



Academic Health Science Networks -stakeholder research 2016



INNOVATION AGENCY
Academic Health Science Network
for the North West Coast

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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.

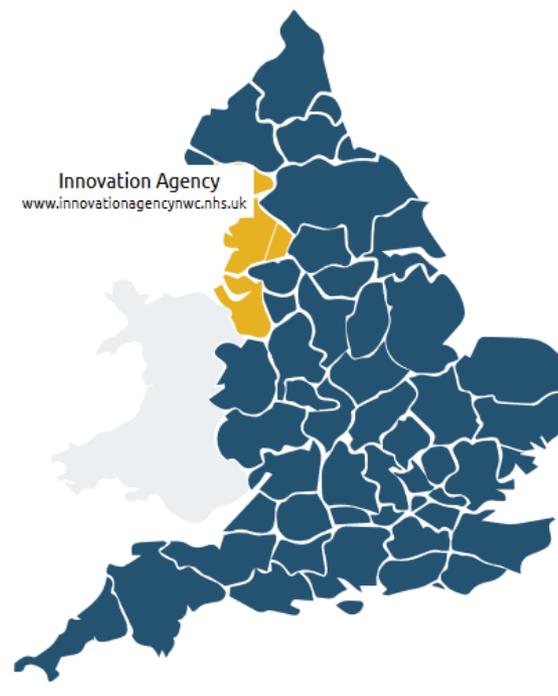
As with last year, stakeholders were initially pre-identified and provided with the opportunity to comment on any of the following:

- 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.

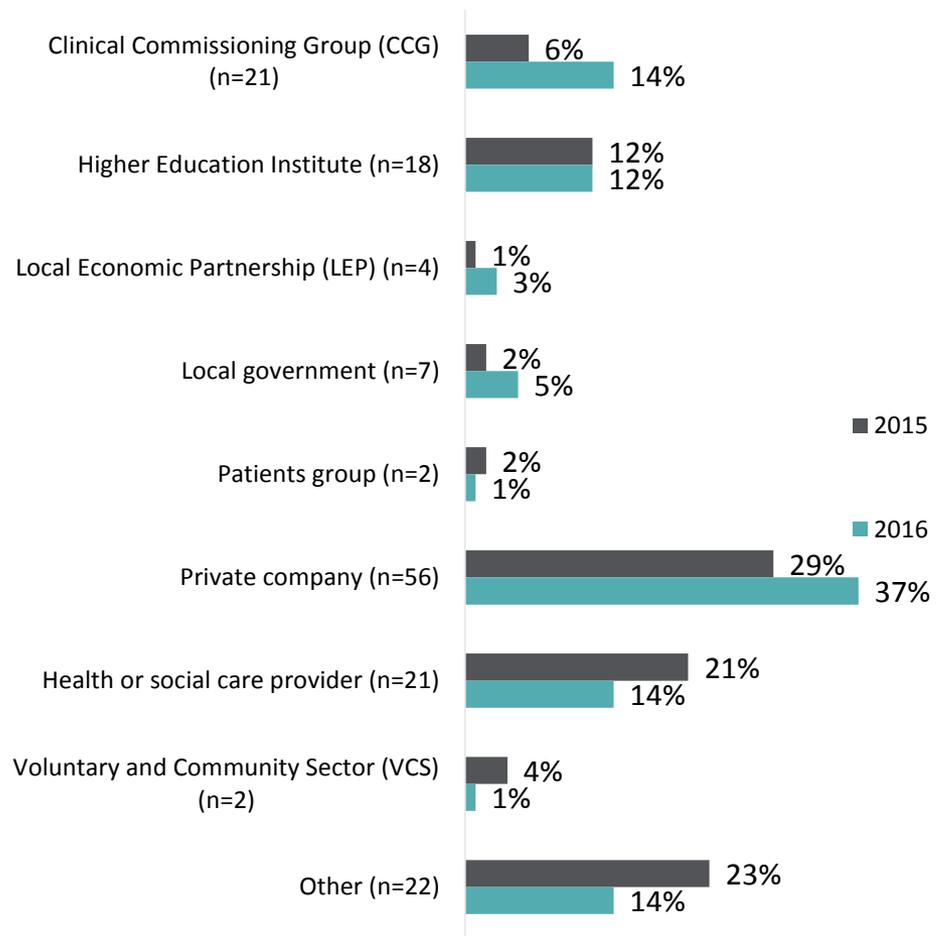
This report contains responses specifically given in relation to the Innovation Agency. This is based on 153 responses. In the report, the data is compared against the 2015 results for this AHSN, and also the total figure for all AHSNs for each specific question.

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

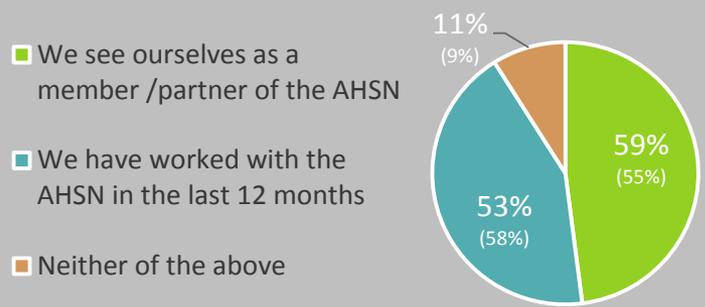


Who took part?

Stakeholder type

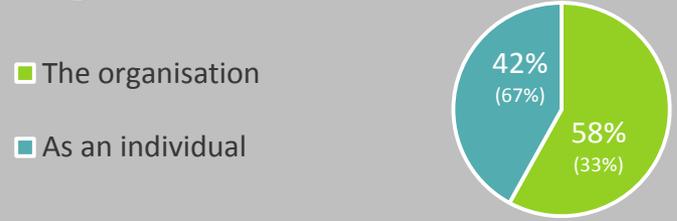


Working relationship



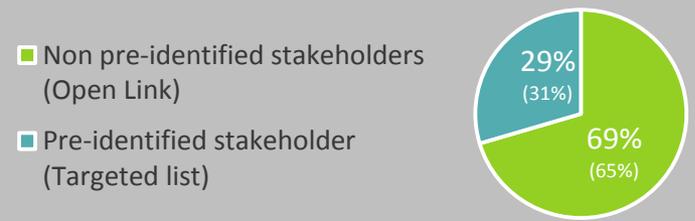
Note: All AHSN figures in brackets

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



Executive summary (1)

- Over 8 in 10 stakeholders (82%) recommend working with the Innovation Agency (slide 42). This is significantly higher (+19 percentage points (pp)) than 2015. Only 1 in 10 say they would not recommend working with the AHSN, and a further 9% say they are unsure.
- In 2015, half of stakeholders (51%) agreed that the AHSN helped them achieve their objectives in the previous year (slide 40). In the current period, 65% say the same representing a rise of 14pp. This is above the average for all AHSNs (62%).
- 61% have a 'good' understanding of its role (slide 10). A further 27% say that they have a fair understanding while 12% 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 18pp higher than that recorded in 2015.
- Just over a third (38%) state that they have a good understanding of the Innovation Agency's plans and priorities with another 43% having a fair understanding (slide 13). When compared to 2015, the number of those with a good understanding has grown by 13 percentage points.

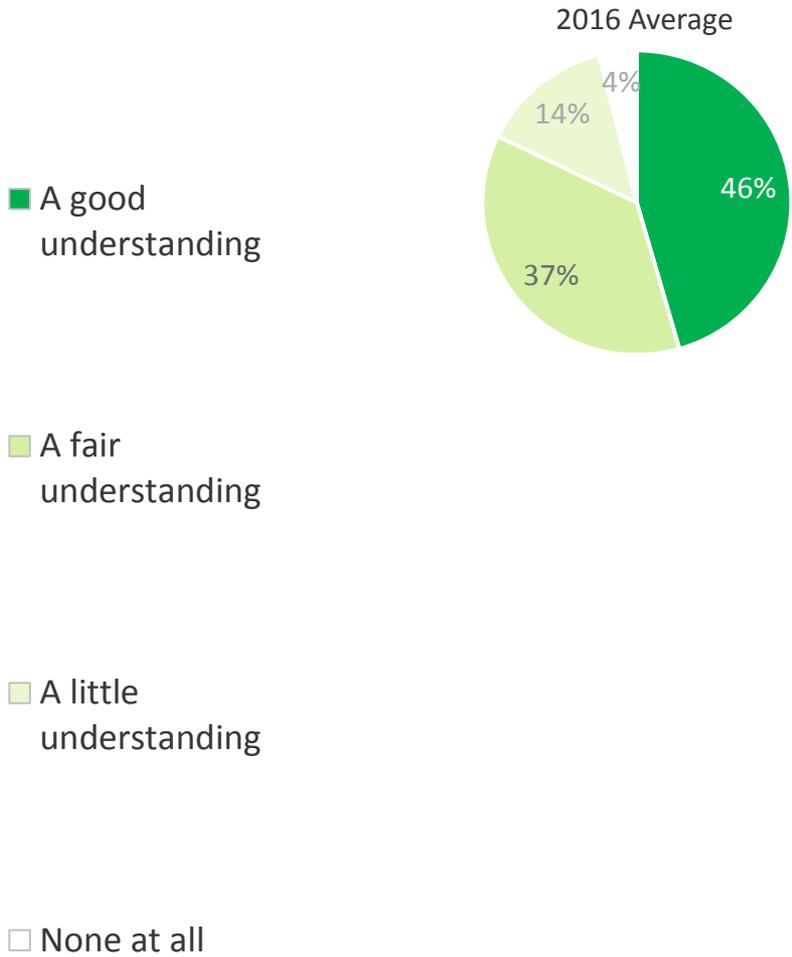
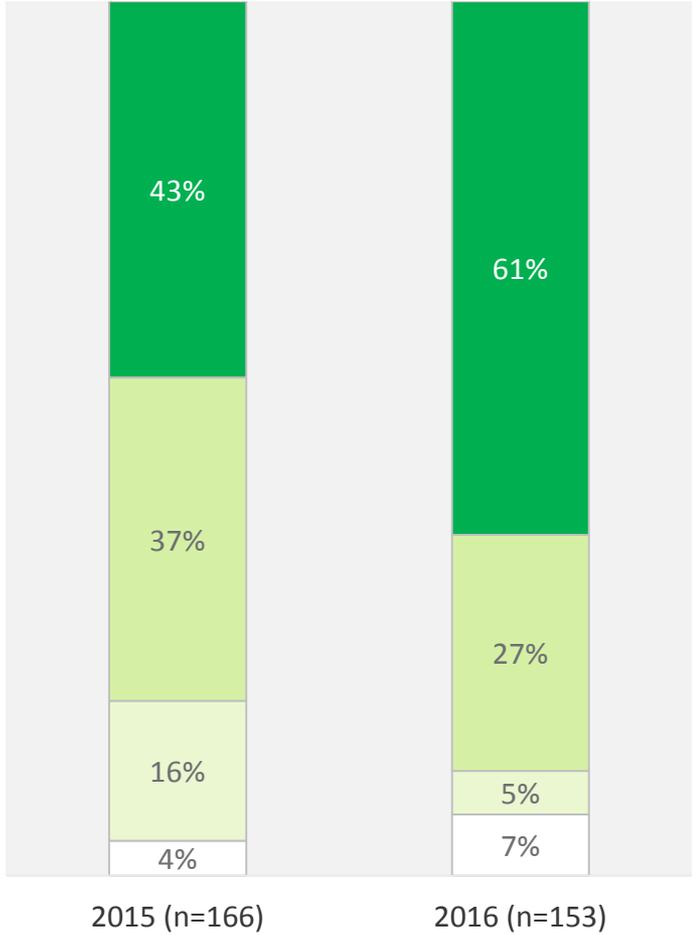
Executive summary (2)

