



AHSN-stakeholder research 2015



ACADEMIC HEALTH
SCIENCE NETWORK
NORTH EAST AND NORTH CUMBRIA

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Overview



Survey details

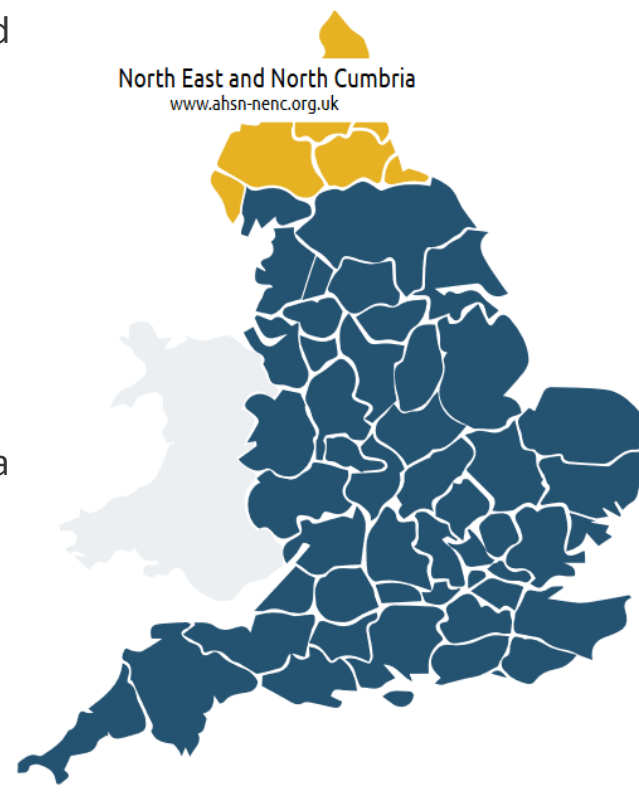
An online survey was administered to stakeholders of the Academic Health Science Networks. Stakeholders were initially pre-identified and provided with the opportunity to comment on any of the following:

- 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.

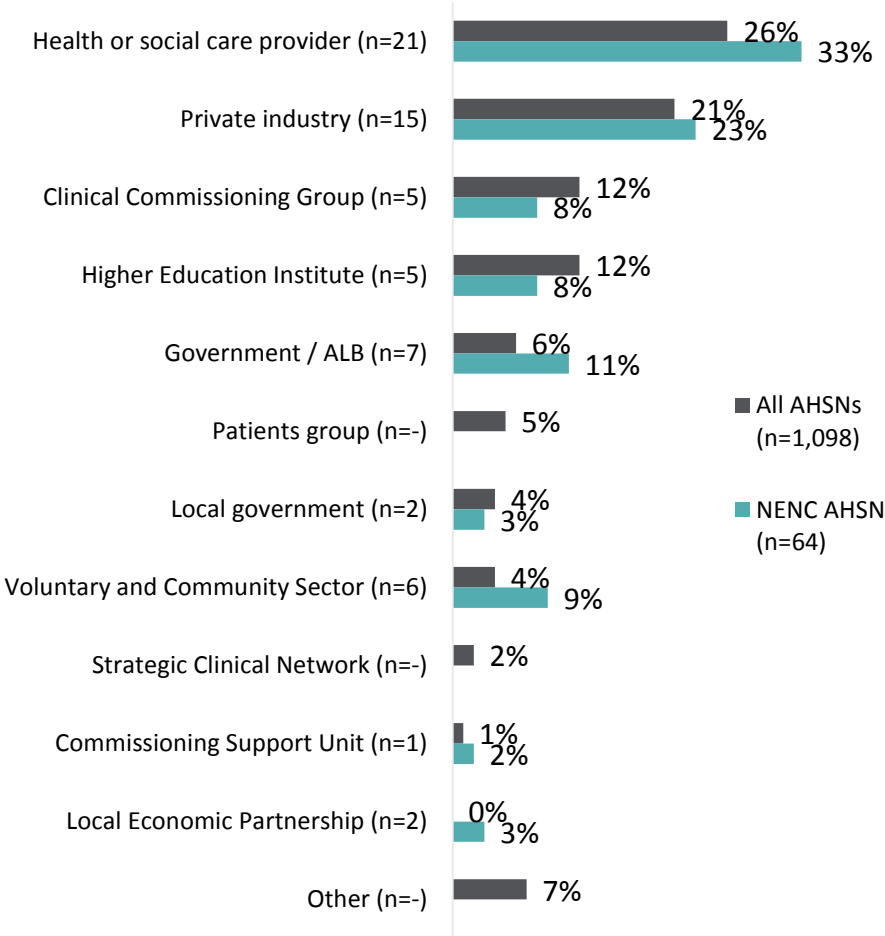
This report contains responses specifically given in relation to NENC AHSN. This is based on 64 responses. In the report, the data is compared against the total figure for all AHSNs for each specific question.

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

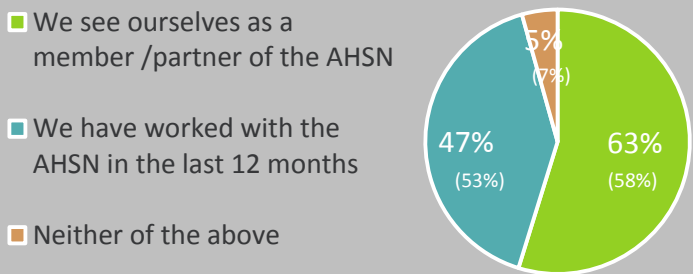


Who took part?

Stakeholder type

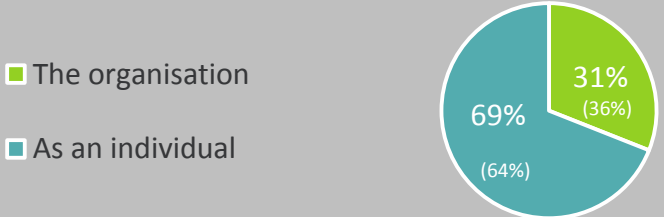


Working relationship



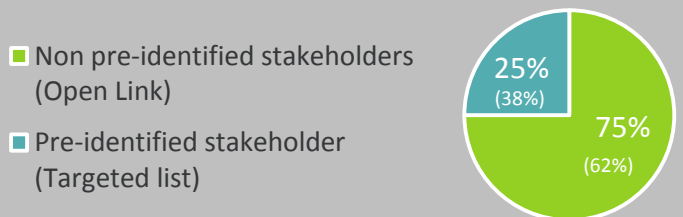
Note: All AHSN figures in brackets. Multiple choice question.

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.

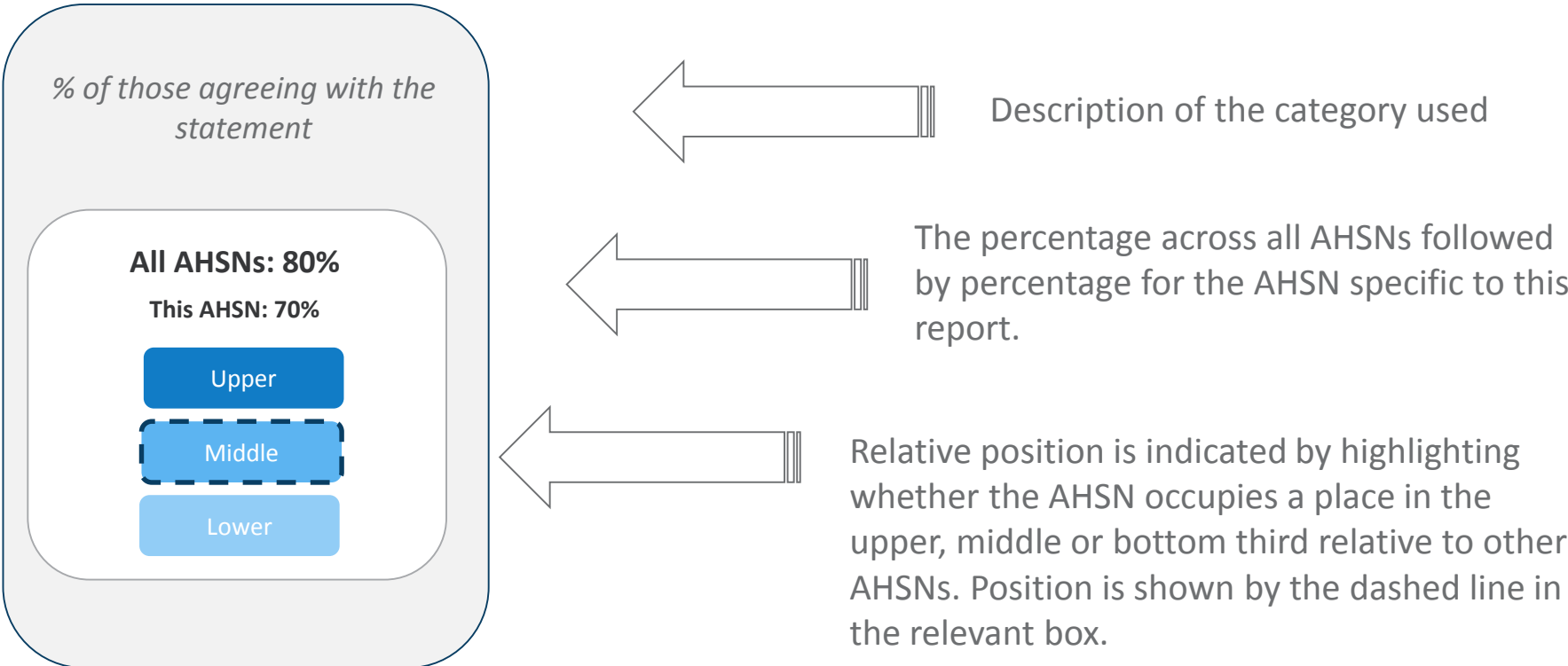
When comparing an individual AHSN’s results to the ‘all AHSNs’ average or other AHSNs, a difference must be of at least a certain size to be statistically significant. The table below illustrates the percentage difference needed based on example size sizes and percentages at the 95% confidence level.

