



AHSN-stakeholder research 2015



west midlands
ACADEMIC HEALTH SCIENCE NETWORK

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Overview



Survey details

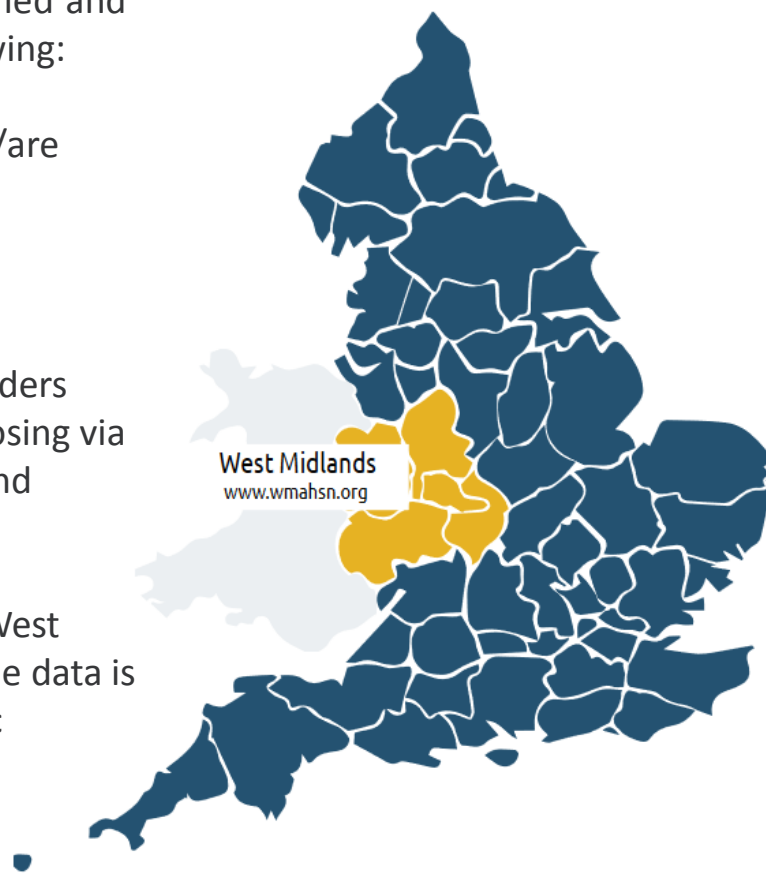
An online survey was administered to stakeholders of the Academic Health Science Networks. Stakeholders were initially pre-identified and provided with the opportunity to comment on any of the following:

- 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.

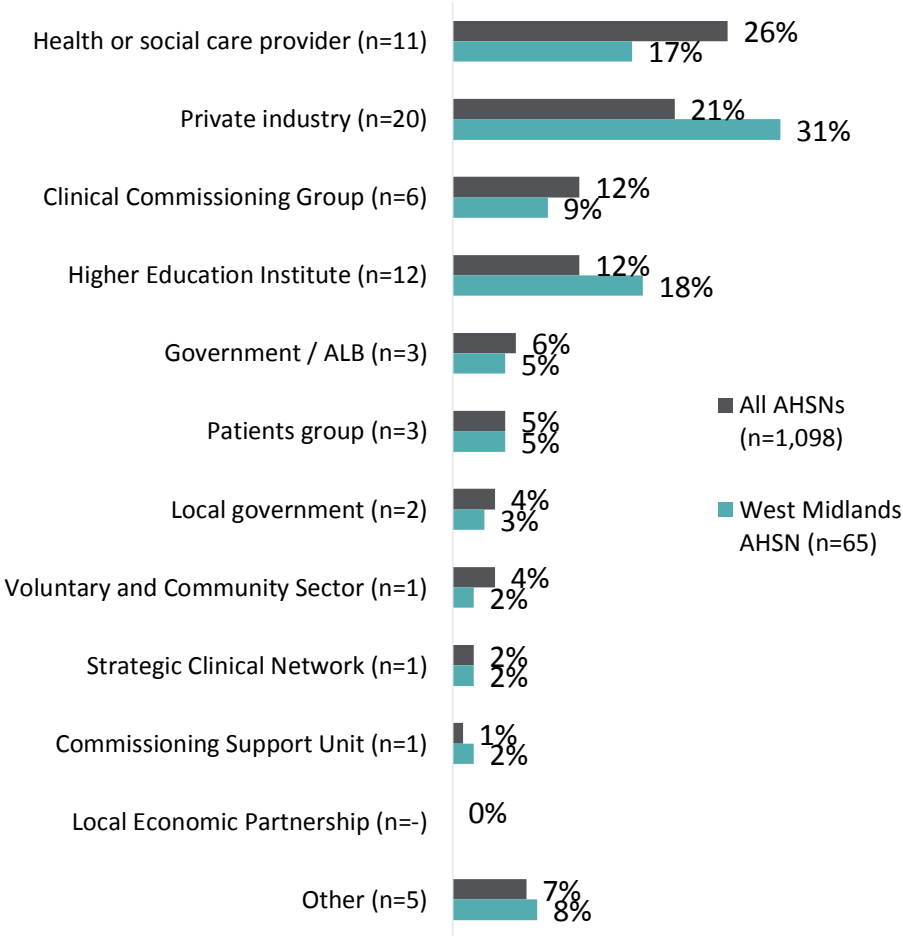
This report contains responses specifically given in relation to West Midlands AHSN. This is based on 65 responses. In the report, the data is compared against the total figure for all AHSNs for each specific question.