- The proportion of stakeholders who say that they have a good working relationship with the AHSN has increased from 58% in 2015 to 74% in the current period (slide 16).
- 80% agree that the Innovation Agency has a clear and visible leadership (slide 19). This is higher than in 2015 (72%).
- 72% agree that the AHSN's priorities are aligned to local priorities, a rise from 56% in 2015 (slide 23).
- 73% value the Innovation Agency's work in 'facilitating collaboration', a rise of 12 percentage points compared to 2015. Furthermore, 68% find its work in the 'identification, adoption and spread of innovation' valuable, also representing a rise of 17pp on 2015 figures (slide 30).
- Nearly three quarters (72%) consider the 'quality of support' provided by the Innovation Agency as 'good'. This is a significant increase on 2015 data (+17 pp) and places it in the middle tier of all AHSNs (slide 35).

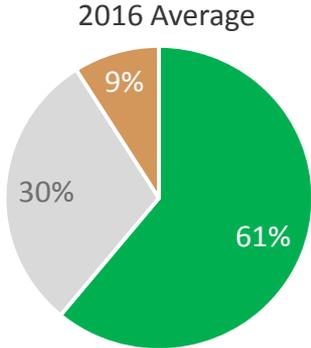
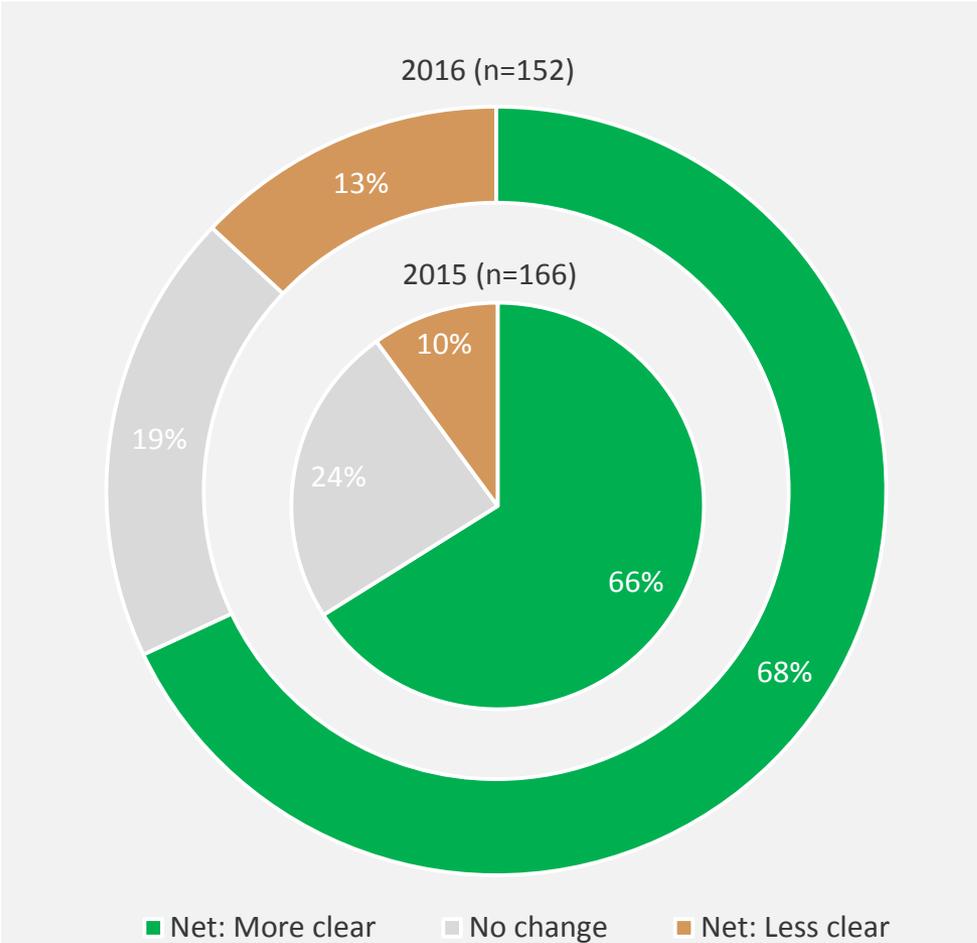
Understanding the role of the AHSN



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



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

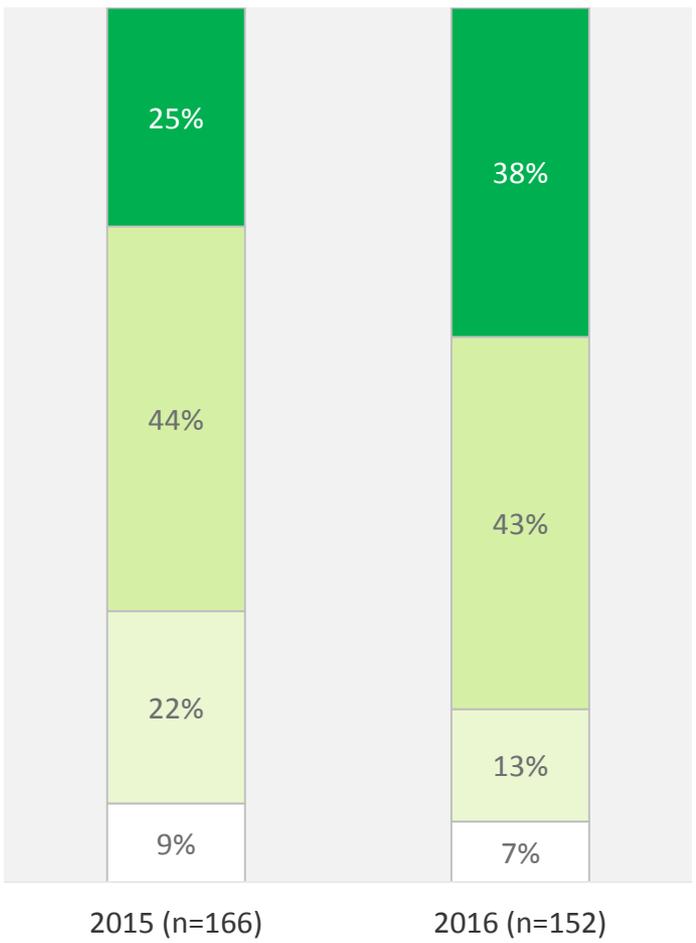


Net: more clear = % much more clear + % more clear
 Net: less clear = % much less clear + % less clear

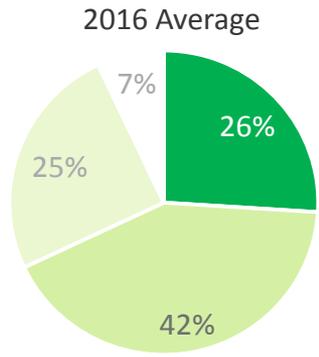
Understanding of AHSN plans and priorities



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



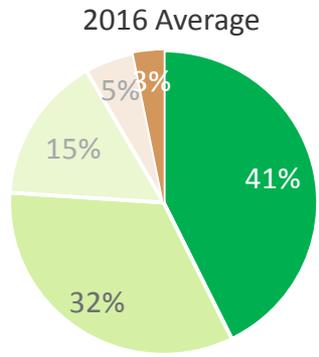
Stakeholder relationship with the AHSN



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



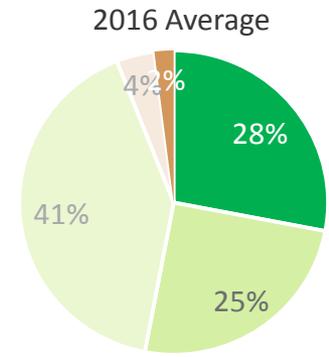
- Very good
- Quite good
- Neither good nor poor
- Quite poor
- Very poor



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?