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)

- 81% of NENC AHSN stakeholders recommend working with it (slide 41).
- A majority (53%) feel that it has achieved more than expected in the last 12 months – a figure that is 21 percentage points (pp) higher than the all AHSNs average (slide 40).
- Two-thirds (65%) agree that the AHSN has helped them / their organisation achieve its objectives in the last year (slide 39).
- 38% have a ‘good’ understanding of its plans and priorities and only 8% say that have no understanding (slide 14).
- Over half (53%) have a good understanding of its role (slide 11) and a very high 80% believe that clarity has improved in the last 12 months, which compares to 66% of all AHSNs (slide 12).
- Over three-quarters (77%) have a good working relationship with the AHSN, that compares to 72% across all AHSNs (slide 16) and many (61%) report that the relationship has improved in the last 12 months (slide 17).

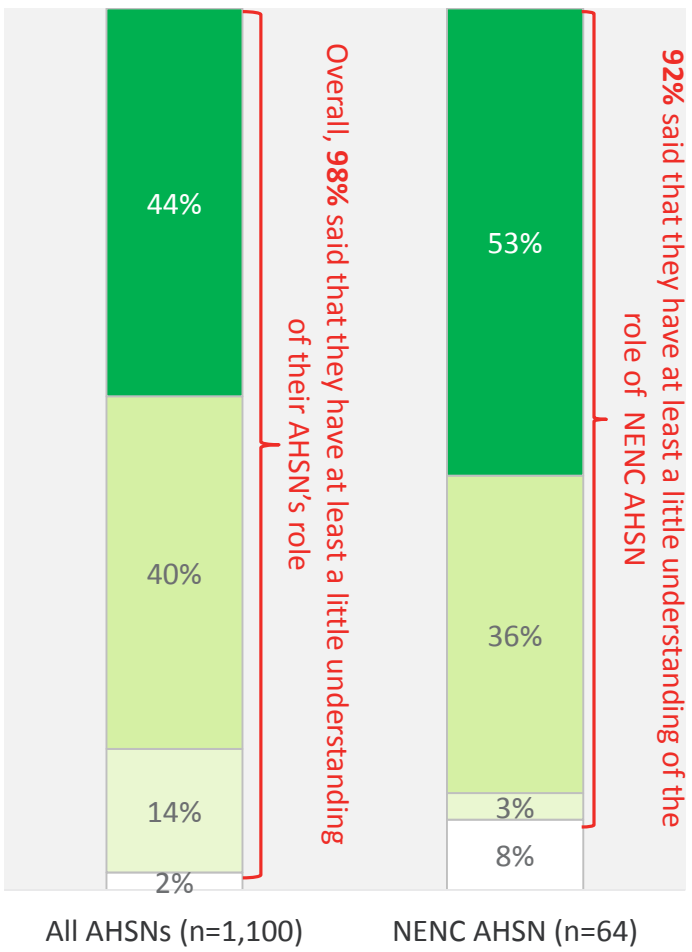
Summary (2)

- Over three-quarters (79%) agree that NENC AHSN has ‘clear and visible leadership’ (slide 19) and 75% have confidence that it will ‘deliver its plans and priorities’ (slide 20), a figure that is 15pp higher than the average of all AHSNs.
- Two-thirds (66%) feel that the AHSN has listened to their views and 64% believe it has engaged with them effectively when developing plans and priorities, which compares favourably with the all AHSNs figure of 53% (slide 24).
- 80% valued its work in ‘facilitating collaboration’ and nearly two-thirds (76%) in the ‘identification, adoption and spread of innovation’ (slide 29), the latter being 14pp above the all AHSNs average.
- Three-quarters (75%) feel it has been effective at ‘building a culture of partnership and collaboration’ (slide 36) and 70% at ‘speeding up adoption of innovation into practice,’ which compares to 51% of all AHSNs (slide 37).

