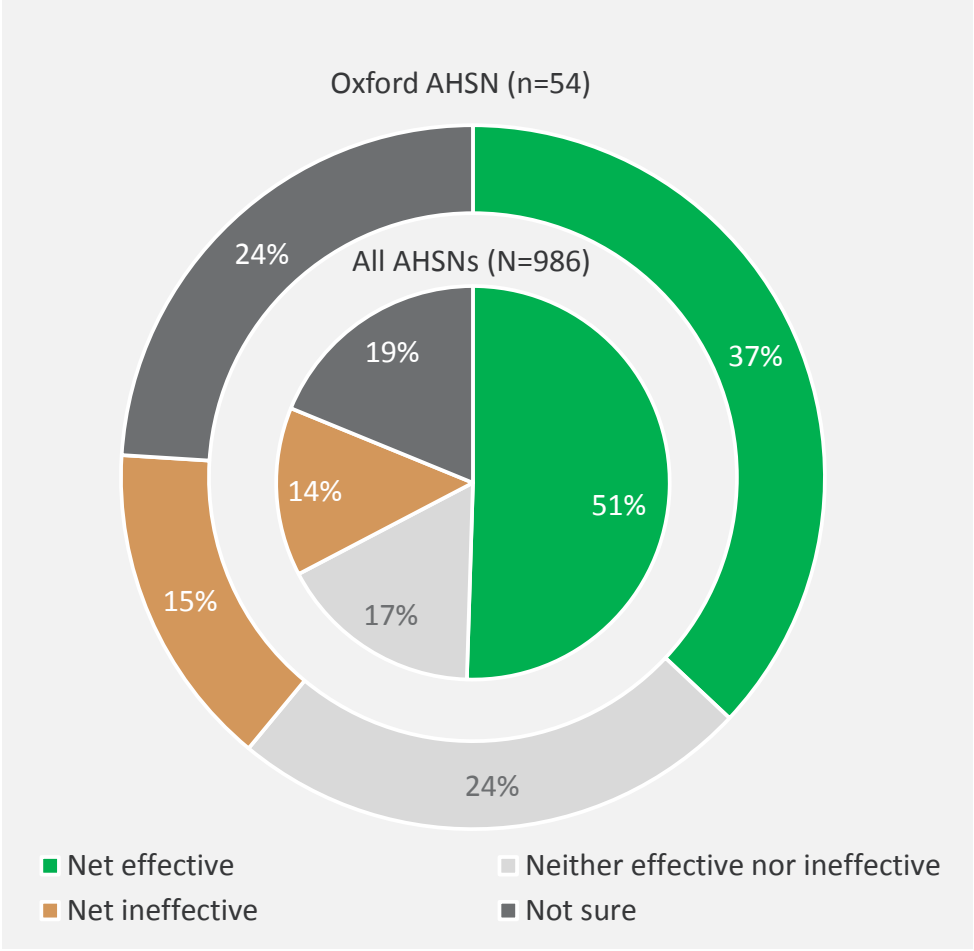
Upper

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? *Speeding up adoption of innovation into practice*