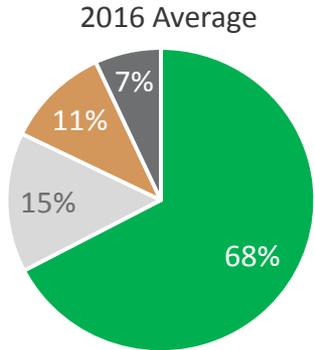
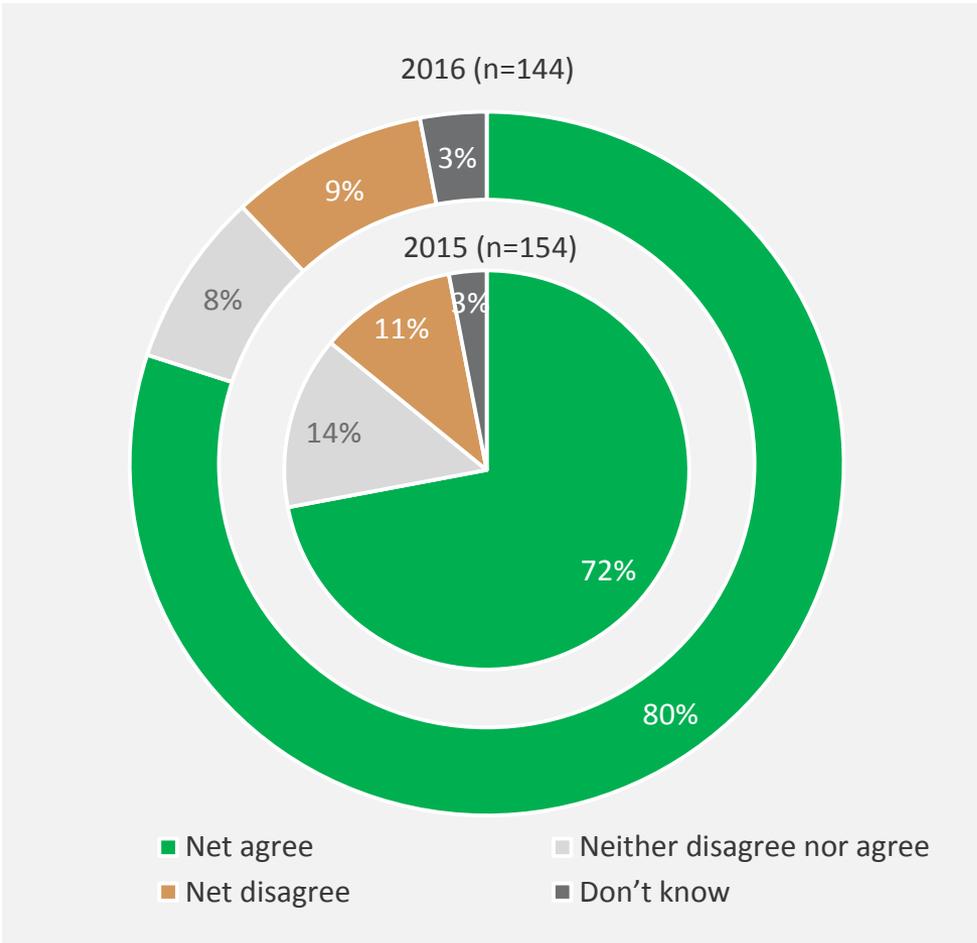
- A lot better
- A little better
- About the same
- A little worse
- A lot worse



Stakeholder perceptions



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

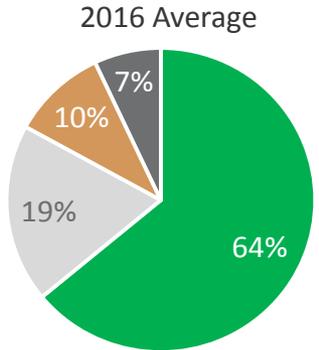
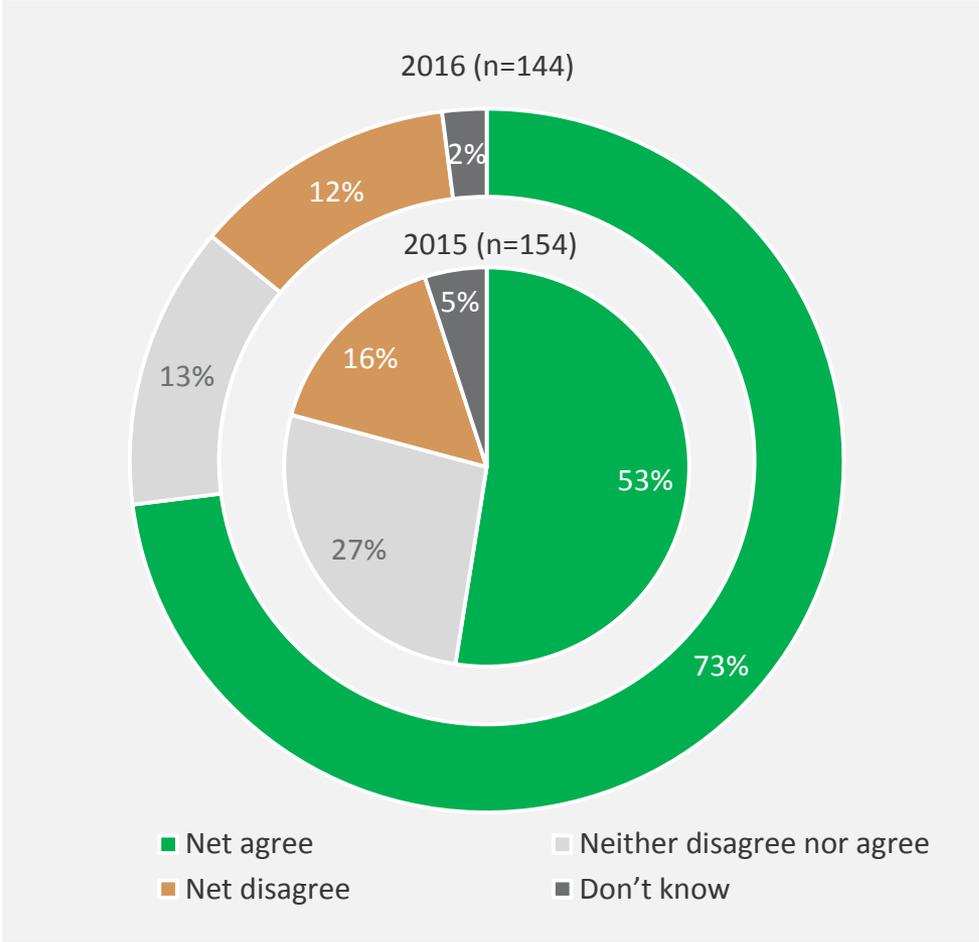


■ Net agree ■ Neither disagree nor agree
■ Net disagree ■ Don't know



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

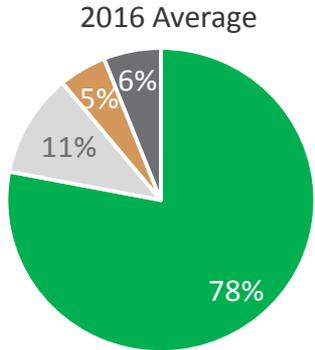
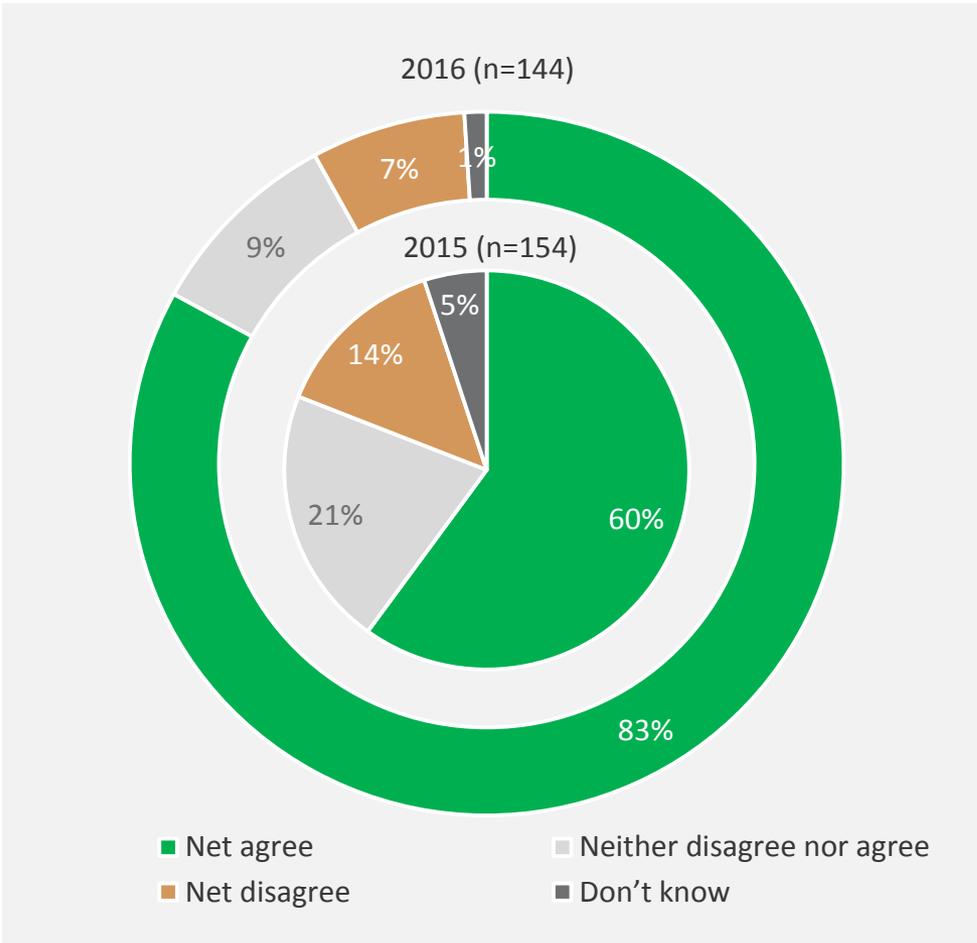