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%

NENC AHSN : 53%

Upper

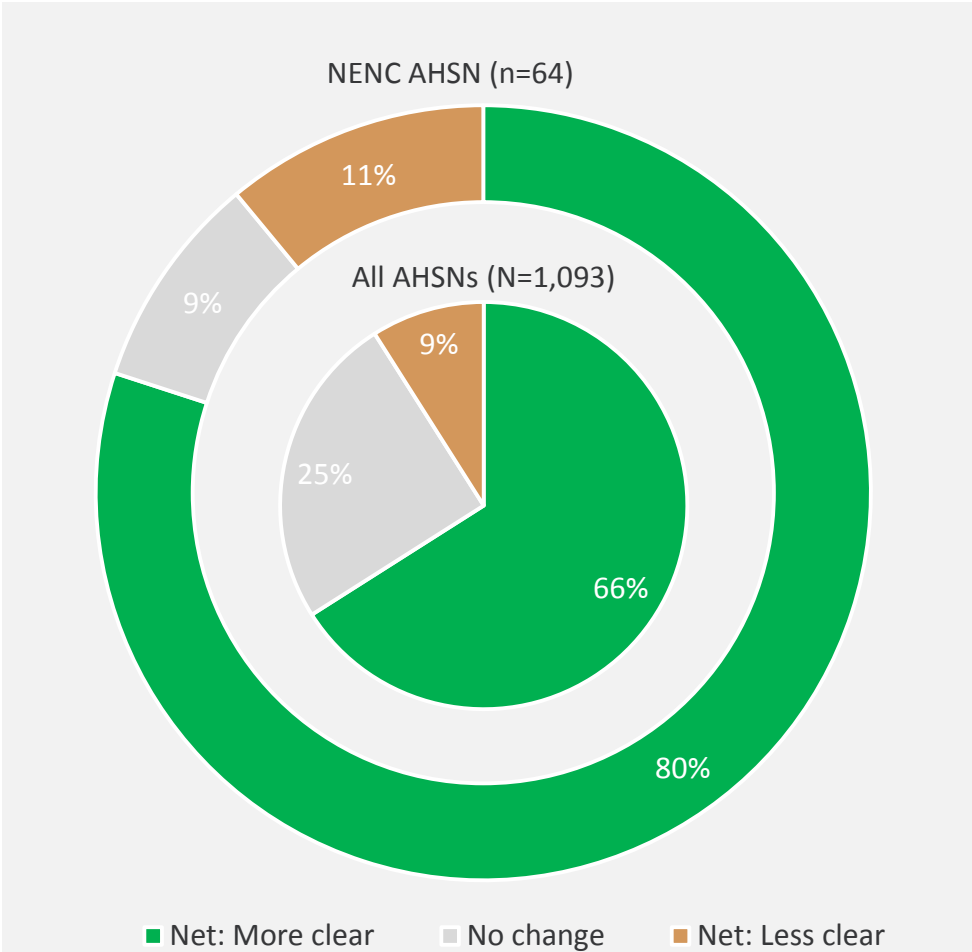
Middle

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%

NENC AHSN : 80%

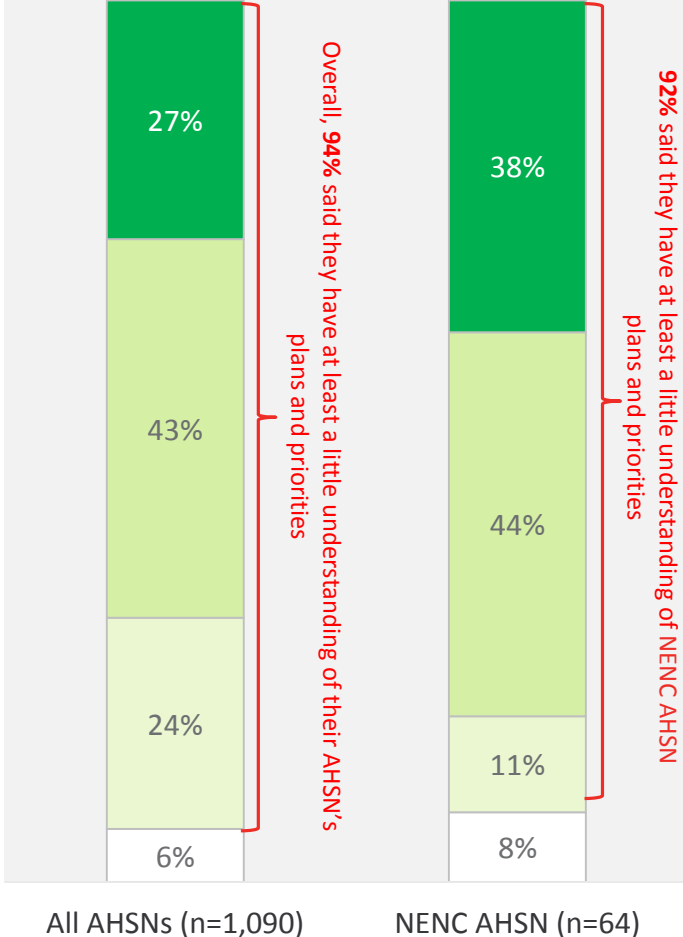
- Upper
- Middle
- Lower

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%

NENC AHSN : 38%

Upper

Middle

Lower

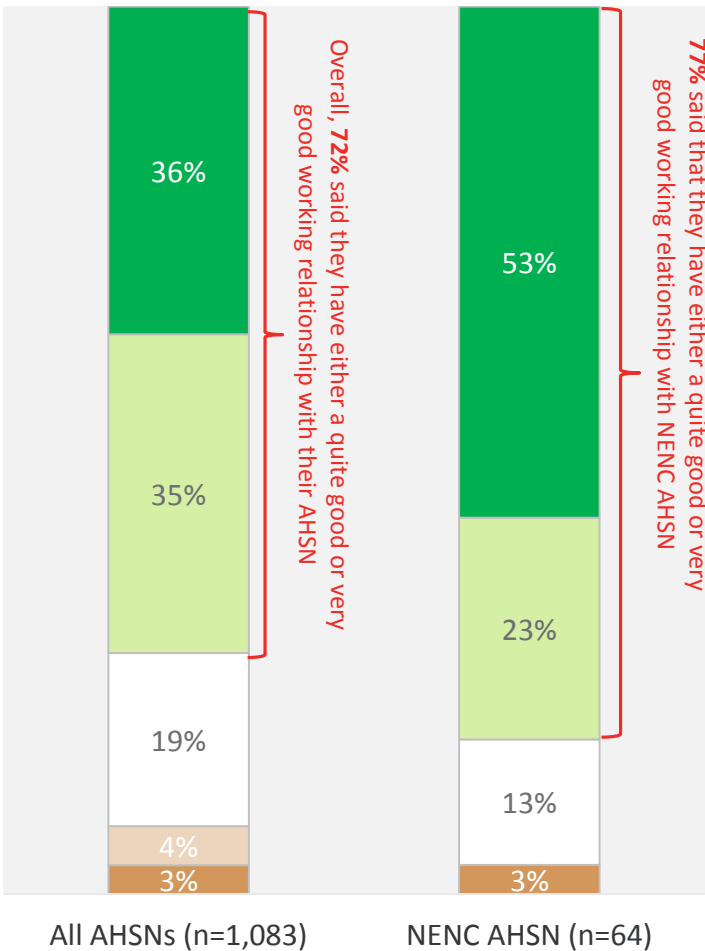


Please note that net percentages may not be an exact match with the adding of component percentages due to rounding.

Stakeholder relationship with the AHSN



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

NENC AHSN : 77%

Upper

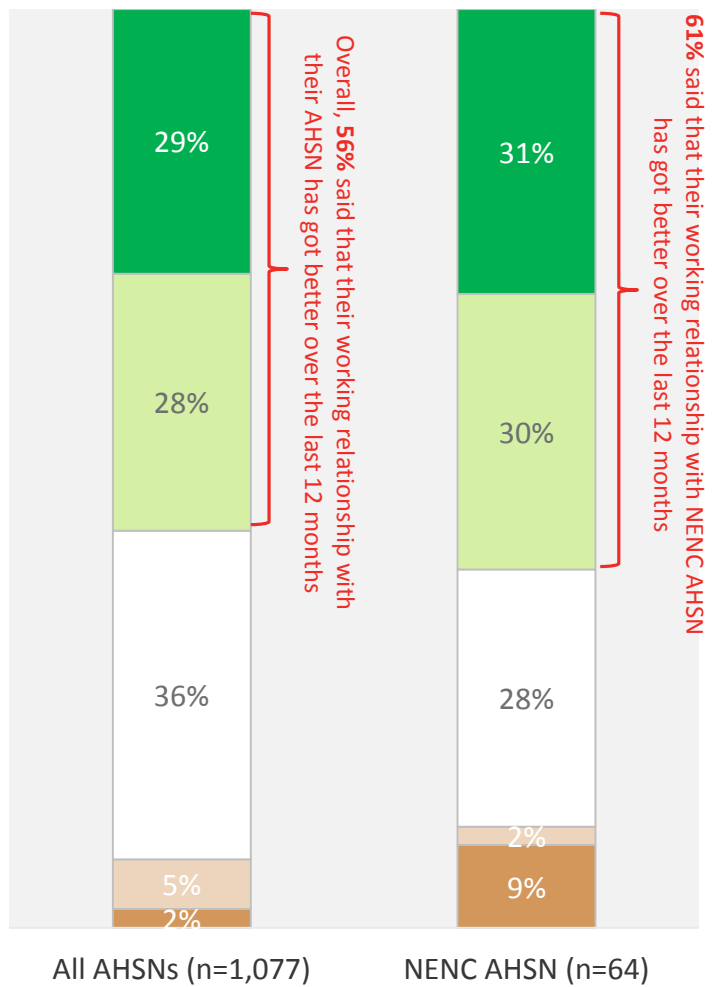
Middle

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%

NENC AHSN : 61%

Upper

Middle

Lower

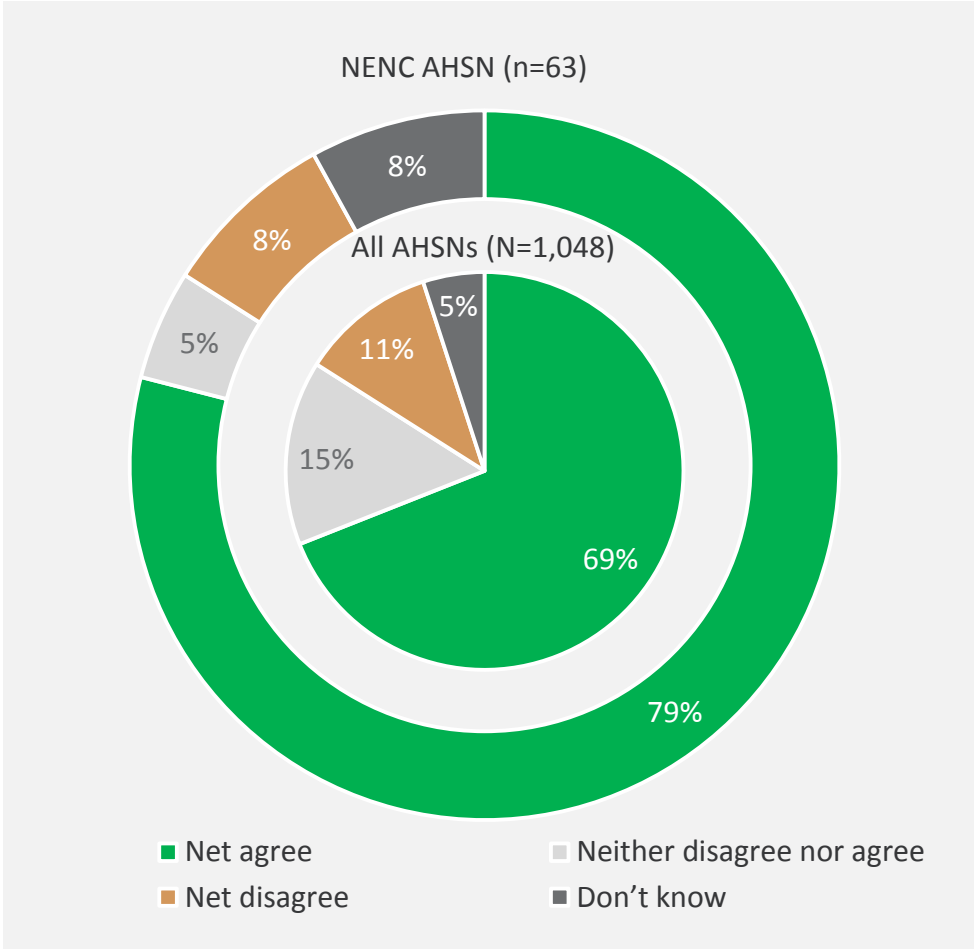


Please note that net percentages may not be an exact match with the adding of component percentages due to rounding.

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%

NENC AHSN : 79%

Upper

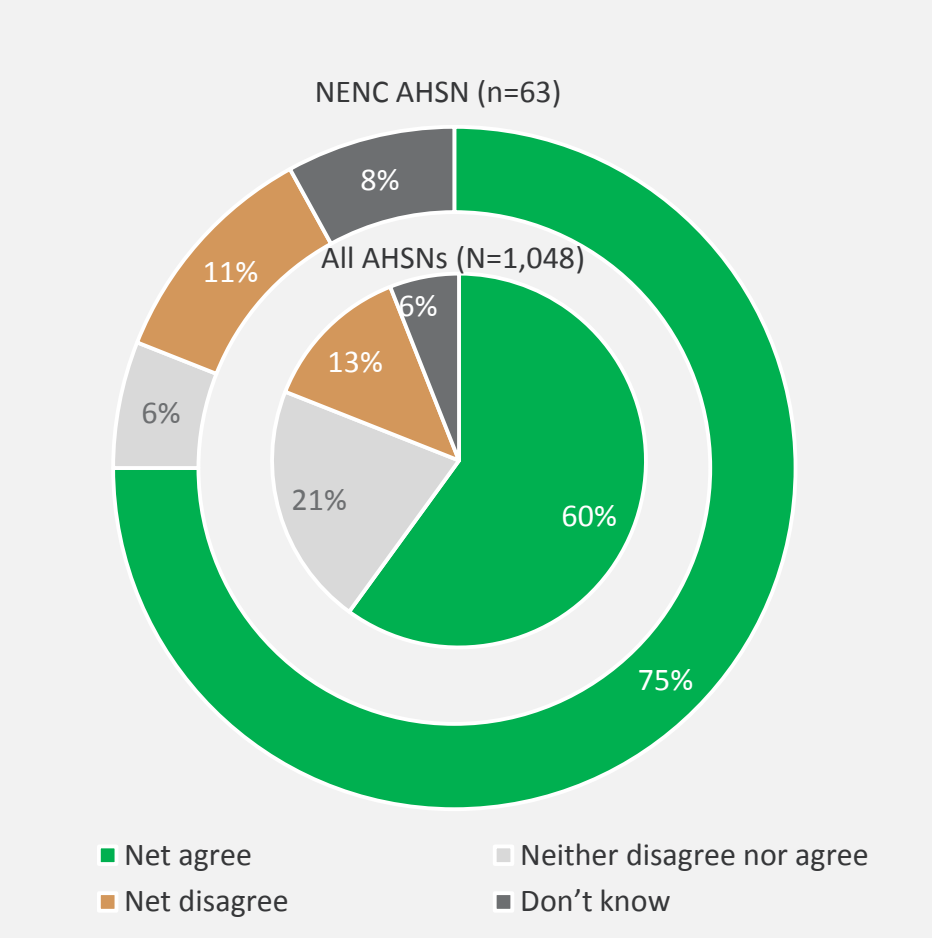
Middle

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?
I have confidence in the AHSN to deliver its plans and priorities