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

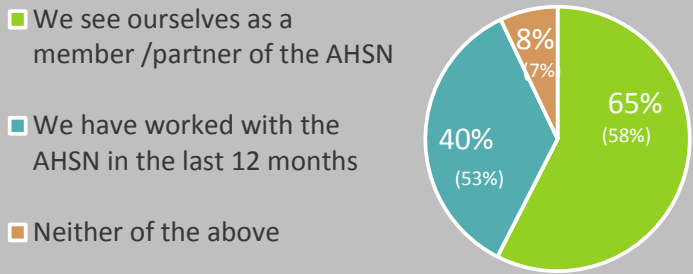


Who took part?

Stakeholder type

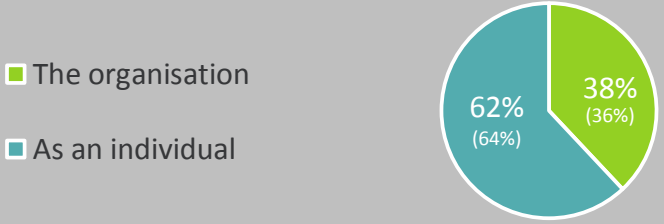


Working relationship



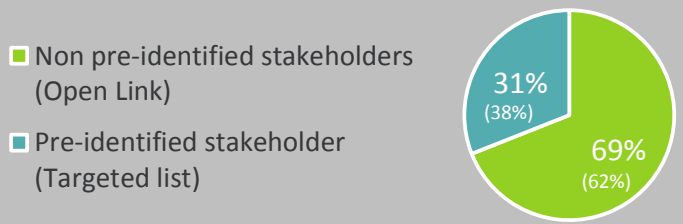
Note: All AHSN figures in brackets

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.

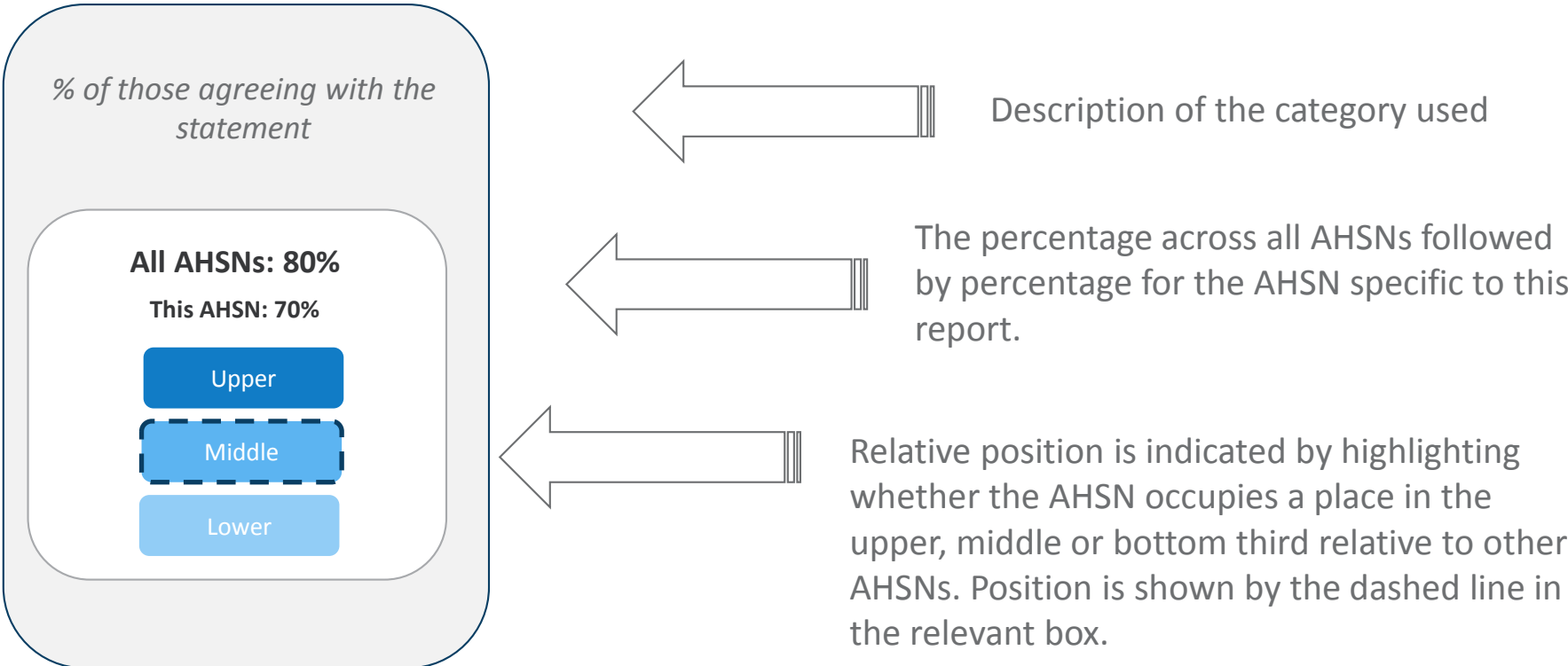
When comparing an individual AHSN’s results to the ‘all AHSNs’ average or other AHSNs, a difference must be of at least a certain size to be statistically significant. The table below illustrates the percentage difference needed based on example size sizes and percentages at the 95% confidence level.

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)

- 61% of West Midlands AHSN stakeholders recommend working with it, a figure that is 14 percentage points (pp) lower than the all AHSNs average (slide 41).
- A fifth (20%) feel that it has achieved more than expected in the last 12 months, but 27% less than expected (slide 40). More (41%) agree that it has helped them towards achieving their objectives in the last year (slide 39).
- 35% have a 'good' understanding of its role (slide 11) which is lower than the AHSNs average but encouragingly many (57%) feel that its role has become clearer in the last 12 months (slide 12).
- 17% have a good understanding of West Midlands AHSN's plans and priorities but one in ten (9%) have no understanding (slide 14).
- 58% report having a 'good working relationship' with the AHSN, which is 14pp lower than the all AHSNs average, but over half (52%) believe that the relationship has improved in the last year (slide 17).