■ Net agree ■ Neither disagree nor agree
■ Net disagree ■ Don't know



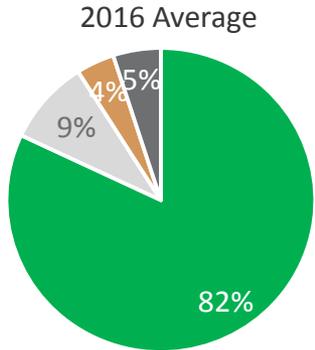
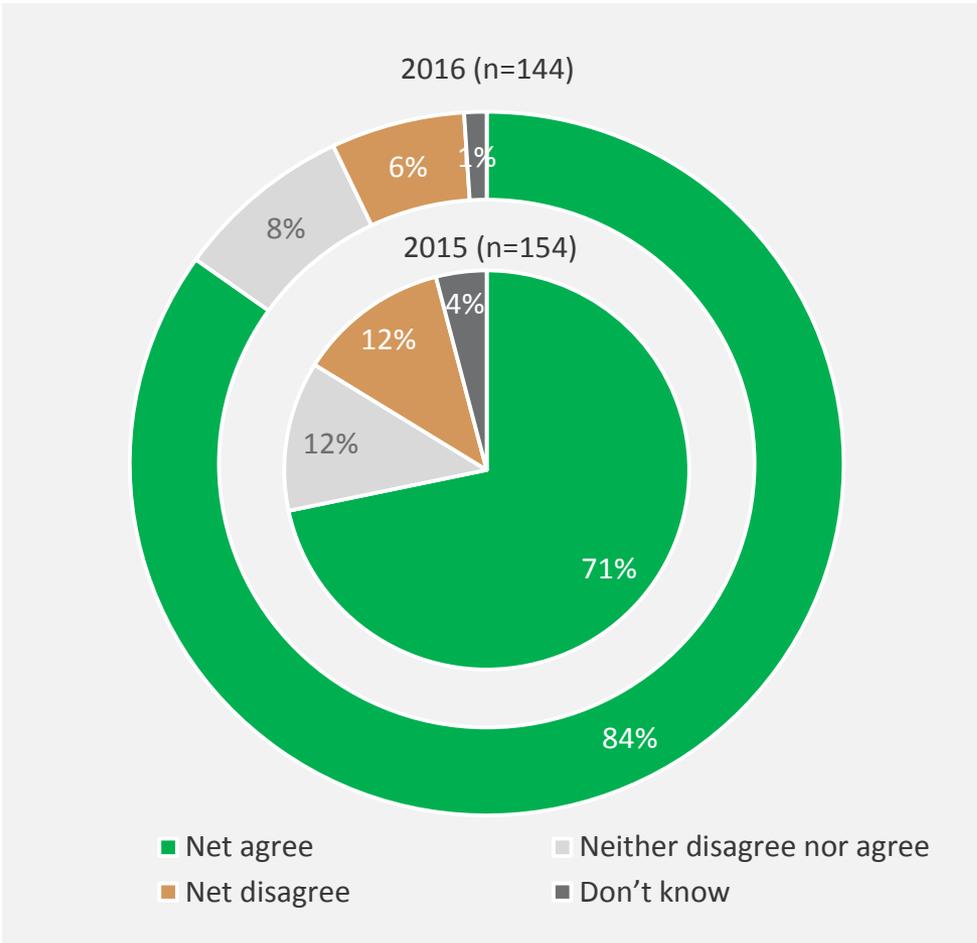
Net agree = % strongly agree + % tend to agree
 Net disagree = % strongly disagree + % tend to disagree

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



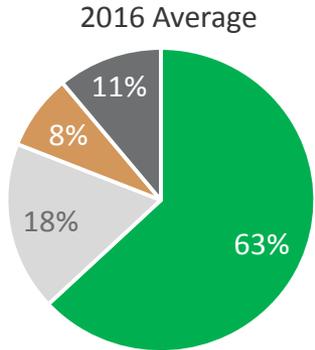
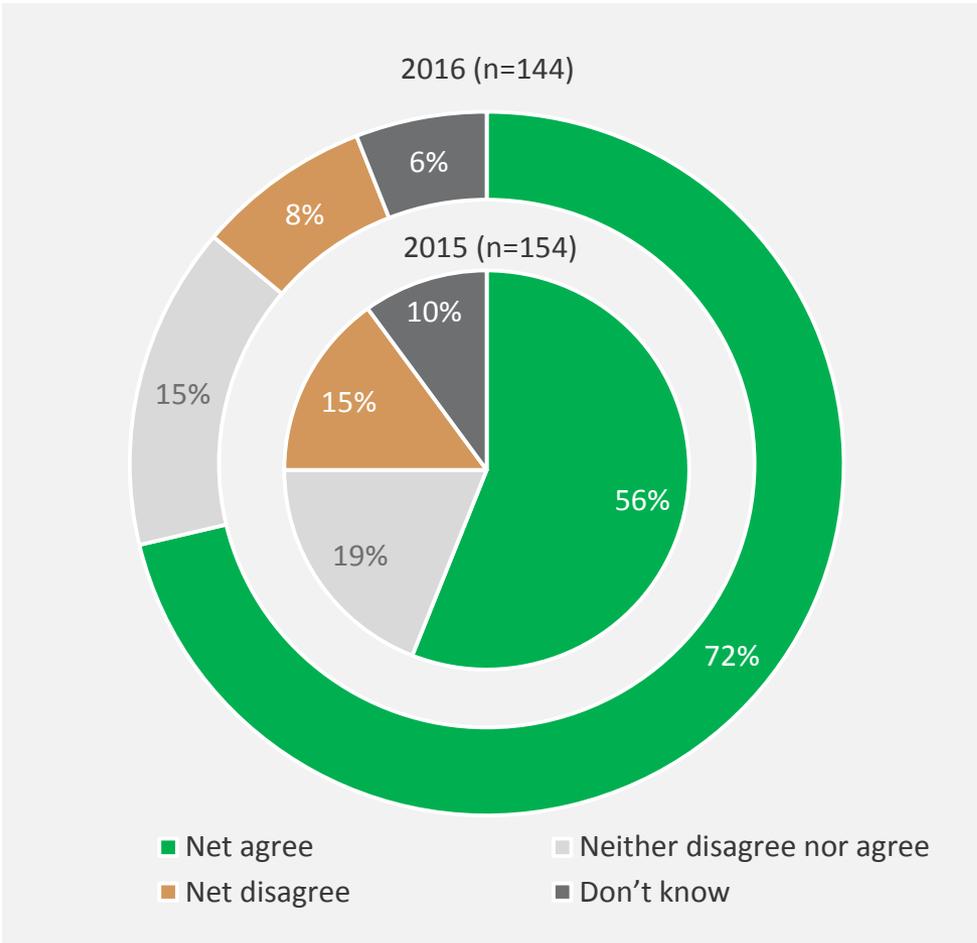
Net agree = % strongly agree + % tend to agree
 Net disagree = % strongly disagree + % tend to disagree

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



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



■ Net agree ■ Neither disagree nor agree
■ Net disagree ■ Don't know

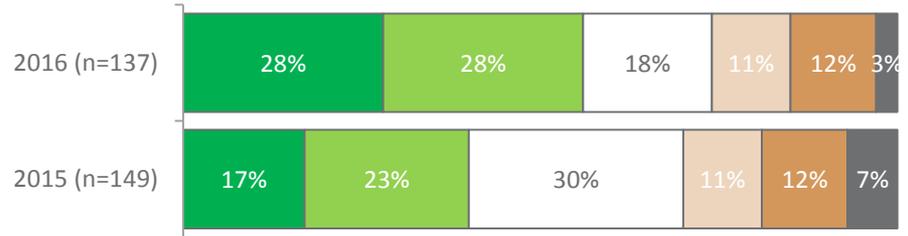


Net agree = % strongly agree + % tend to agree
 Net disagree = % strongly disagree + % tend to disagree

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

% of those who agree that....

The AHSN has engaged with you effectively when developing its plans and priorities



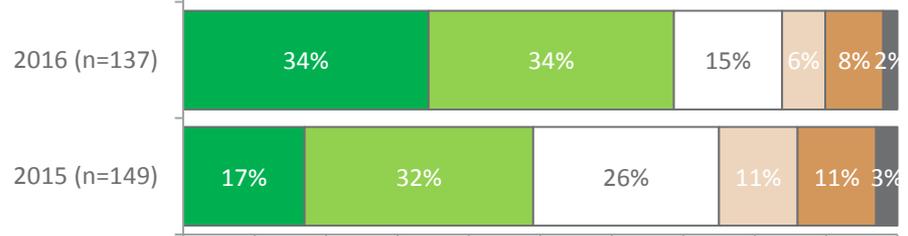
All: **54%**
Innovation Agency: **56%**

The AHSN has listened to your views



All: **63%**
Innovation Agency: **68%**

You have felt involved in the AHSN



All: **61%**
Innovation Agency: **69%**

■ Strongly agree
 ■ Tend to agree
 □ Neither agree nor disagree
■ Tend to disagree
 ■ Strongly disagree
 ■ Don't know



Attitudes towards AHSN staff



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:

Theme #1: Communication

Theme #2: Proactive Staff

Private Companies

“In the past, the NWCAHSN was remote, uncommunicative and unhelpful. However, during the past 12 months, the situation has changed dramatically. We have been offered specific, targeted help by staff who are very knowledgeable, targeted and enthusiastic. Well done!”

“Lack of visible effective leadership.”

“It's not easy to communicate (e-mail, phone or face-to-face meeting) with any member of staff. It takes weeks for people to get back and there seems to be a limited amount of help they can give. They are all nice people but I can't put my finger on what they've actually done for me e.g. made positive links with influential people for me.”

Clinical Commissioning Groups

“Don't often see them on the local patch, but they are visible at Regional events.”

“We have excellent working relationships with the staff, aligning our strategic direction and most importantly an ability to effectively communicate and share key activity and data.”

Higher Education Institute

“More engagement with HEIs. Dedicated staff member to liaise with relevant University staff and teams. Develop the scouts into this role.”