% agree have confidence to deliver plans and priorities

All: 60%

NENC AHSN : 75%

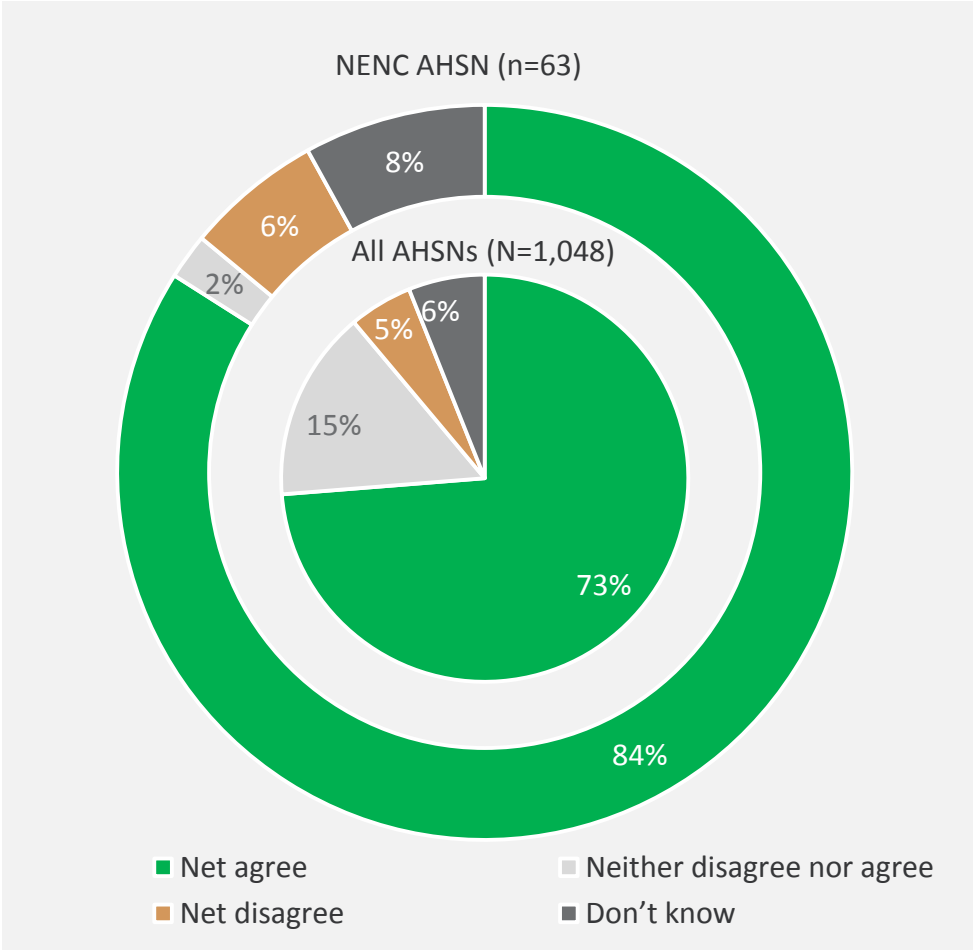
Upper

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?
AHSN staff are knowledgeable



% agree AHSN staff are knowledgeable

All: 73%

NENC AHSN : 84%

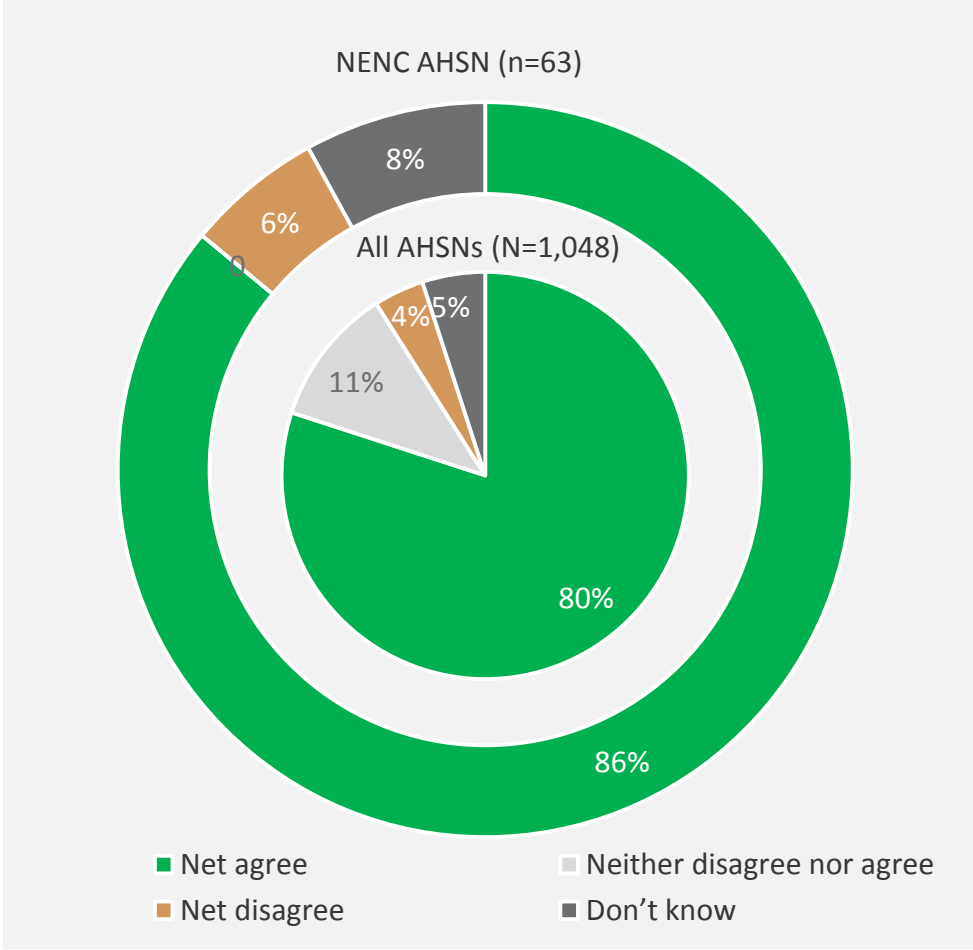
Upper

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%

NENC AHSN : 86%

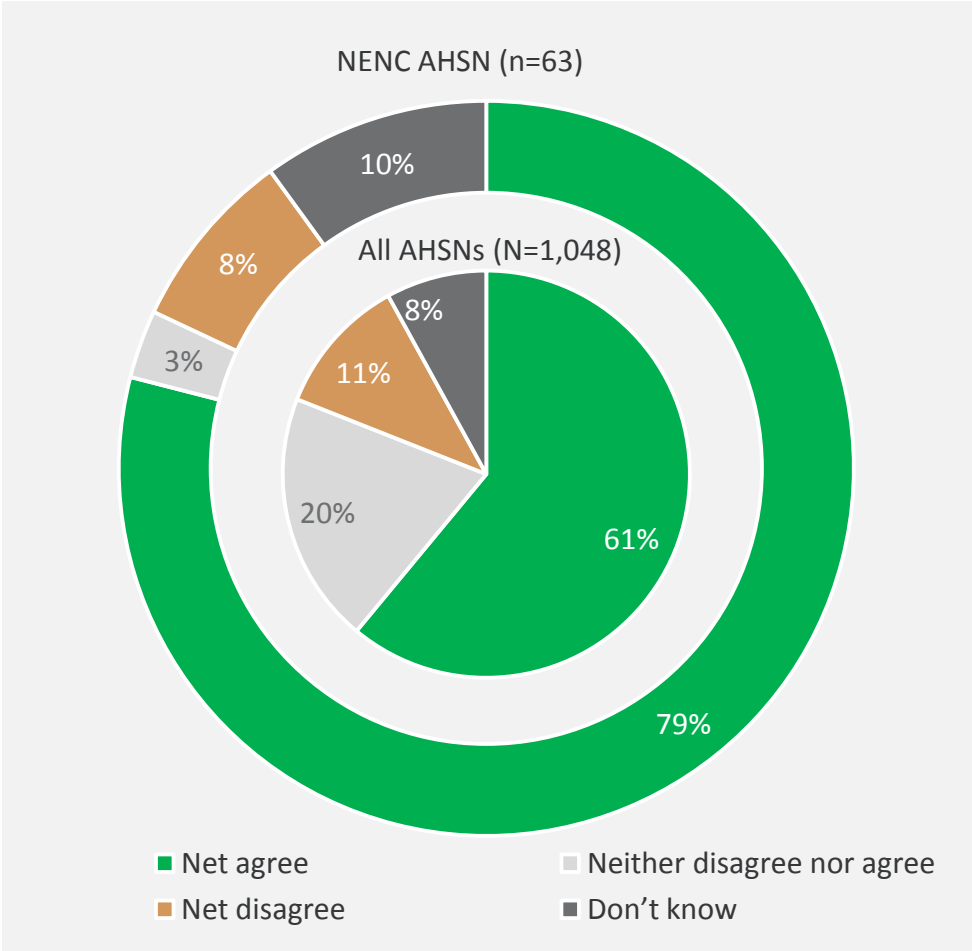
Upper

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%
NENC 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 that in the last 12 months?