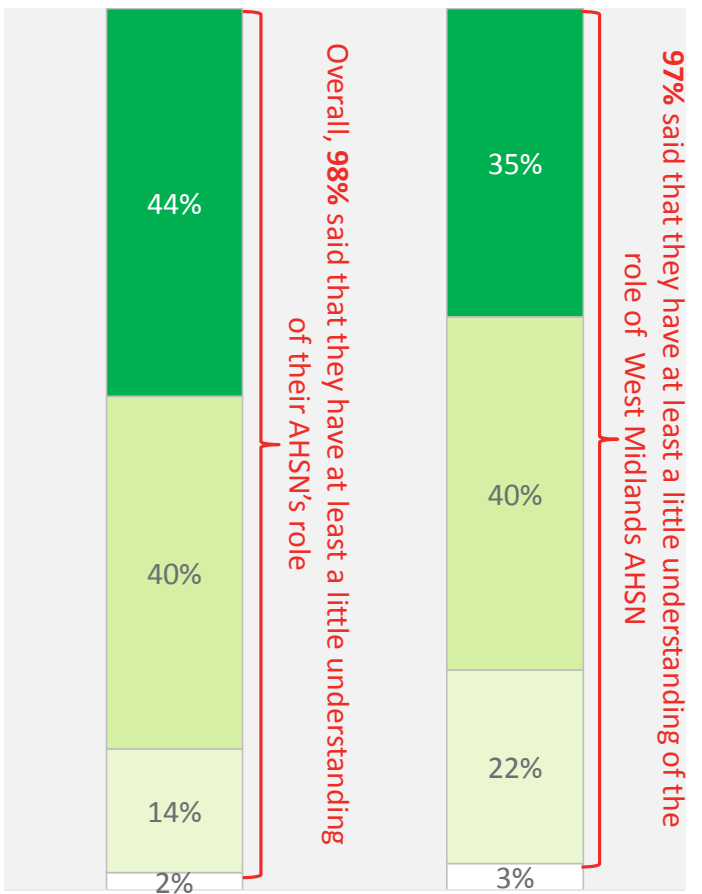
Summary (2)

- 57% agree that West Midlands AHSN has ‘clear and visible leadership’ (slide 19) which is 12pp lower than the all AHSNs figure and half (51%) believe that its priorities are aligned with local priorities (slide 23).
- All three measures of engagement and involvement are in the lower third in comparison to other AHSNs, for example 50% feel it ‘has listened to your views,’ compared to 62% of all AHSNs (slide 24).
- Over half (52%) have found value in its ‘facilitating collaboration’ work and 48% on the ‘identification, adoption and spread of innovation’ (slides 28 and 29).
- 53% consider the AHSN effective at ‘building a culture of partnership and collaboration,’ a proportion that is 14 pp lower than the all AHSN average (slide 36).
- The priorities of ‘long-term conditions’ (86%) and ‘patient experience’ (83%) were shared by the greatest number of those stakeholders surveyed (slide 45).

Understanding the role of the AHSN



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



All AHSNs (n=1,100) West Midlands AHSN (n=65)