% effective at speeding up adoption of innovation into practice

All: 51%

Oxford AHSN : 37%

Upper

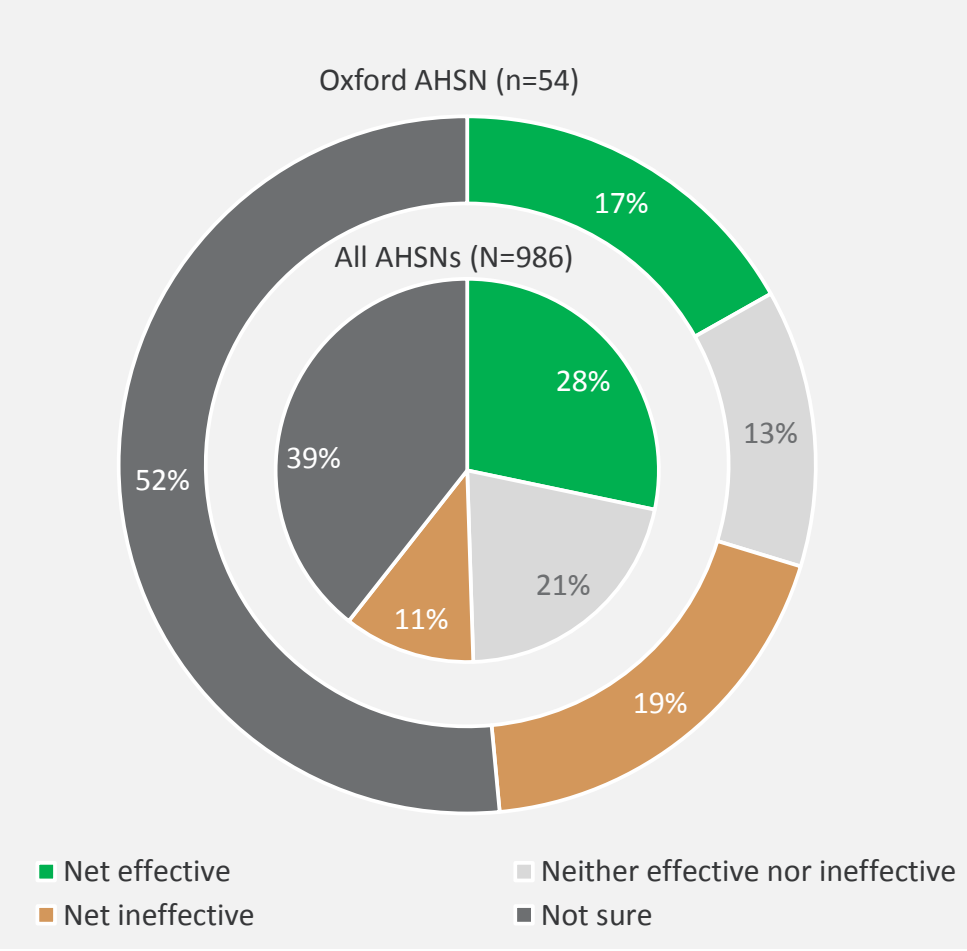
Middle

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*



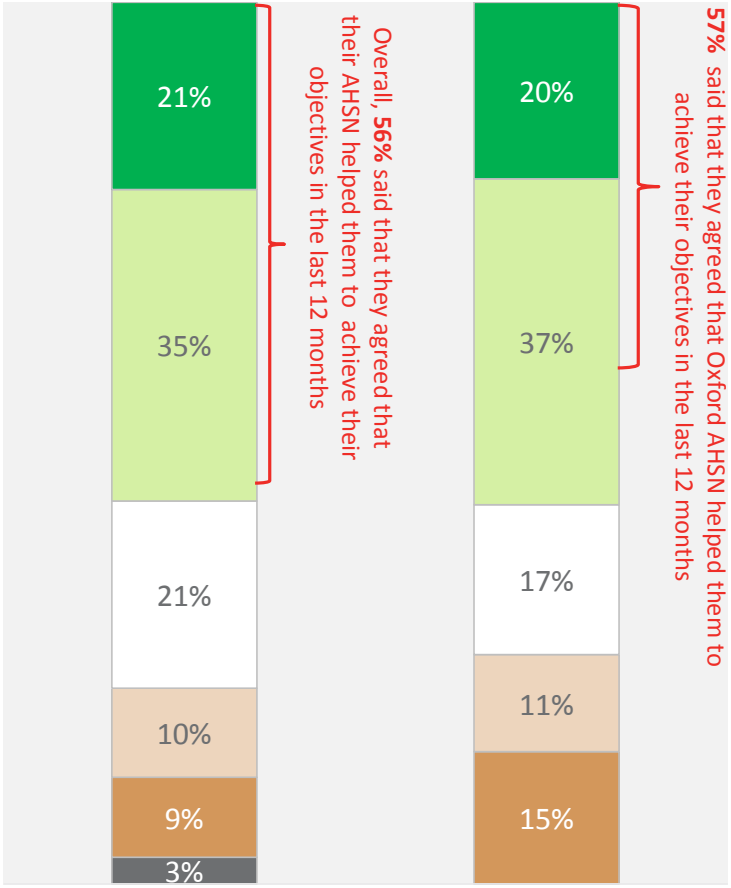
% effective at creating wealth

All: 28%
Oxford AHSN : 17%

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

57% said that they agreed that Oxford AHSN 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%