Health or Social Care Provider

“Very proactive and helpful. Keen to get involved.”

“Very supportive of local initiatives, happy to help, always responsive and can be relied upon to support or network on your behalf.”

“The AHSN Innovation Agency has been very helpful in terms of getting telemedicine on the agenda for the Trust and across Trusts and kick-starting matters with much needed financial assistance.”

“Great people to work with, very supportive. Scout movement very good.”



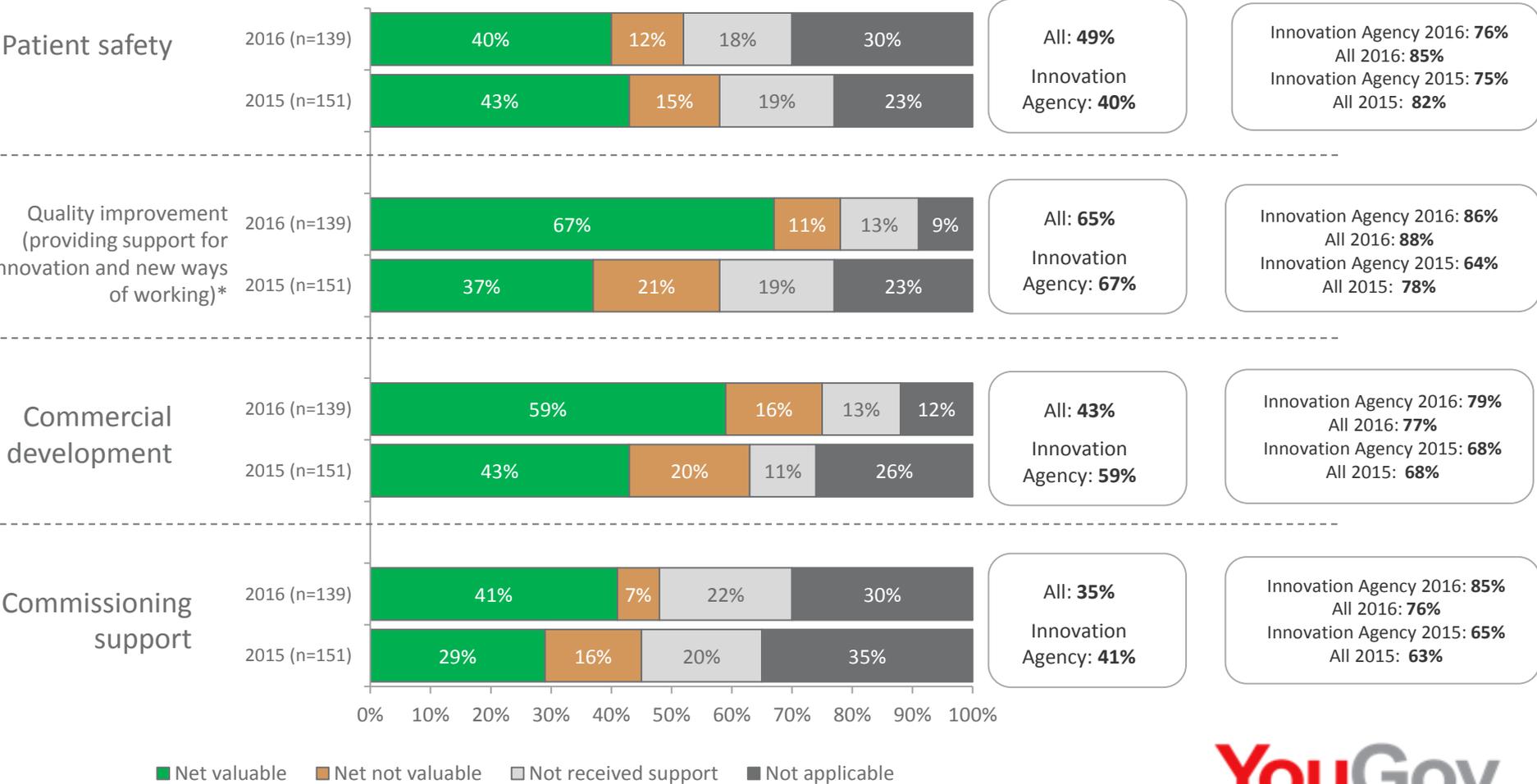
Value associated with the level of support provided



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?

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

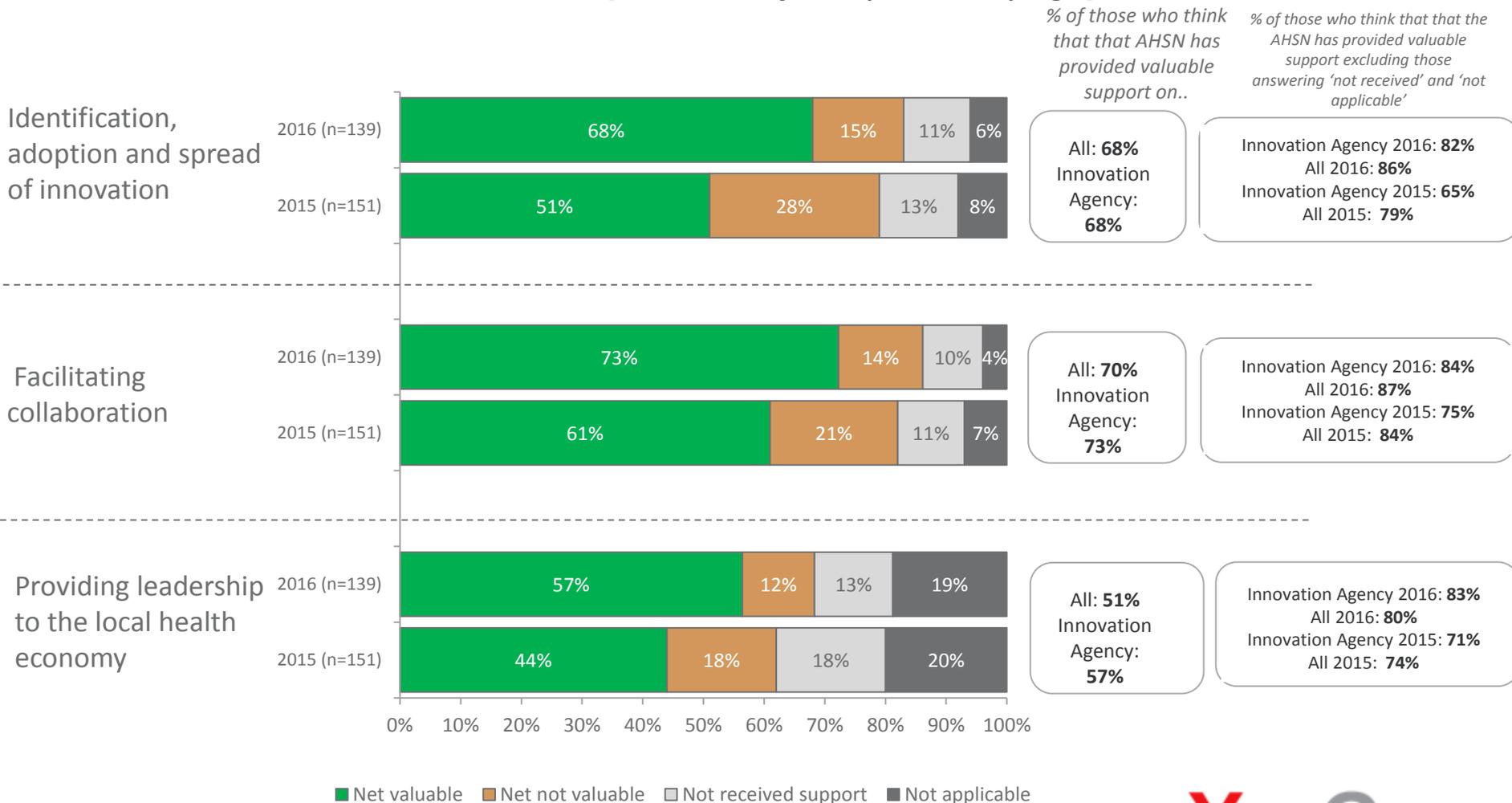
% of those who think that that the AHSN has provided valuable support excluding those answering 'not received' and 'not applicable'