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

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

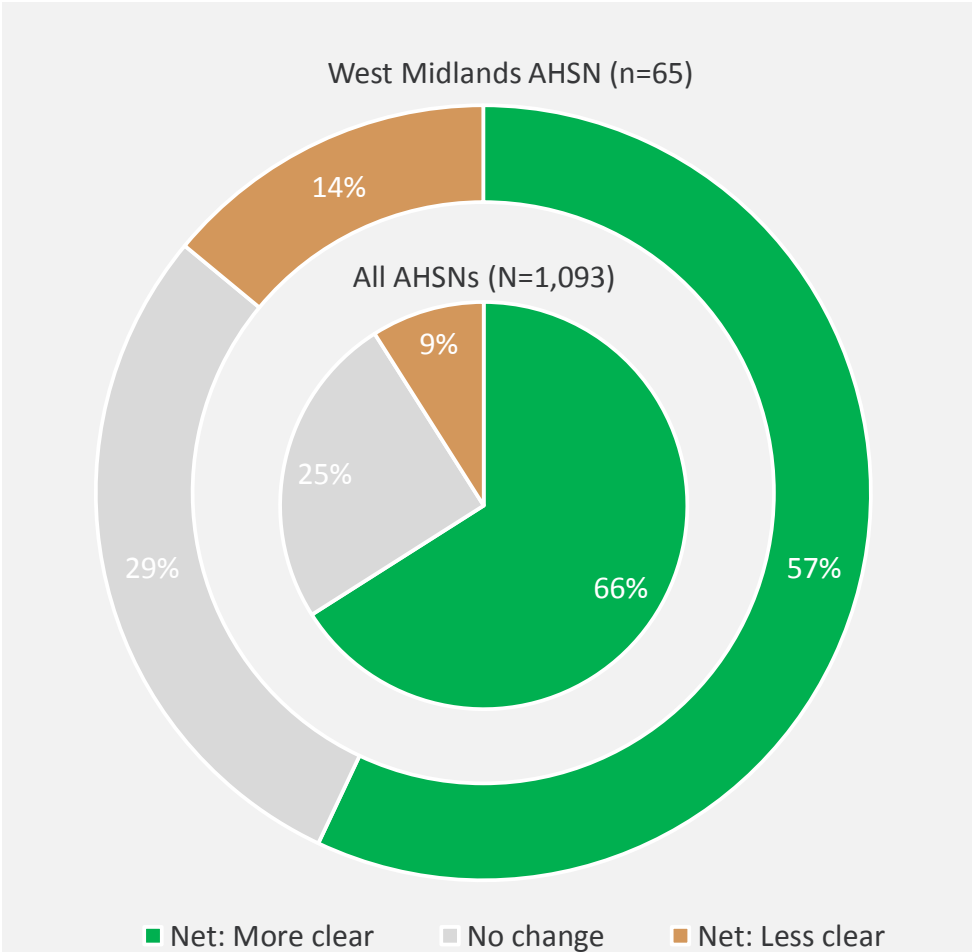
All: 44%
West Midlands AHSN : 35%

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%
West Midlands AHSN : 57%

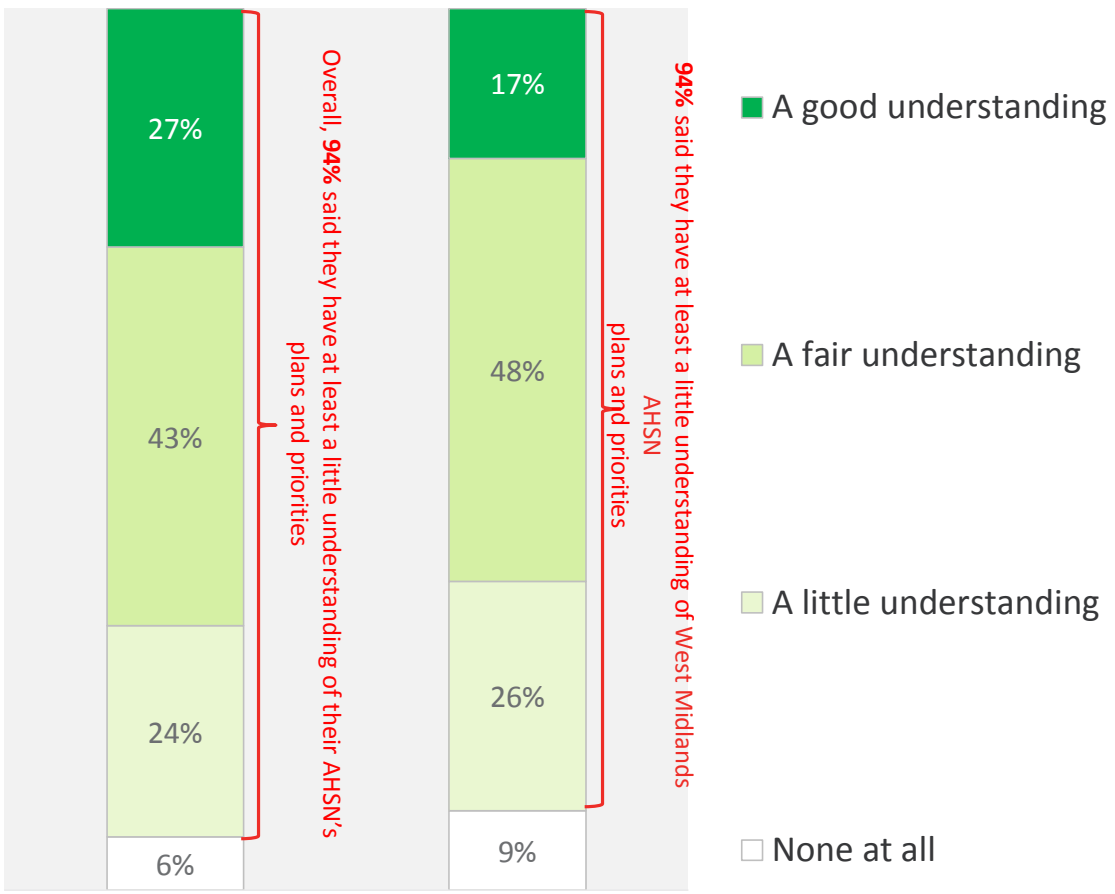
Upper
 Middle
 Lower

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?



Overall, 94% said they have at least a little understanding of their AHSN's plans and priorities

94% said they have at least a little understanding of West Midlands AHSN 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%
West Midlands AHSN : 17%

Upper
 Middle
 Lower

All AHSNs (n=1,090) West Midlands AHSN (n=65)

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

58% said that they have either a quite good or very good working relationship with West Midlands 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%
West Midlands AHSN : 58%

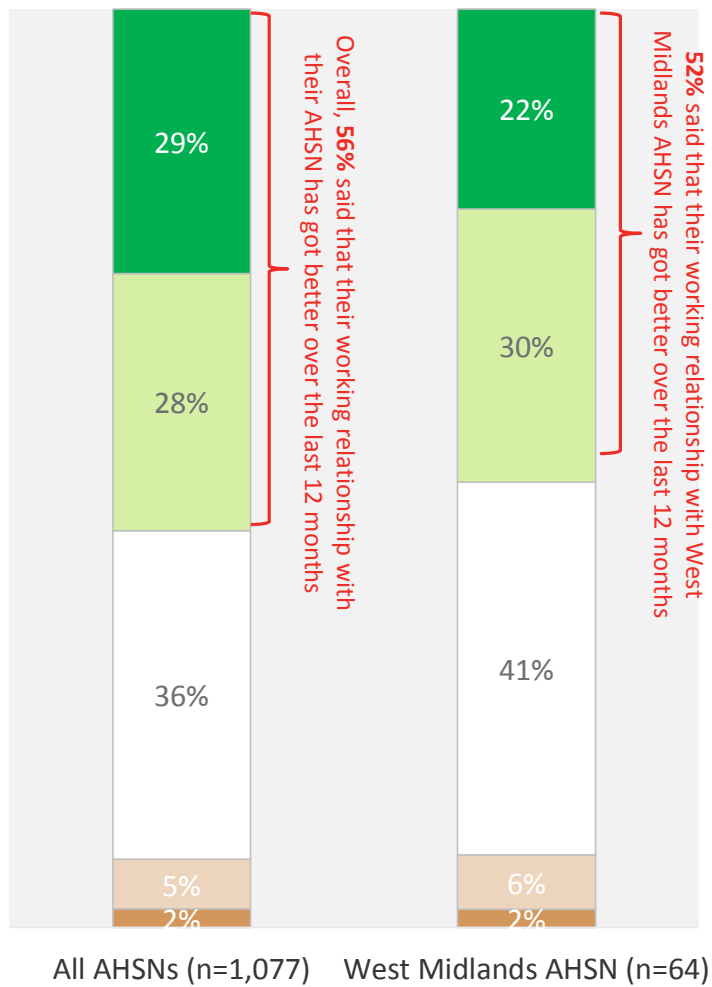
Upper

Middle

Lower

All AHSNs (n=1,083) West Midlands AHSN (n=64)