24 Net agree = % strongly agree + % tend to agree
 Please note that the Net % on the right hand side may not be an exact match with the adding of two percentages due to rounding.



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:

Health or social care provider

Theme: Helpful

“Direct and ongoing relationship at high level which supports development and delivery of innovative practice. This is from COO and other senior management down through the organisation. Funding and pragmatic advice and support have been made available.”

“Engaging staff and very helpful and knowledgeable. Visible management which is nice.”

Private industry

Theme: Helpful

“An inspirational Chief Exec, with a team that is focussed on achieving the right thing for the NENC. A joy to work with.”

“The work I have done with the NENC AHSN staff have shown them to be creative, interested to hear the views of those they serve, flexible and proactive. In this way I see them becoming a very strong backbone for health-related innovation initiatives.”

“Seamus is an excellent leader - he has a clear vision that is well articulated. He is responsive and visible. he imparts a positive culture and a 'can do' ethos.”

Other

Theme: Helpful

“All staff I have come into contact with have been very approachable and helpful. They have the knowledge to support where necessary.”

“Seamus and his team have been very responsive and helpful throughout the year and we have an excellent working relationship.”

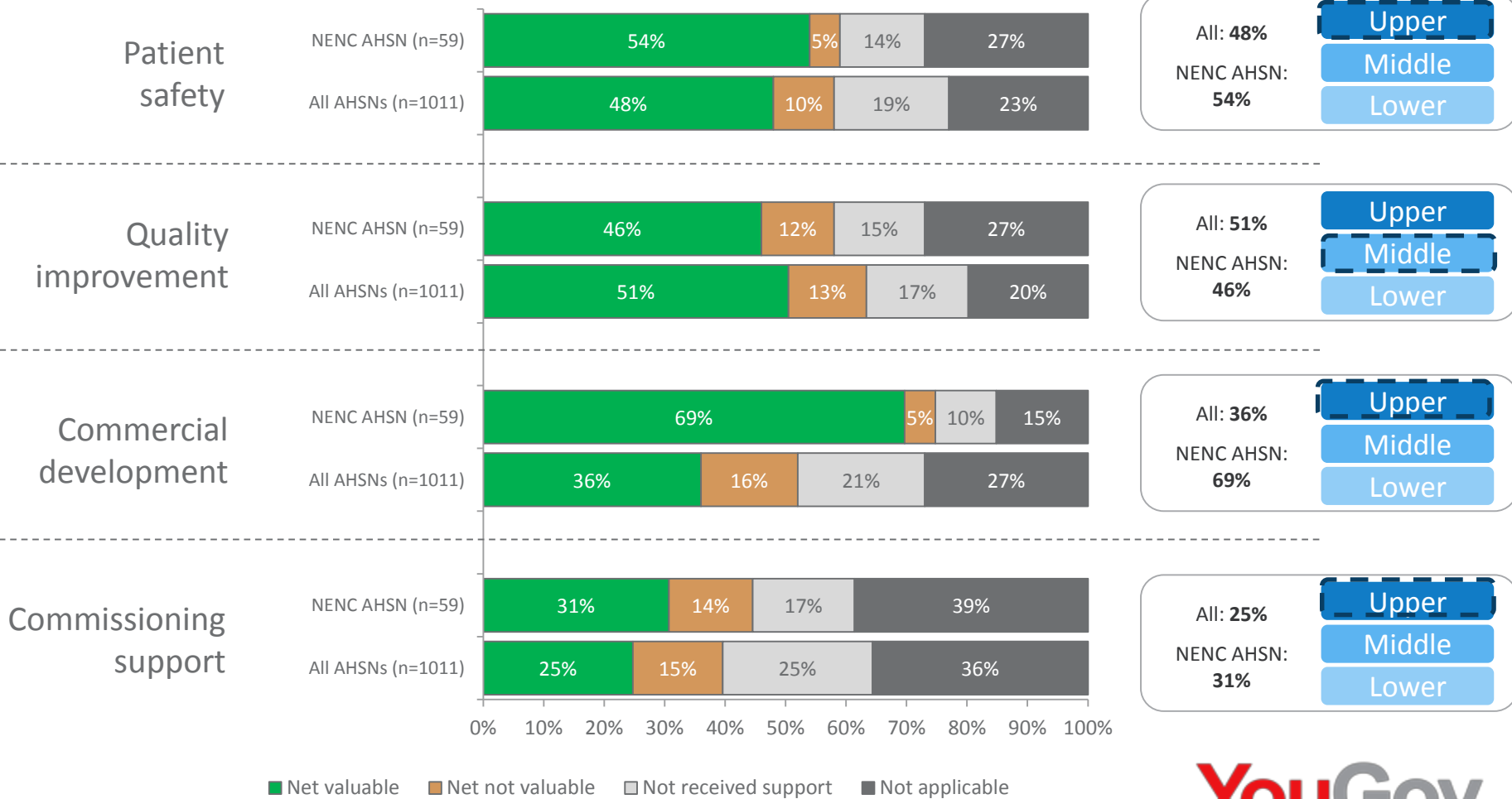


Value associated with the level of support provided



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....

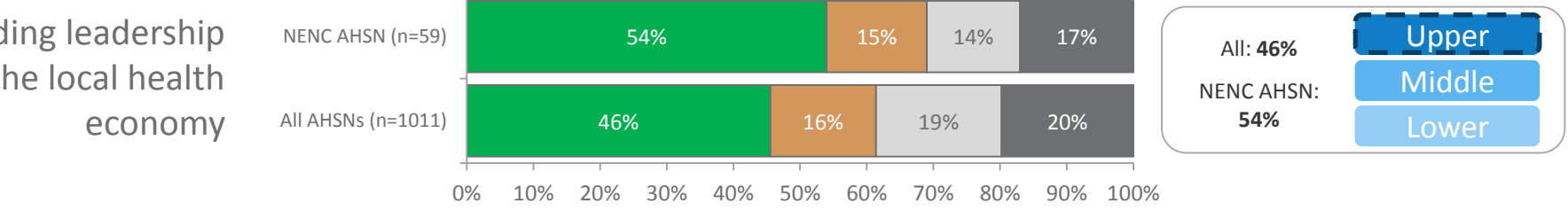
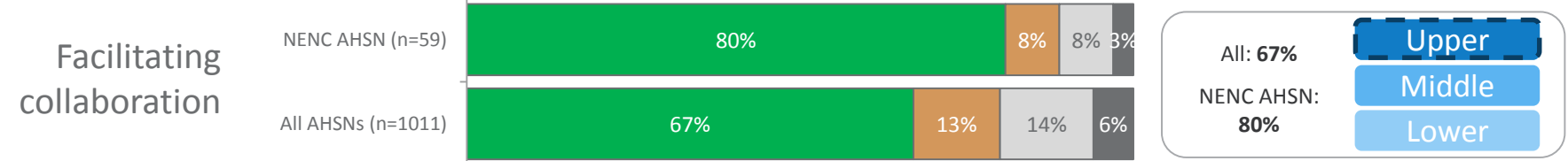
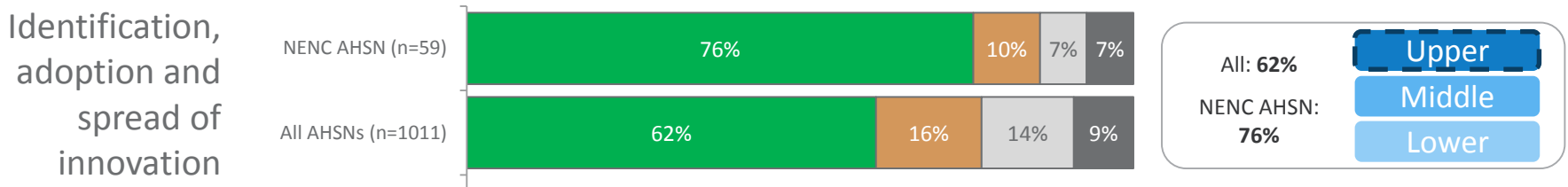


■ Net valuable ■ Net not valuable ■ Not received support ■ Not applicable



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..