29 Net valuable = % very valuable + % quite valuable
 * In 2015 phrased as "Quality improvement"



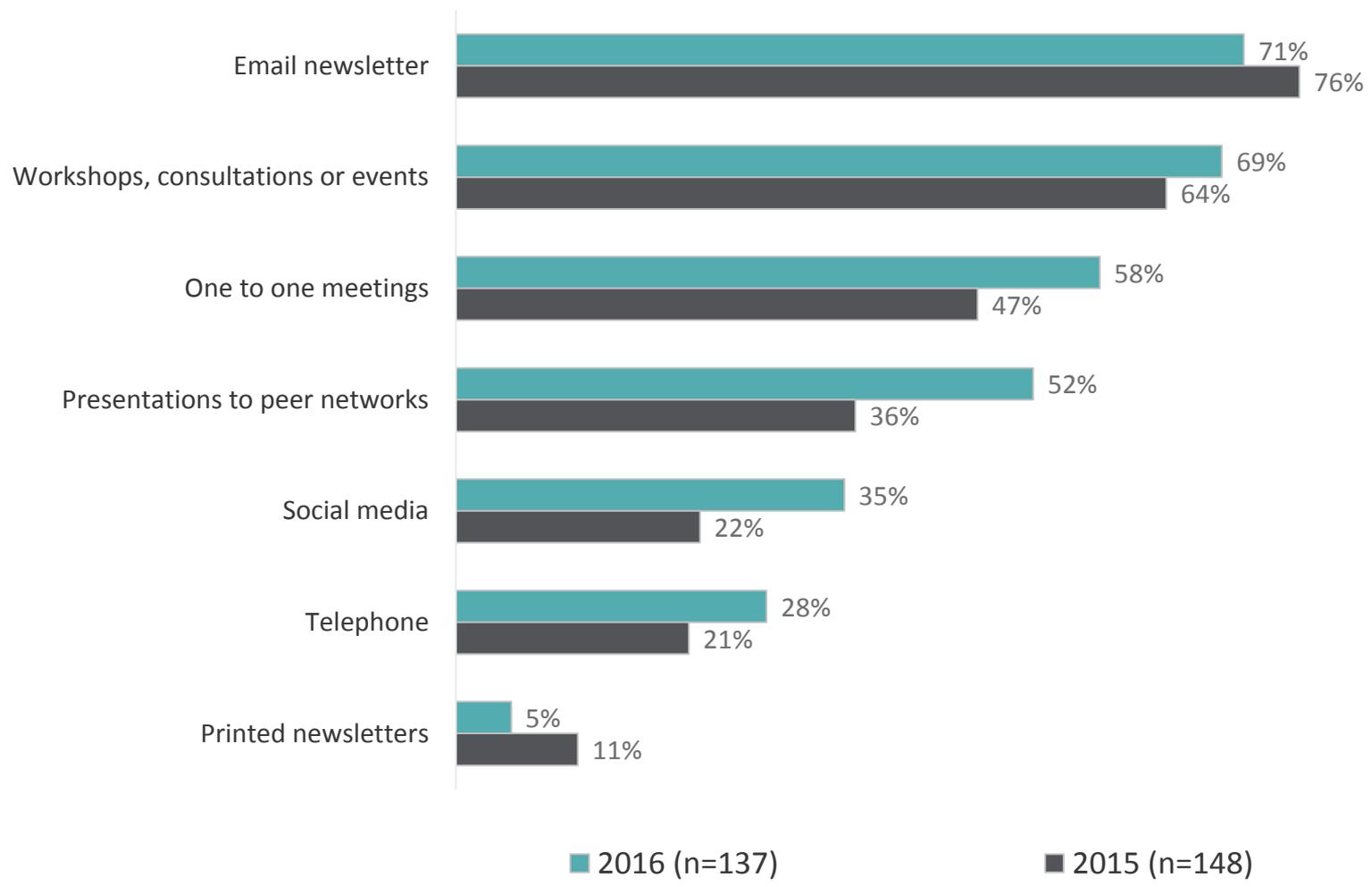
Q. The AHSN aims to work with organisations on the following themes. For each theme, how valuable or not has been the support from the AHSN in the last 12 months? *[continued from previous page]*



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



All: **70%**
Innovation Agency: **74%**

Responsiveness



All: **70%**
Innovation Agency: **72%**

Quality of advice



All: **70%**
Innovation Agency: **74%**

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



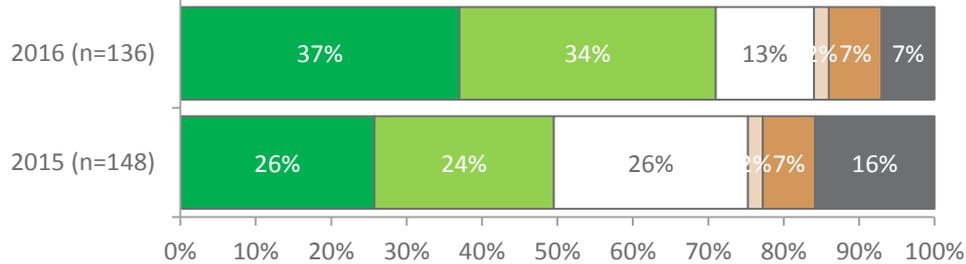
All: **69%**
Innovation Agency: **71%**

Knowledge of the local landscape



All: **74%**
Innovation Agency: **74%**

Promoting change in the local health economy

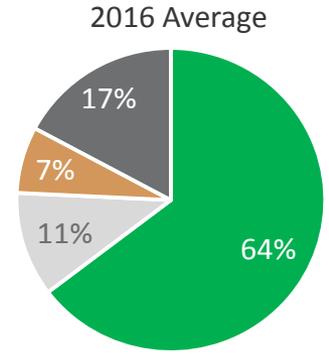
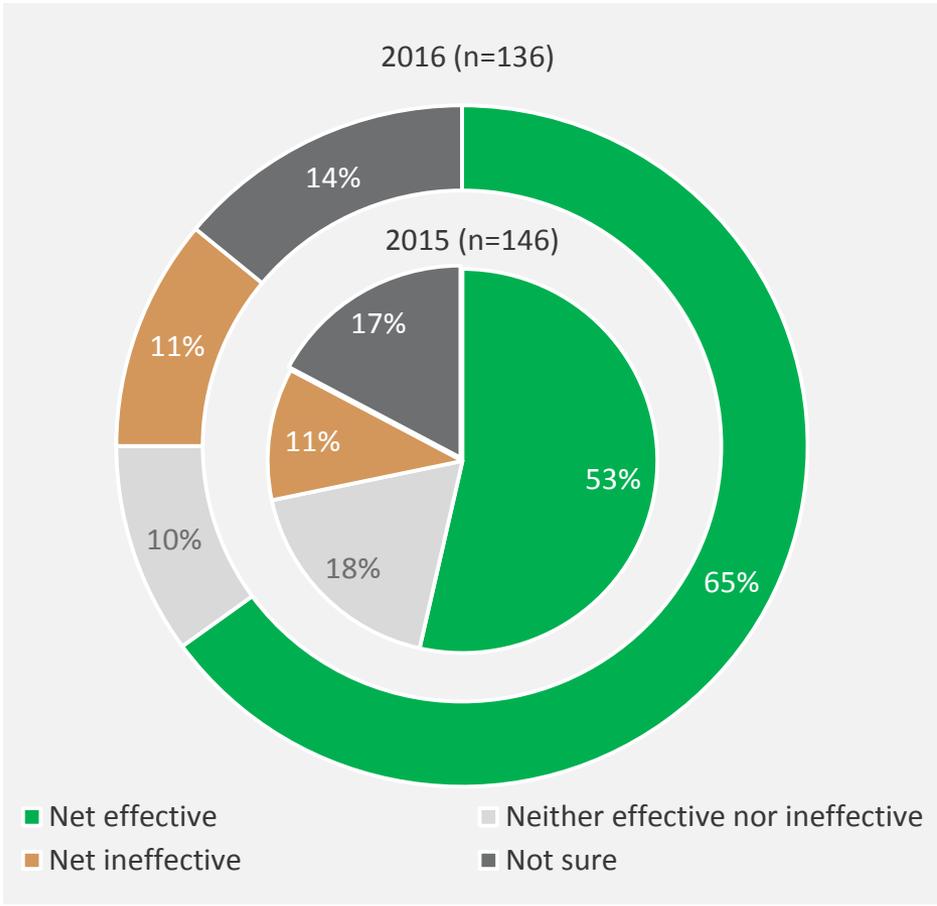


All: **64%**
Innovation Agency: **71%**

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*

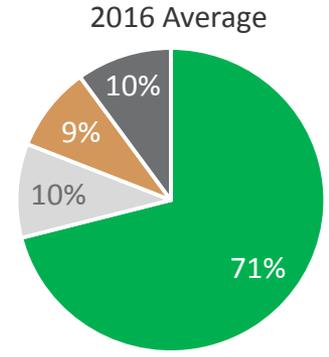
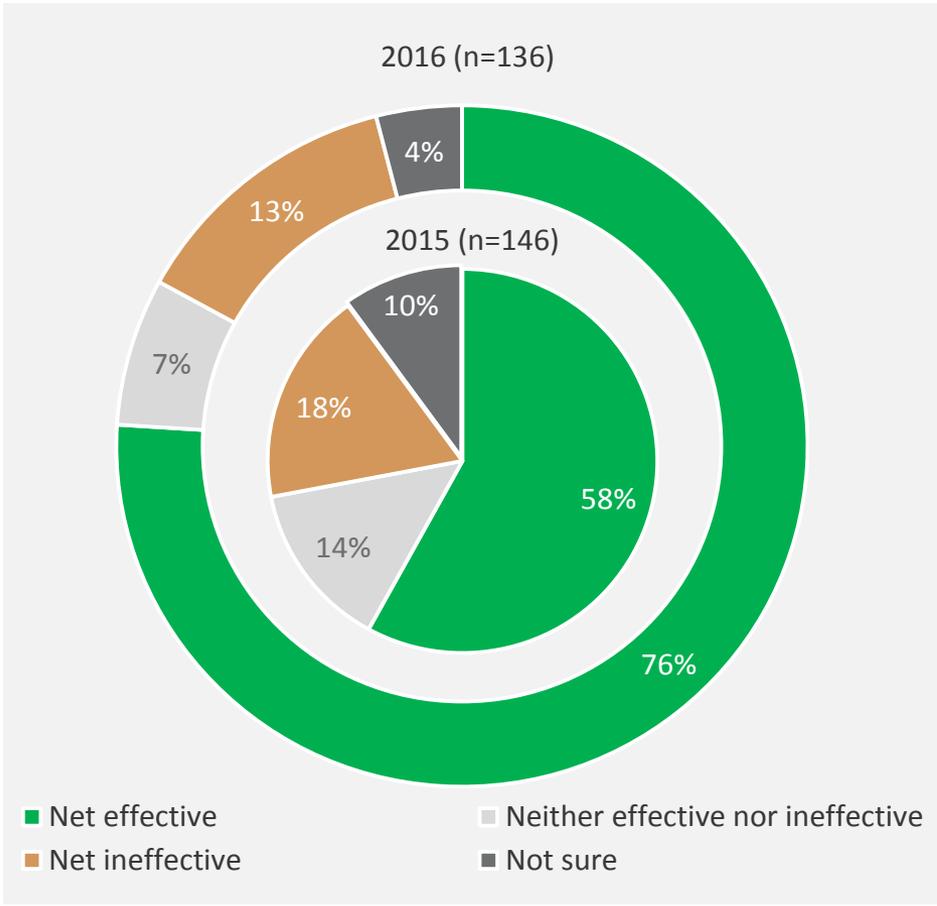