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

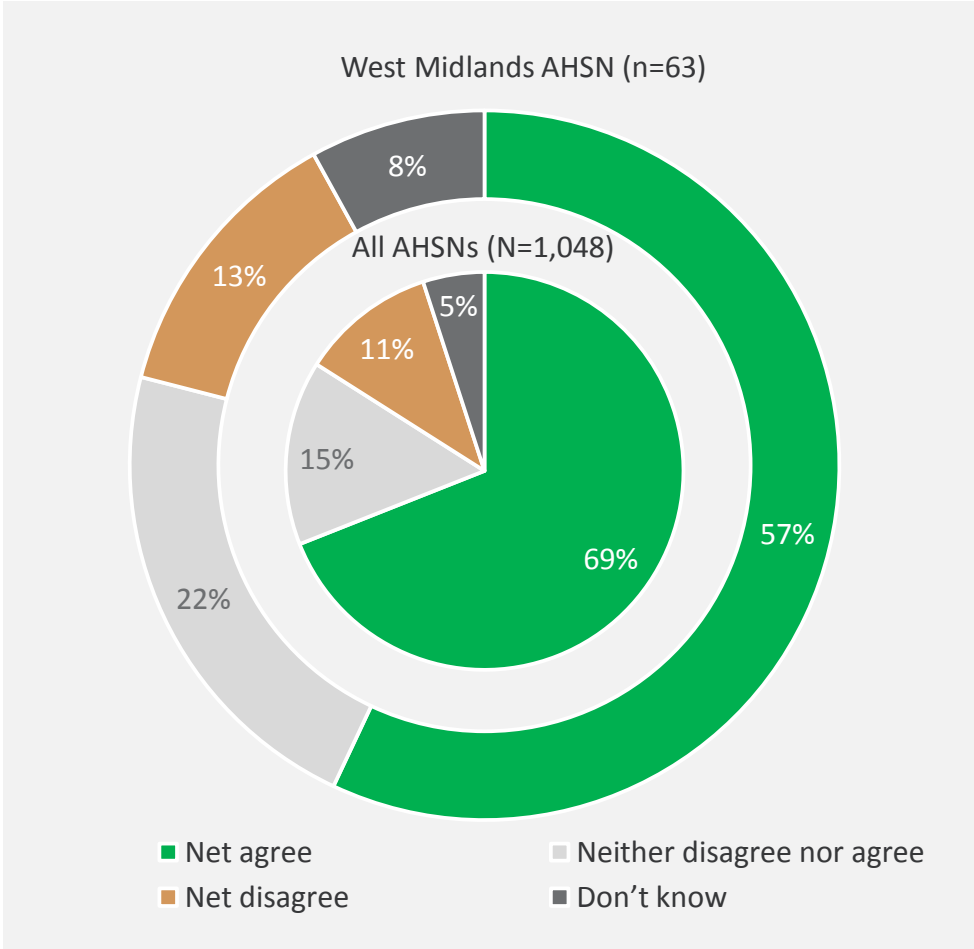
All: 56%
West Midlands AHSN : 52%

Upper
 Middle
 Lower

Stakeholder perceptions



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



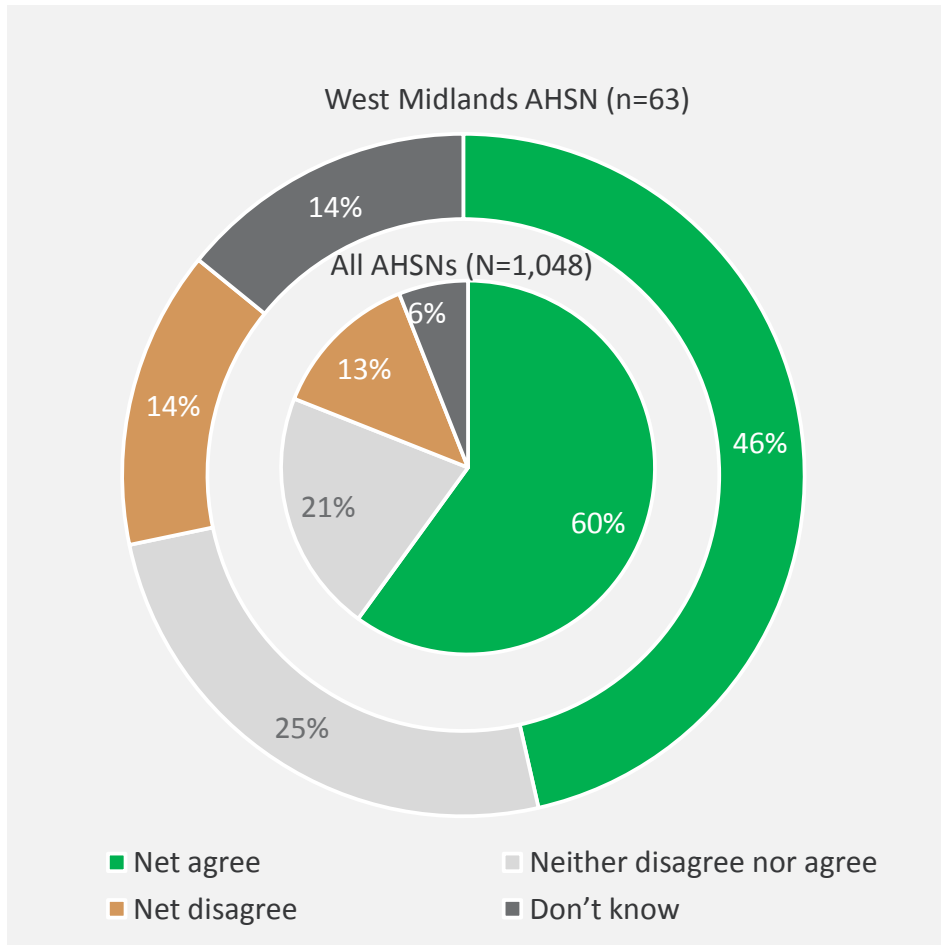
% agree the AHSN has clear and visible leadership