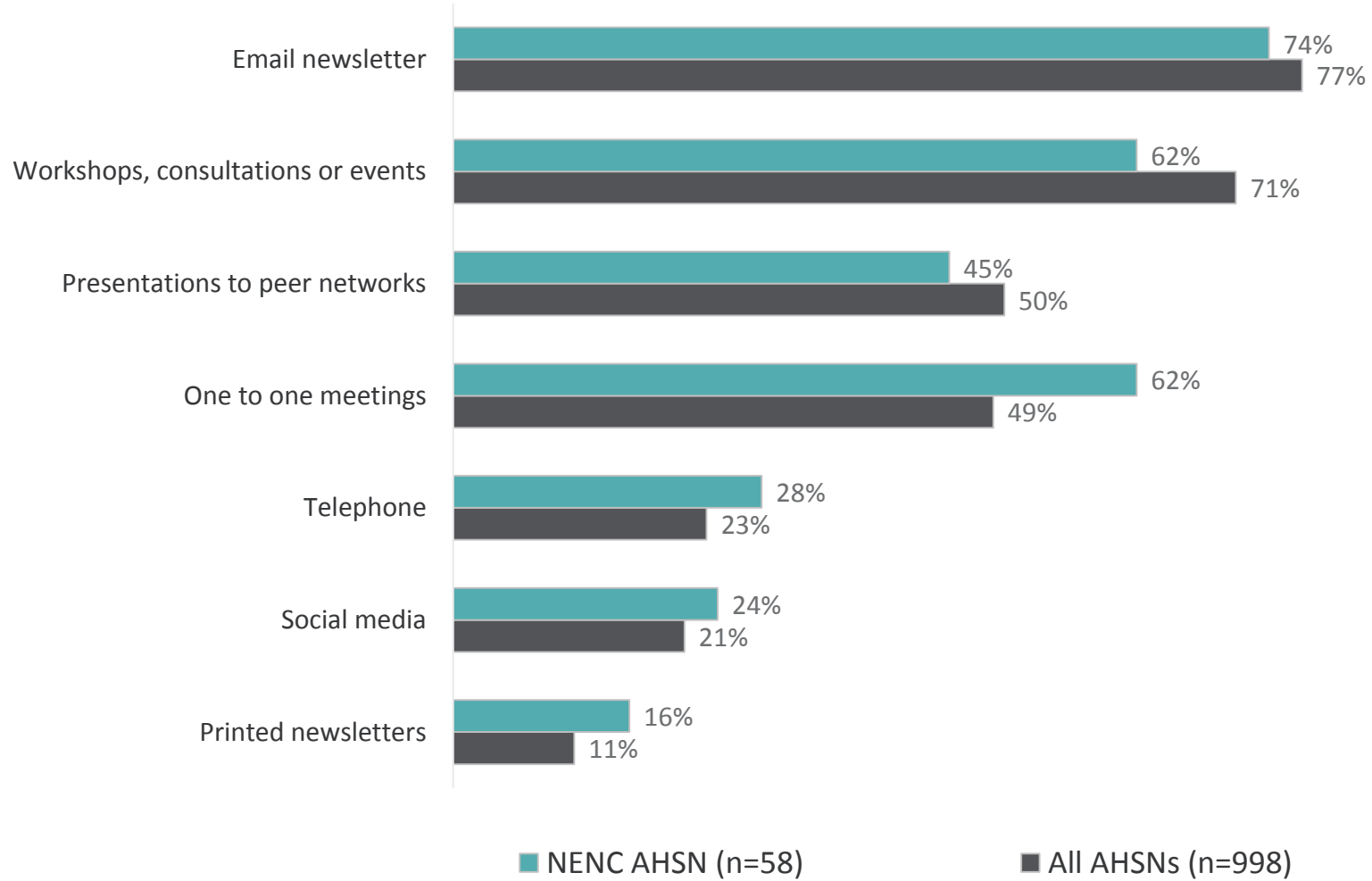
Legend: Net valuable (green), Net not valuable (orange), Not received support (grey), Not applicable (dark grey)



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?



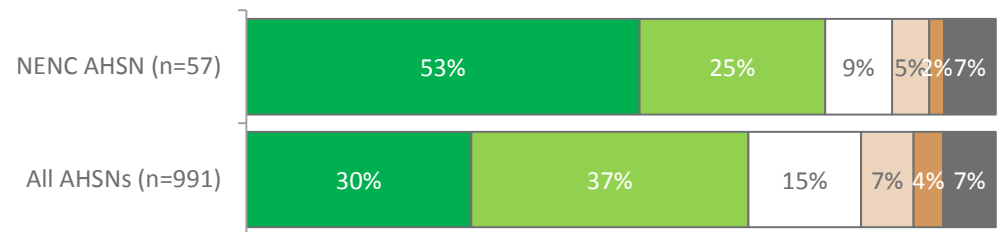
Impressions of AHSN performance & effectiveness



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

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

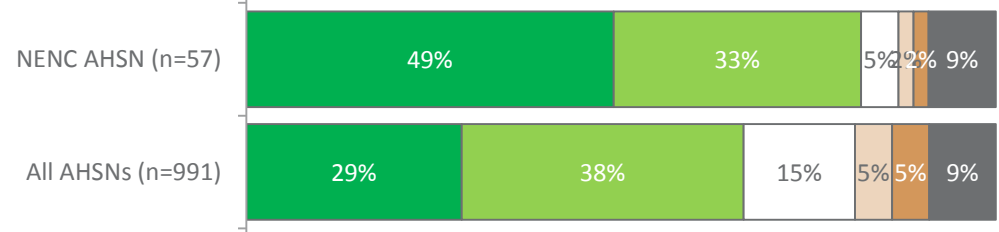
Accessibility



All: 67%
NENC AHSN: 77%

Upper
Middle
Lower

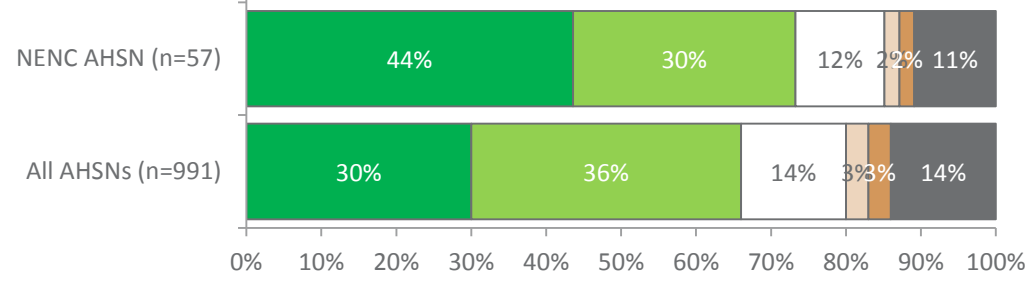
Responsiveness



All: 67%
NENC AHSN: 82%

Upper
Middle
Lower

Quality of advice



All: 65%
NENC AHSN: 74%

Upper
Middle
Lower

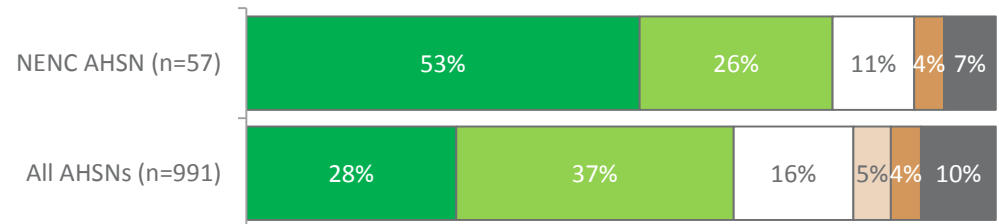
Very good Quite good Neither good nor poor Quite poor Very poor Don't know