■ Net effective ■ Neither effective nor ineffective
■ Net ineffective ■ Not sure



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*

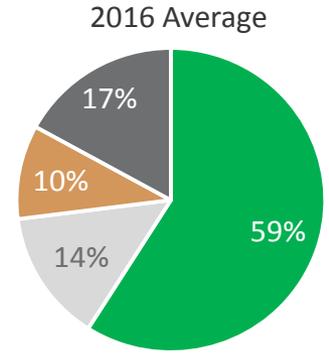
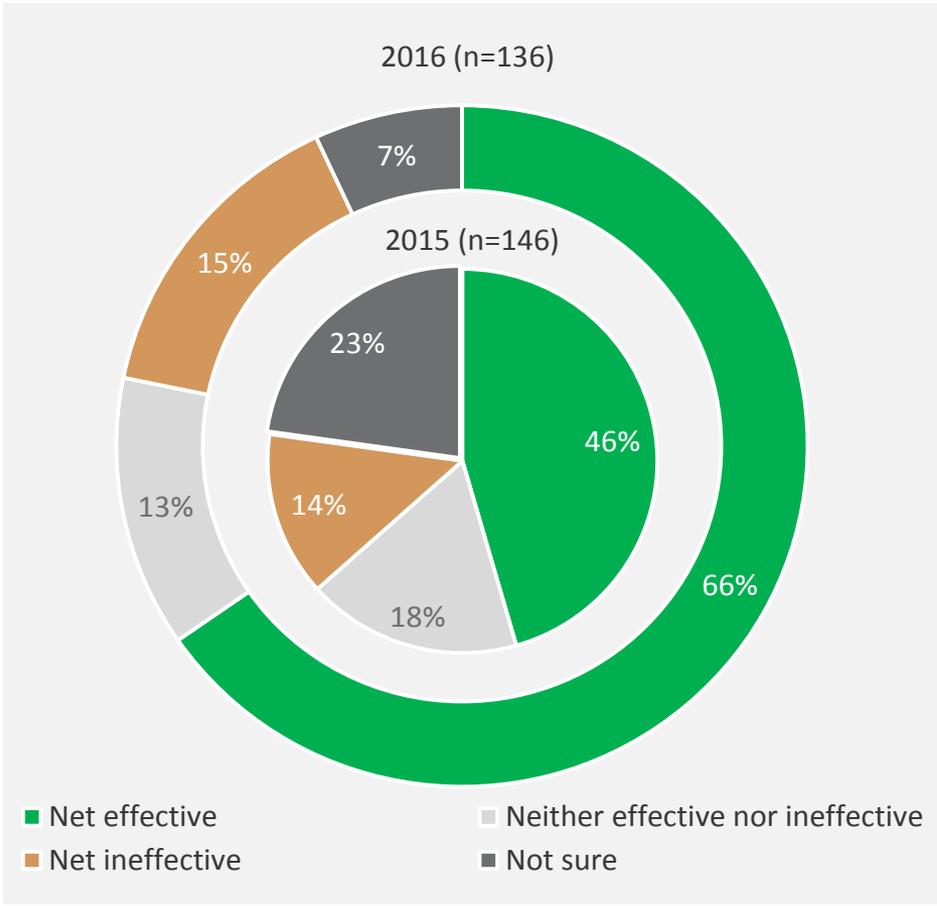


■ Net effective ■ Neither effective nor ineffective
■ Net ineffective ■ Not sure



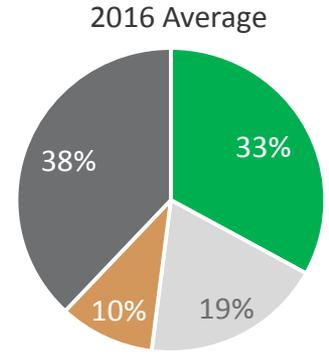
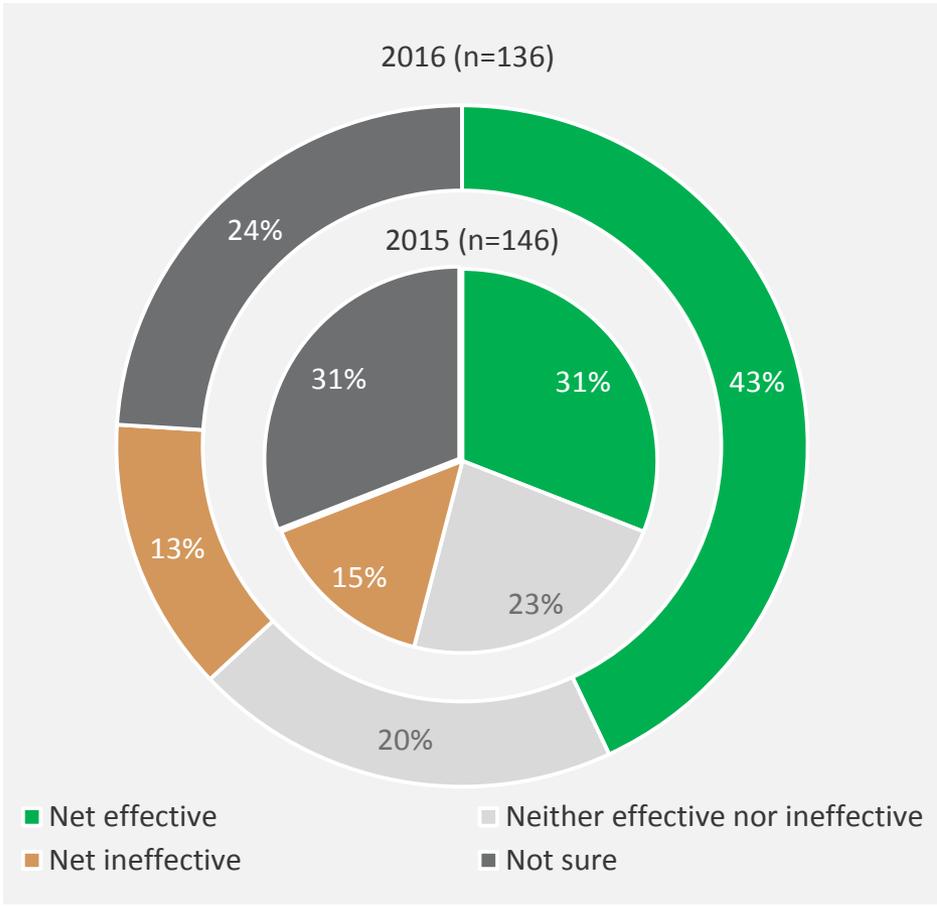
Net effective = % very effective + % quite effective
 Net ineffective = % quite ineffective + % very ineffective

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



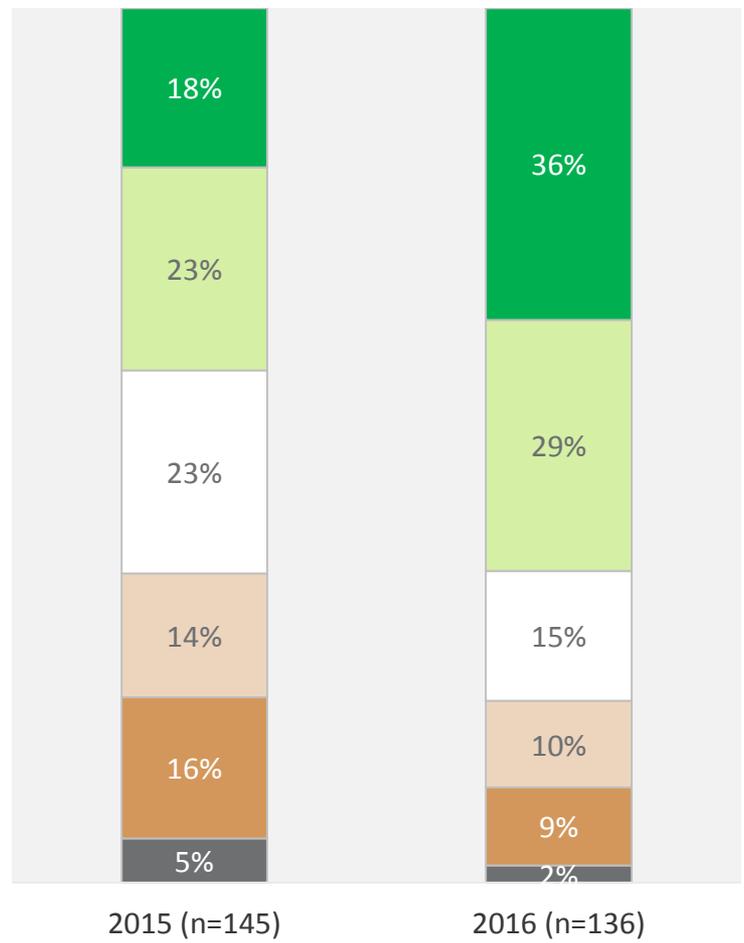
Net effective = % very effective + % quite effective
 Net ineffective = % quite ineffective + % very ineffective

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

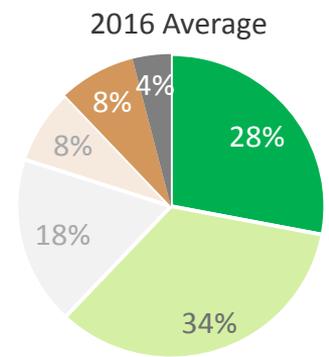


Net effective = % very effective + % quite effective
 Net ineffective = % quite ineffective + % very ineffective