All: 69%
West Midlands AHSN : 57%

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



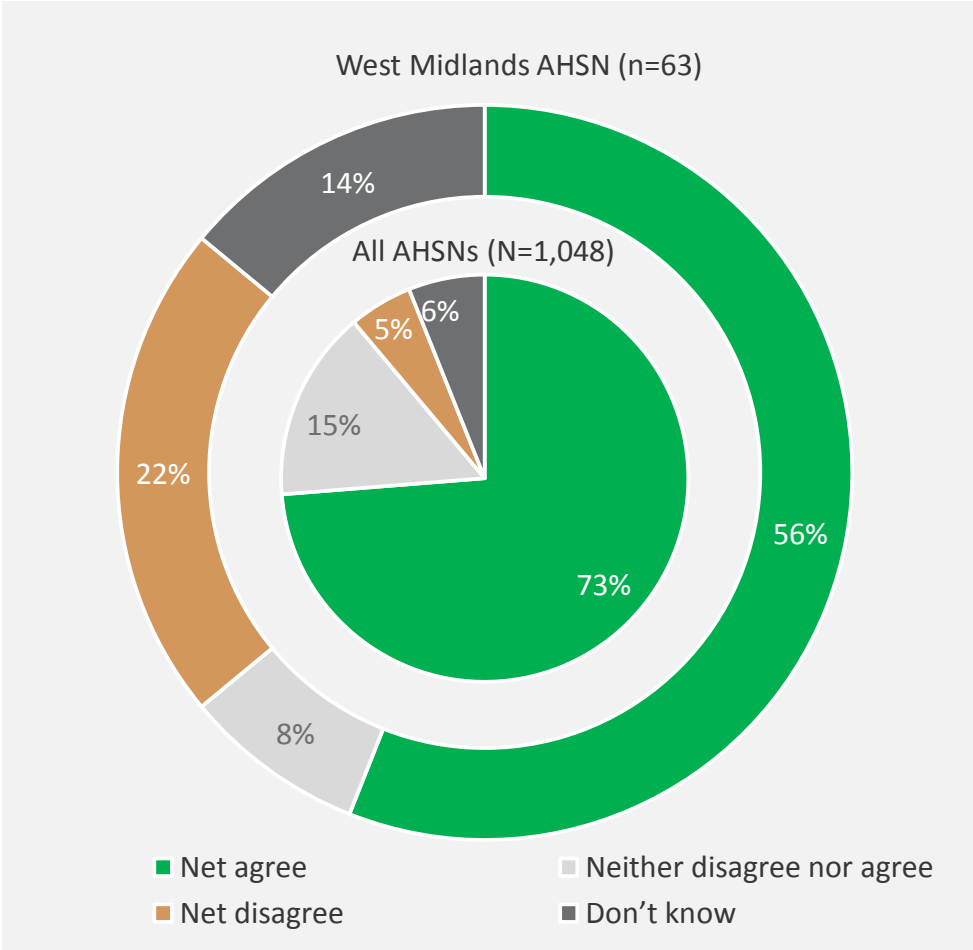
% agree have confidence to deliver plans and priorities