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

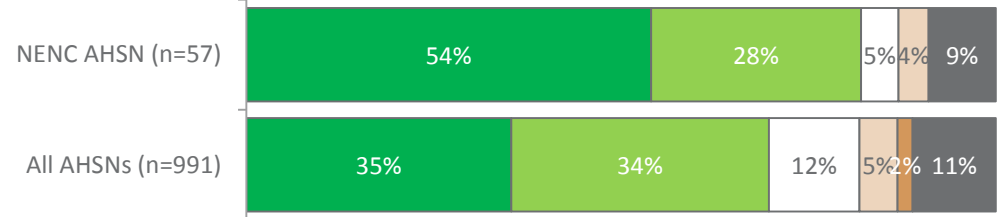


All: 65% **Upper**

NENC AHSN: 79% Middle

Lower

Knowledge of the local landscape

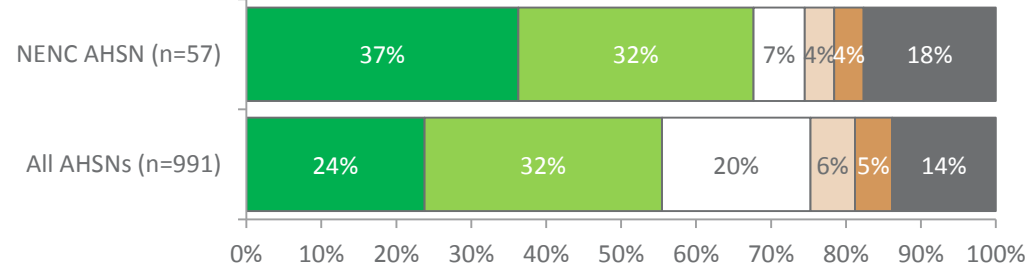


All: 69% **Upper**

NENC AHSN: 82% Middle

Lower

Promoting change in the local health economy



All: 56% **Upper**

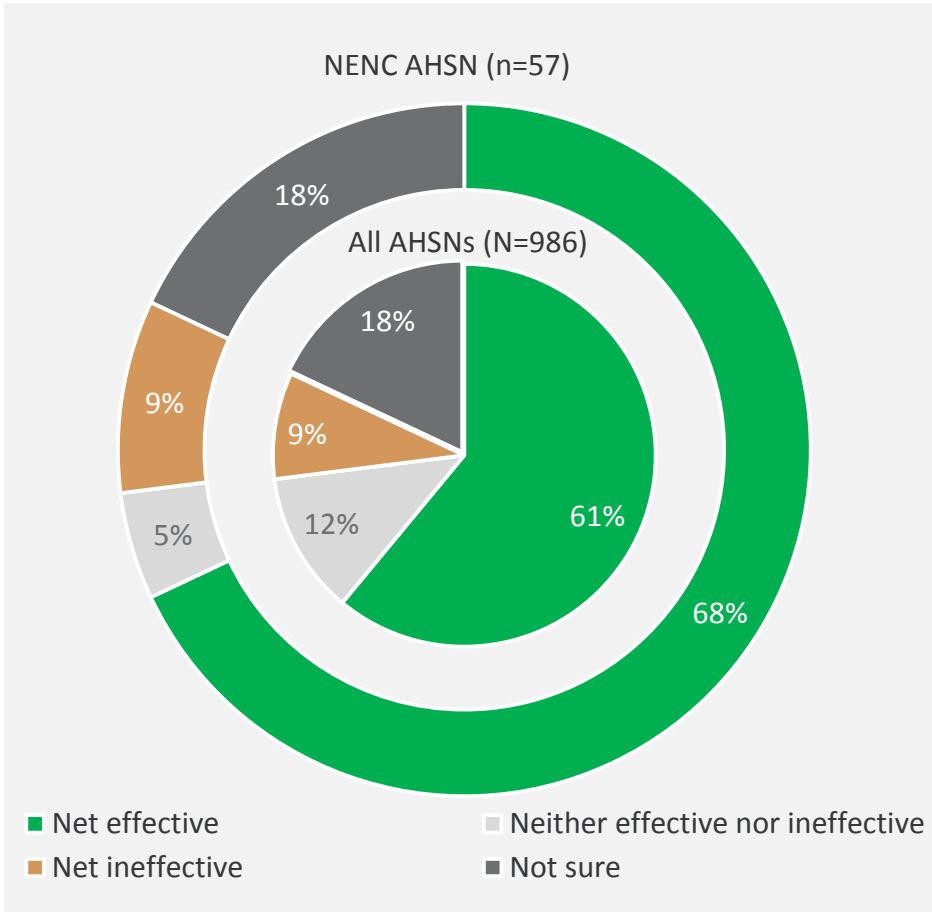
NENC AHSN: 68% Middle

Lower

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%

NENC AHSN : 68%

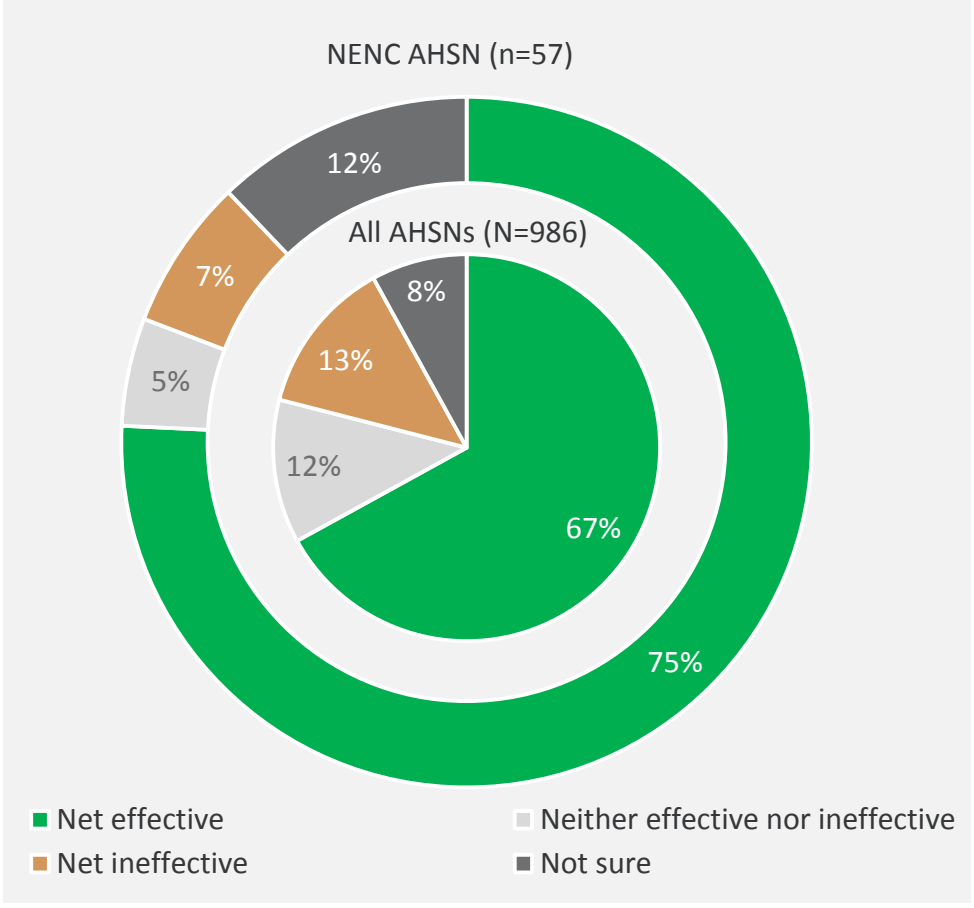
Upper

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%

NENC AHSN : 75%

Upper

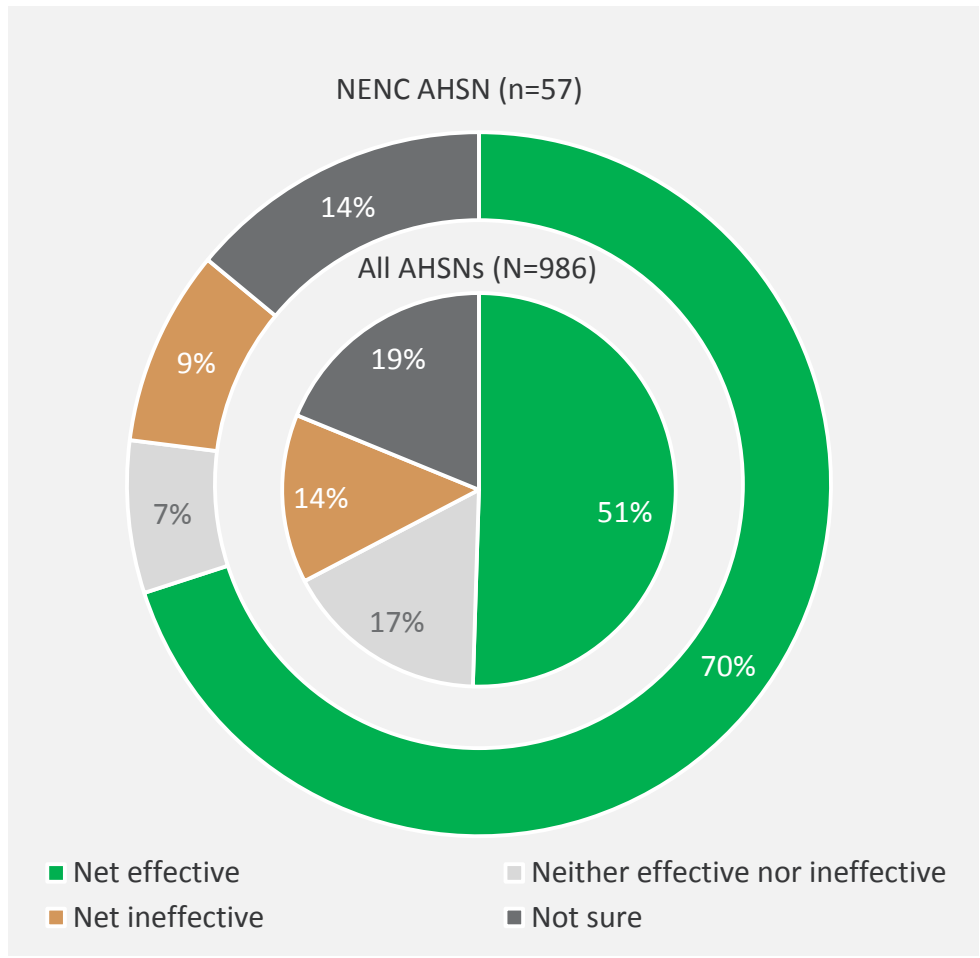
Middle

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%

NENC AHSN : 70%

Upper

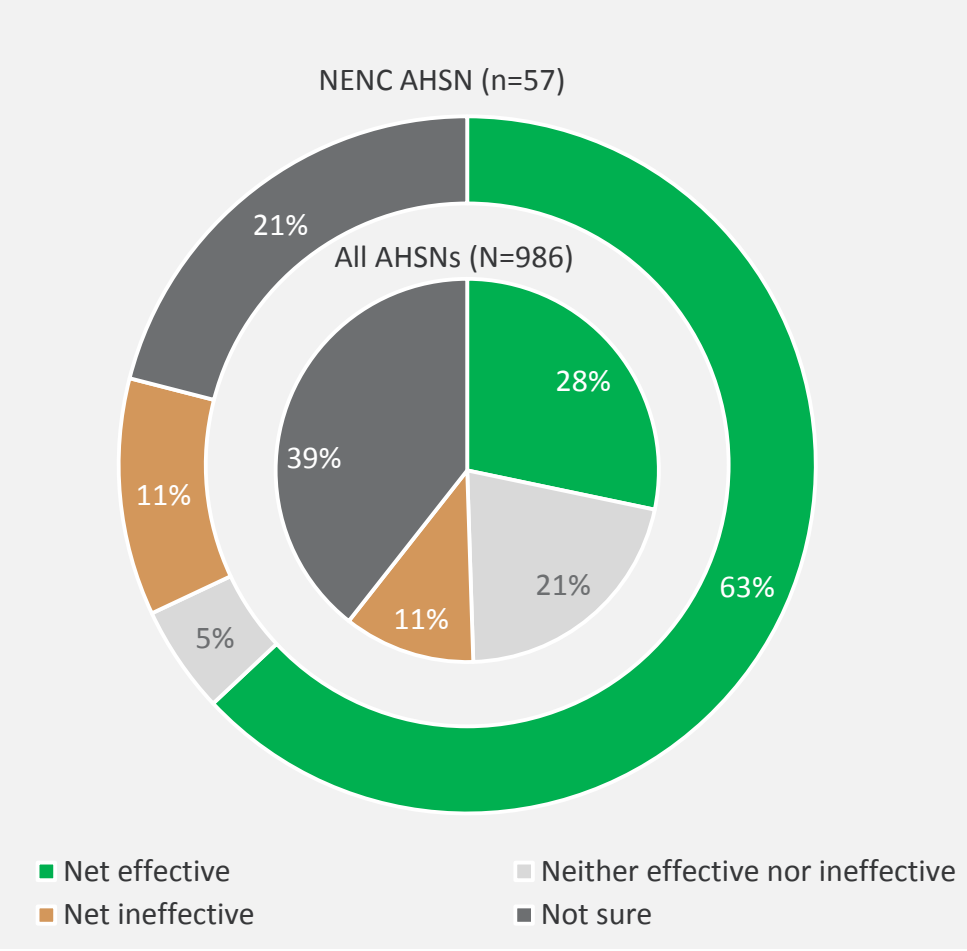
Middle

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%

NENC AHSN : 63%

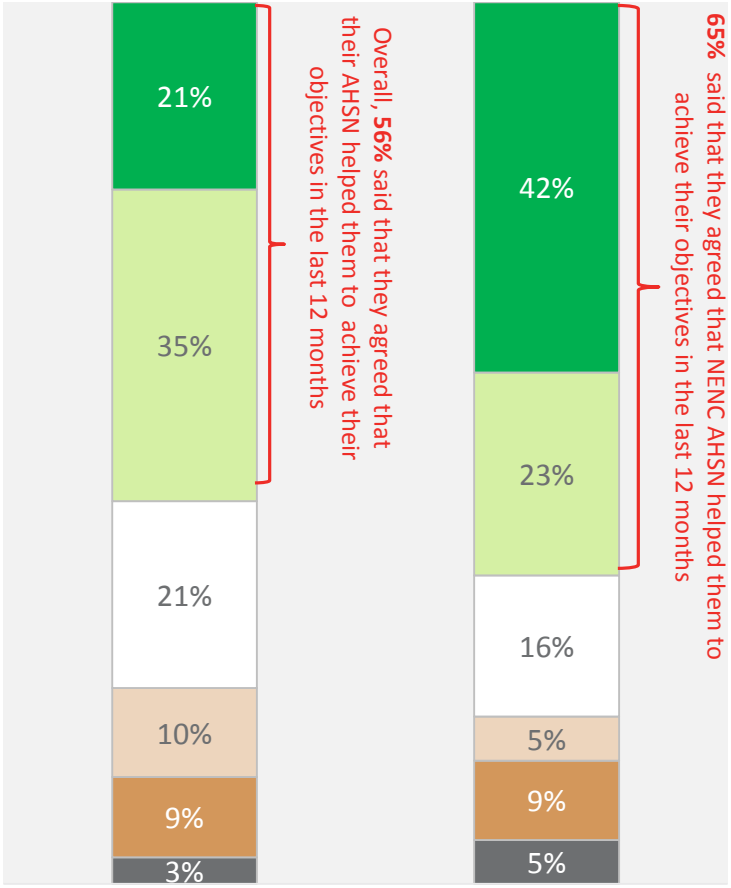
Upper

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

65% said that they agreed that NENC 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%

NENC AHSN : 65%

Upper

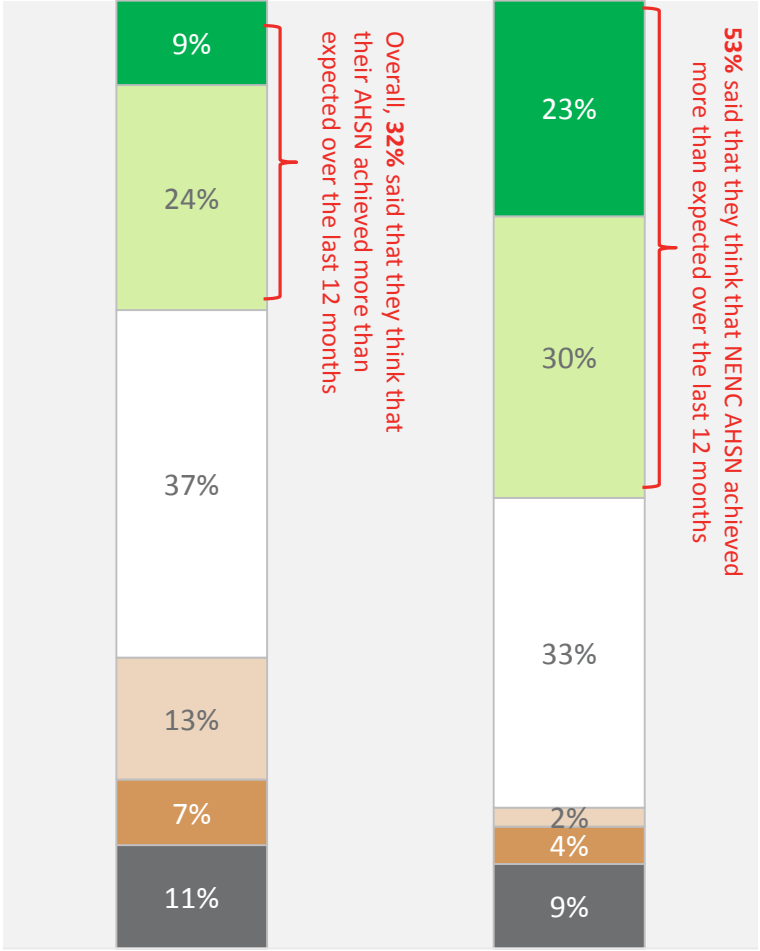
Middle

Lower

All AHSNs (n=982) NENC AHSN (n=57)



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

53% said that they think that NENC 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%
NENC AHSN : 53%

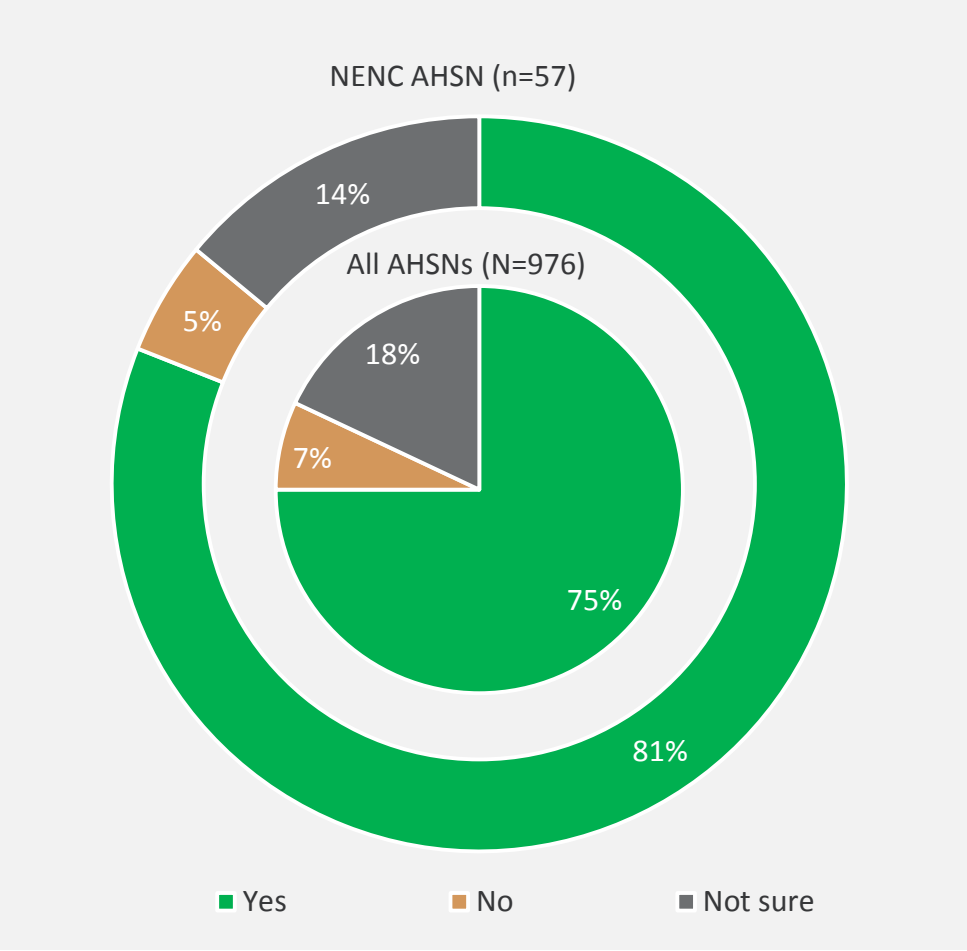
Upper
 Middle
 Lower

40 Net more than expected = % much more + % somewhat more

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



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



% that would recommend involvement in / working with the AHSN

All: 75%

NENC AHSN : 81%

- Upper
- Middle
- Lower



Q. What would you like AHSNs to keep doing?

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

Health or social care provider

Theme: Engage

“Creating and fostering relationships between healthcare and SMEs and local education providers.”

“Work with us to agree the priorities for the mental health programme, ensuring these add value at a regional level and don't duplicate local work. (These discussions are already in train so we are keen to support them).”

“Supporting stronger networking between NHS, academia and industry.”

Private industry

Theme: Engage

“Engaging so well with all stakeholders.”

“Making introductions to appropriate people and advice to organisations.”



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: Support

“Working out how better to directly help / support FTs improve quality and reduce costs.”

“Keep up close communication, offer appropriate funding and support and remain pragmatic in your approach.”

“Helping us understand the commissioning process and how this process will impact potential innovations.”

Private industry

Theme: Define role

“Continually refine the programmes and ensure they are focussed on real outcomes.”

“Be clear on its role in all of the AHSN's.”