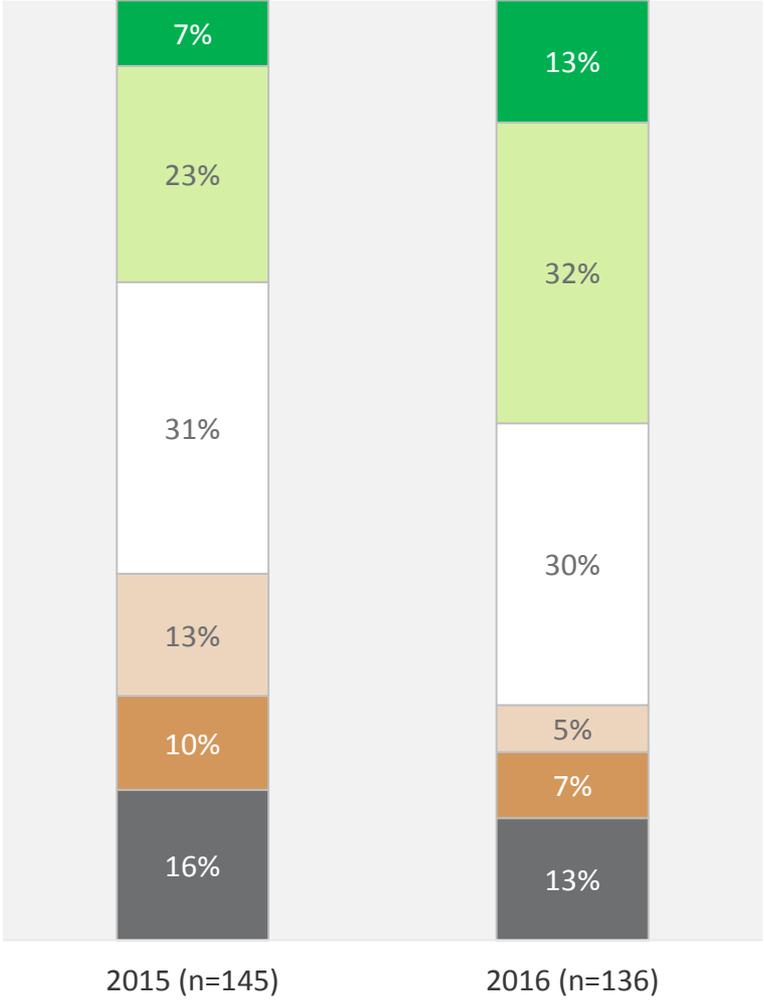
Q. Thinking about the last 12 months to what extent would you agree or disagree that the AHSN has helped you / your organisation achieve your objectives?



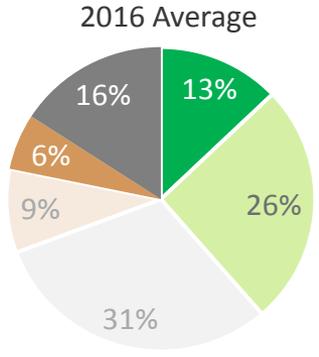
- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know



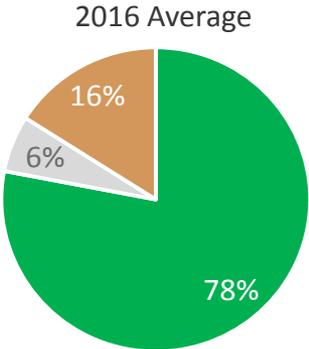
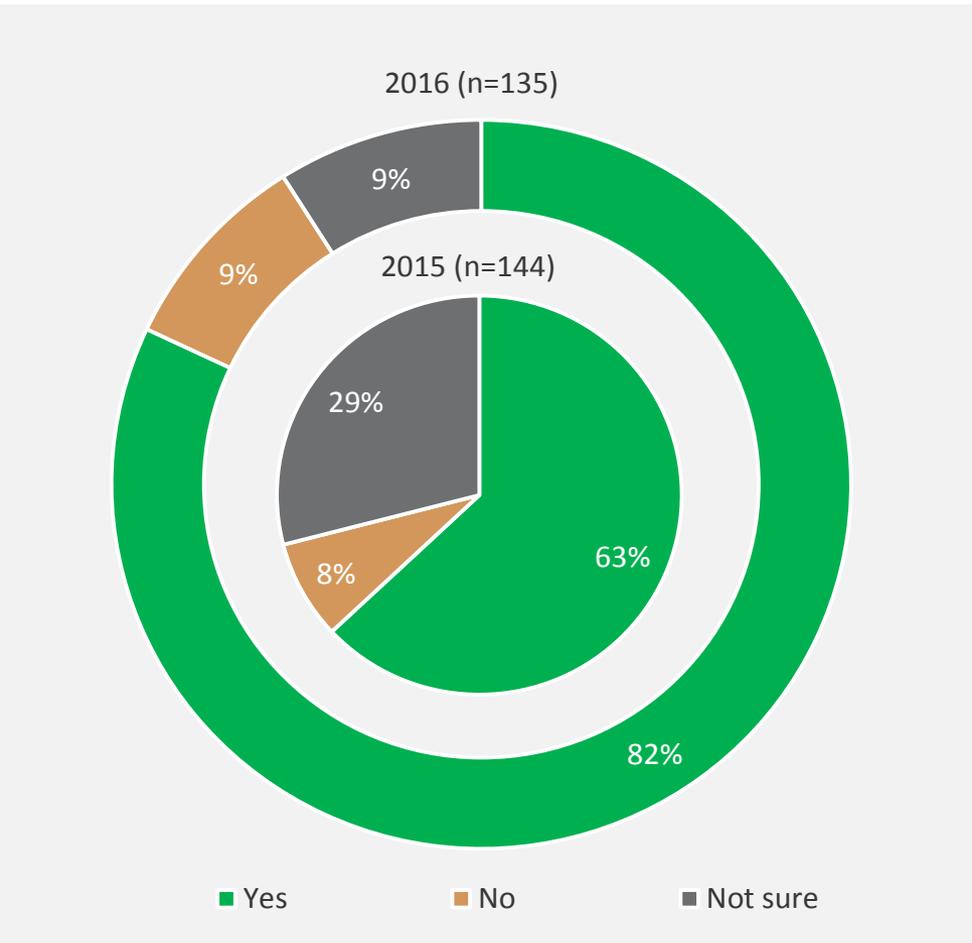
Q. Has the AHSN achieved more or less than you expected in the last 12 months?



- 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. To help your organisation meets its objectives over the next 5 years, what are the most valuable areas of support AHSNs could offer?

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

Theme #1: Facilitating Collaboration

Other

“Identifying real needs, and through collaboration identifying solutions”

“Making connections for the local community, both in the UK and internationally”

Local Economic Partnership (LEP)

“Help to identify collaborative funding opportunities”

Higher Education Institute

“Effective collaborations that deliver work that's promised on time”

Health or Social Care Provider

“Innovation collaboration across the area - removing stove pipes”

Clinical Commissioning Group (CCG)

“Putting us in touch with latest developments through networks, seminars”

Local Government

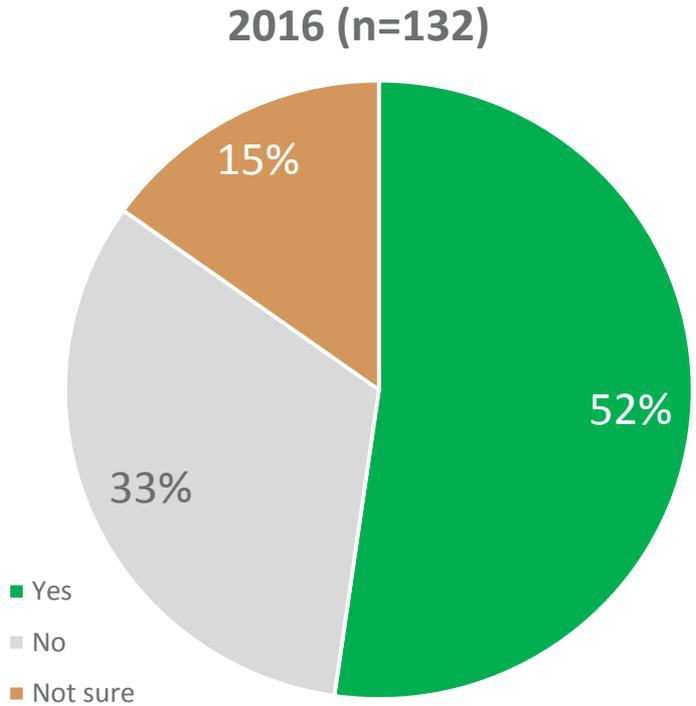
“Working across the region not just with individual CCGs or councils”



AHSN specific questions



Q. Innovation Agency staff have received training from the experts at Massachusetts Institute of Technology (MIT) in how to run a successful Hackathon and we are now running this type of event for partners (for a nominal charge). Would you be interested in finding out more about our Hackathon offer?



Q. What is the one thing you have valued most from your contact with the Innovation Agency?

Theme: Networking

“Raised our profile above the level we could do alone as an SME.”
Private Company

“Developing knowledge of the local system.”
Higher Education Institute

“Fantastic networking and engagement.”
Private Company

“Networking and meeting people with good ideas.”
Health or social care provider

“Network and getting things done.”
Private Company



Theme: Learning

“Learning from speakers.”
Other

“Access to knowledge and expertise across the region.”
Clinical Commissioning Group

“Experience, advice and opportunity.”
Private Company

“The enthusiasm and understanding of the difficulties in adapting technology.”
Other



Q. What transformational change do you think the Innovation Agency can assist you with in the next 12 months?

Theme: Direction

“A clear route to translate policy into deliverables. There are more efficient ways to connect need to providers and should be used as well.”
Private Company

“Setting a clear path for SMEs and Start-ups to get in front of CCGs and councils.”
Private Company

“Helping CCGs and wider NHS to understand likely changes as a result of regional devolution, and how we get embedded into devolved administration thinking.”
Local Economic Partnership



Theme: Development

“Support the development of new ways of delivering education and training.”
Higher Education Institute

“Help build collaboration with healthcare organisations, and develop our innovative ideas to commercial market ready products.”
Higher Education Institute

“Driving development of 'innovation capacity and capability' amongst NHS staff.”
Higher Education Institute

“Development of a regional health information exchange.”
Private Company