All: 60%
West Midlands AHSN : 46%

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



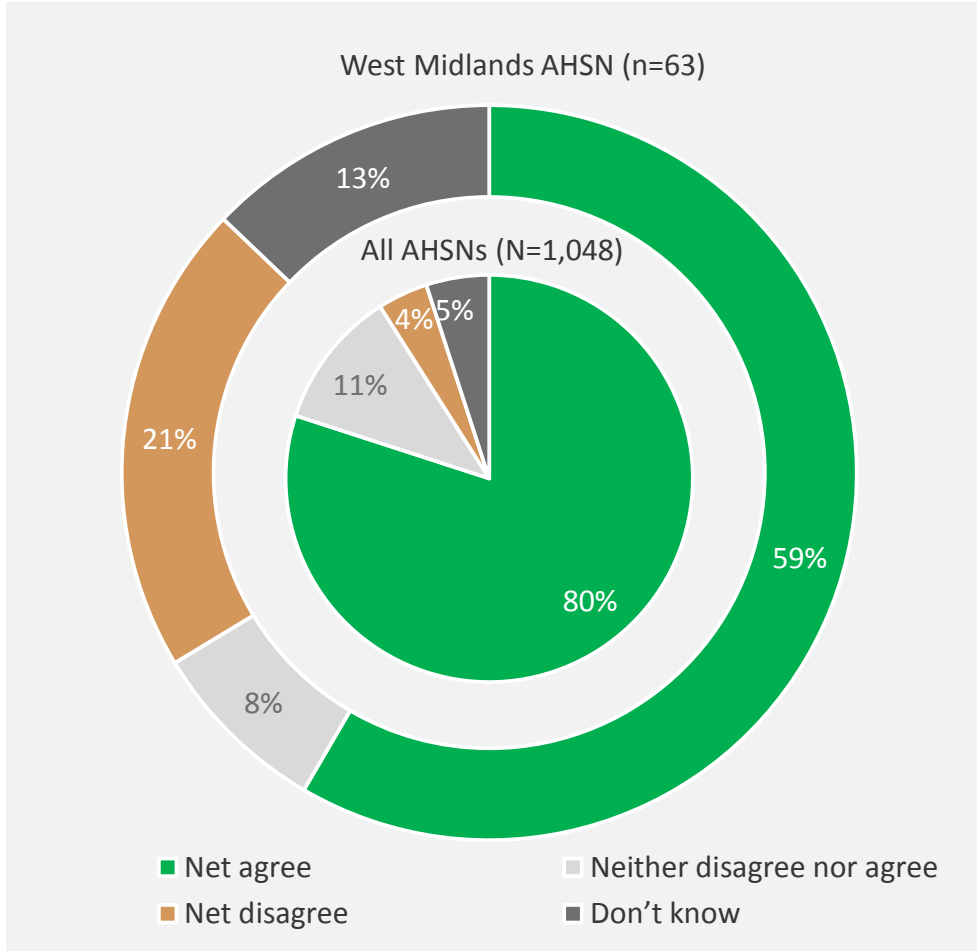
% agree AHSN staff are knowledgeable

All: 73%
West Midlands AHSN : 56%

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



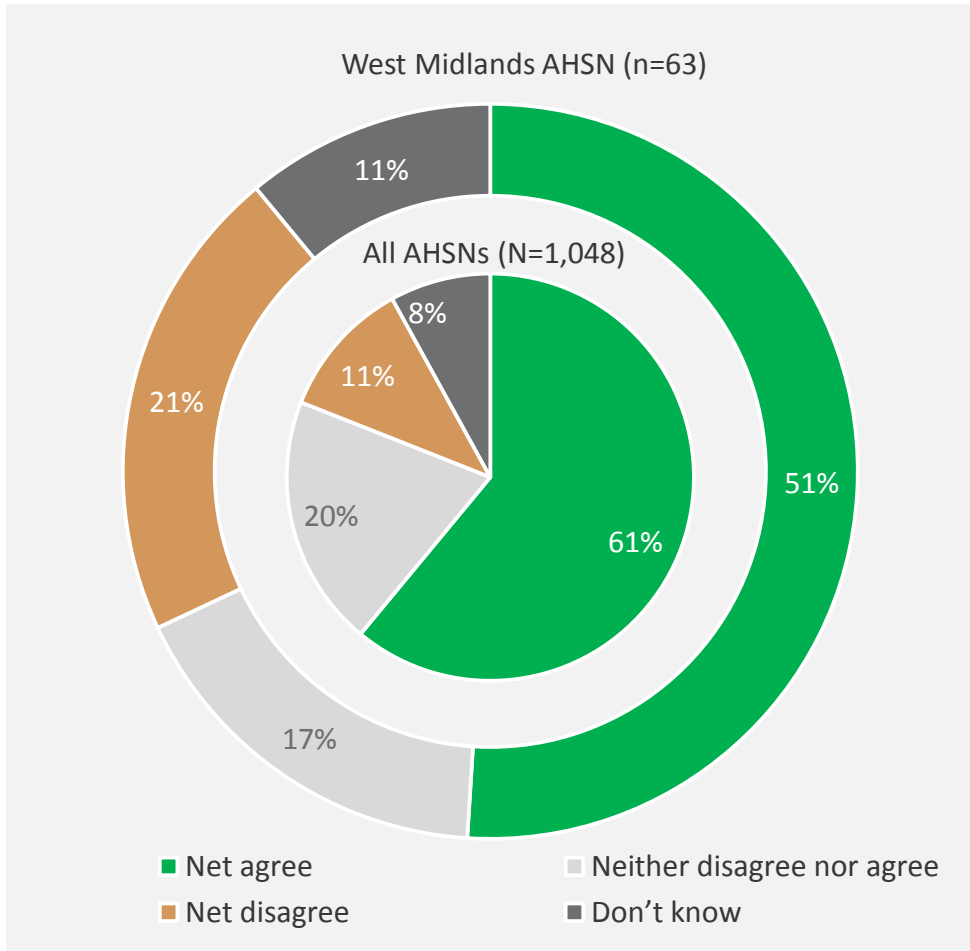
% agree that AHSN staff are helpful

All: 80%
West Midlands AHSN : 59%

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%
West Midlands AHSN : 51%

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:

Higher Education Institute

Theme: Clarity

"Unclear about the who, the what and why."

"Lack of clarity over how projects are prioritised and how the wider economy will benefit from schemes."

Other

Theme: Clarity

"There are an awful lot of priorities which makes it hard to remember them."