Oxford AHSN : 57%

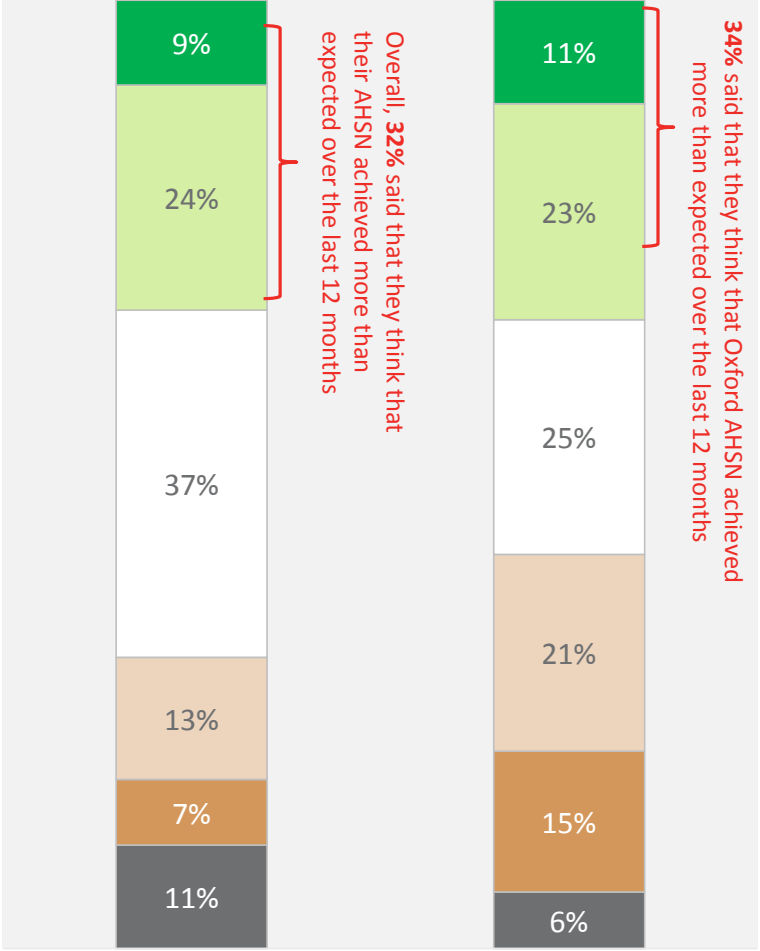
Upper

Middle

Lower



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

34% said that they think that Oxford AHSN achieved more than expected over the last 12 months

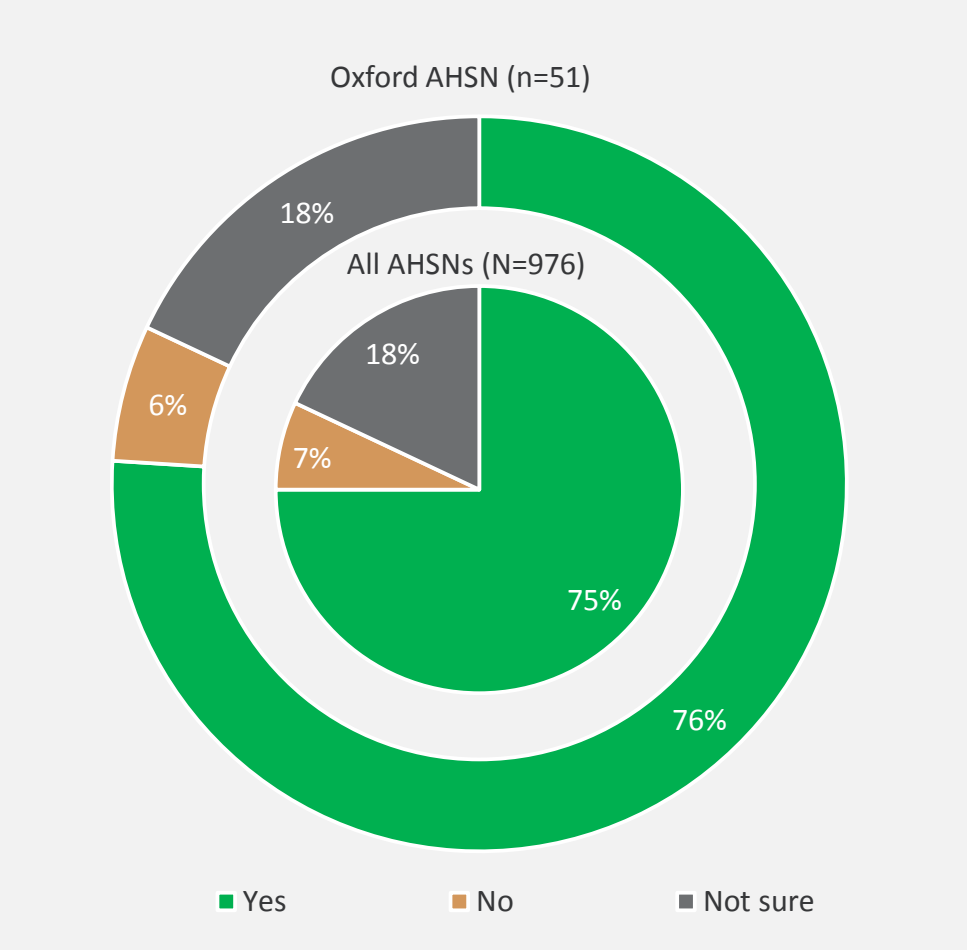
- Much more
- Somewhat more
- About what was expected
- Somewhat less
- Much less
- Not sure

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

All: 32%
Oxford AHSN : 34%

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%
Oxford AHSN : 76%

Upper
Middle
Lower

Q. What would you like AHSNs to keep doing?

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

Other

Theme: Engage

“To continue to support and engage with colleagues across the various health care professions.”

“Supporting the engagement and adoption of innovations from SMEs and the wider local economy.”

Private sector

Theme: Engage

“Keep up engagement with all stakeholders.”

“Keep encouraging leadership to engage with industry in two-way discussions.”

“Listening and supporting, guiding (where appropriate) and collaborating.”

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

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

Clinical Commissioning Group

Theme: Engage

“...show added value, rather than duplicating existing work, fundamentally transform its Comms and engagement with stakeholders.”

“Better communication and involvement with all stakeholders, more workshop type of meetings on days solely for AHSN discussions rather than tagged onto other meetings.”

Other

Theme: Engage

“Better CCG engagement.”

“The PR could be better. Lots of people DON'T know about the work of the AHSNs.”

Private industry

Theme: Improve visibility

“Make itself better known outside the healthcare network and be seen as an essential and respected component of a thriving and more general community.”

“Better visibility on local initiatives and success stories.”

AHSN specific questions



How would you describe the impact, if any, of the Oxford AHSN on

...