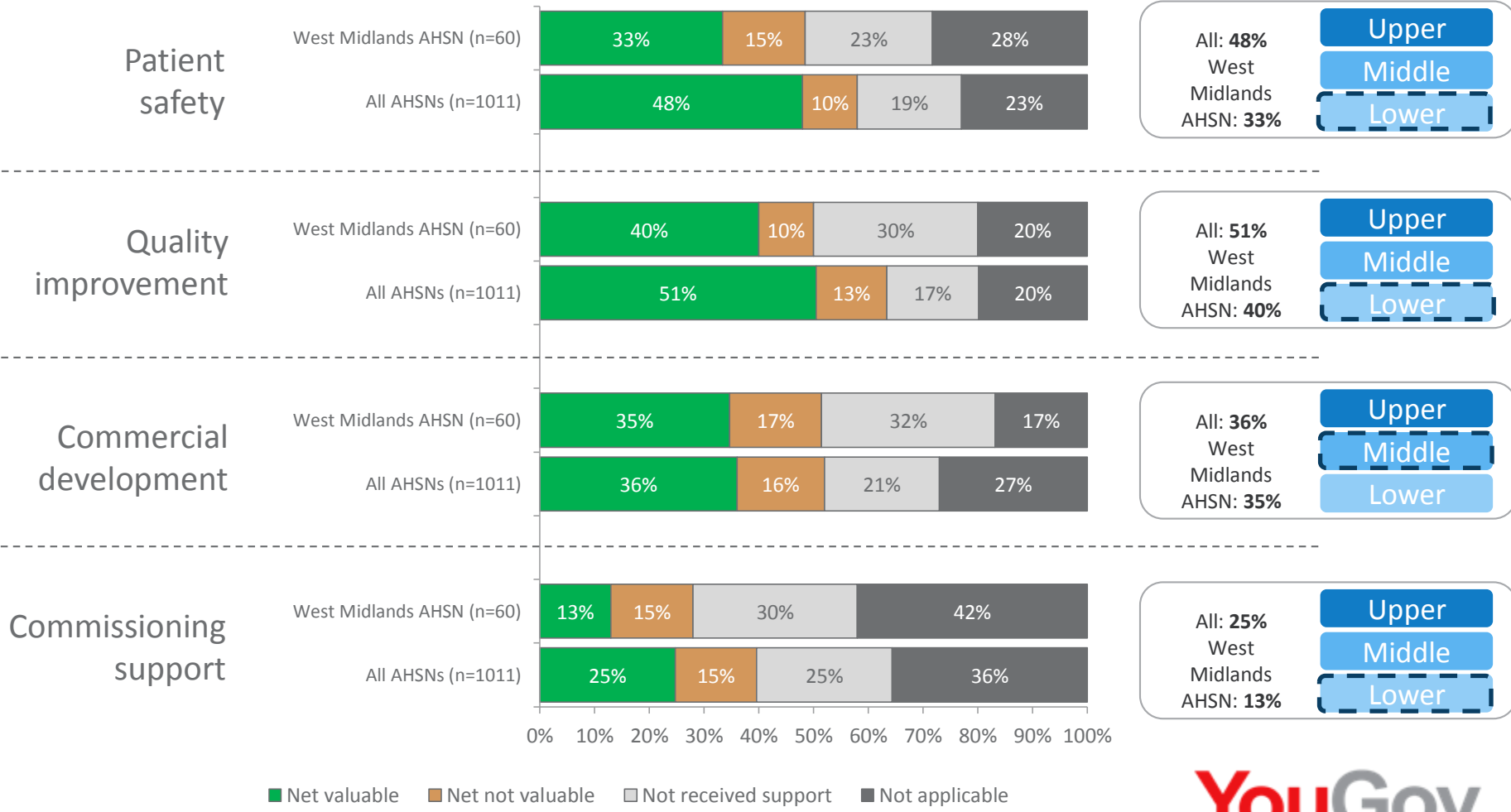
"The agenda is too expansive and all programmes seem to lack clear evidence of deliverables and outcomes."

Value associated with the level of support provided



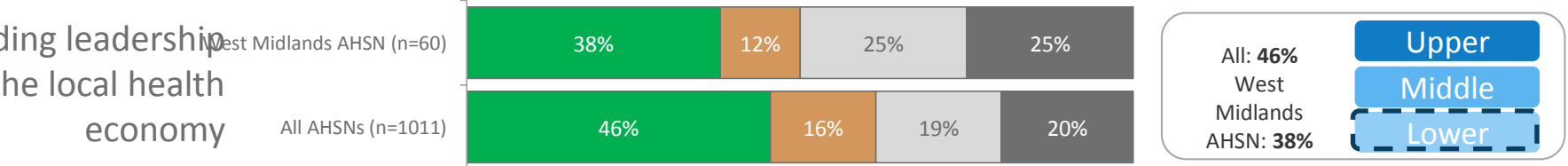
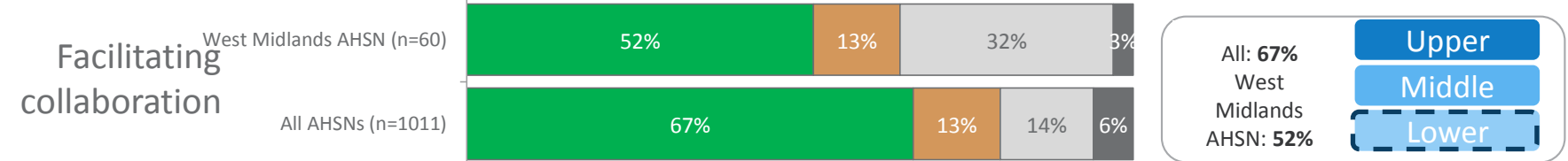
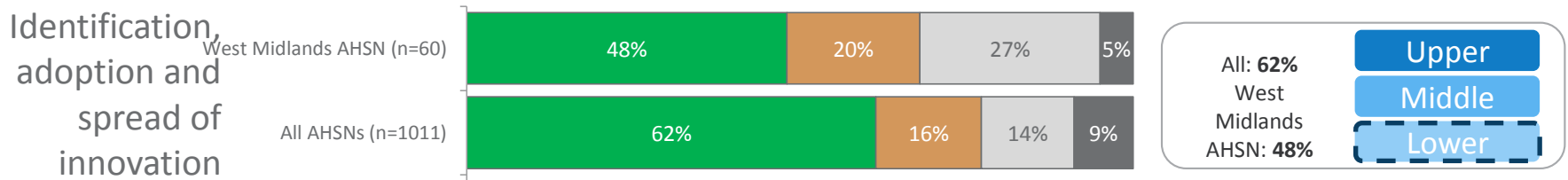
Q. The AHSN aims to work with organisations on the following themes. For each theme, how valuable or not has been the support from the AHSN in the last 12 months?

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



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..



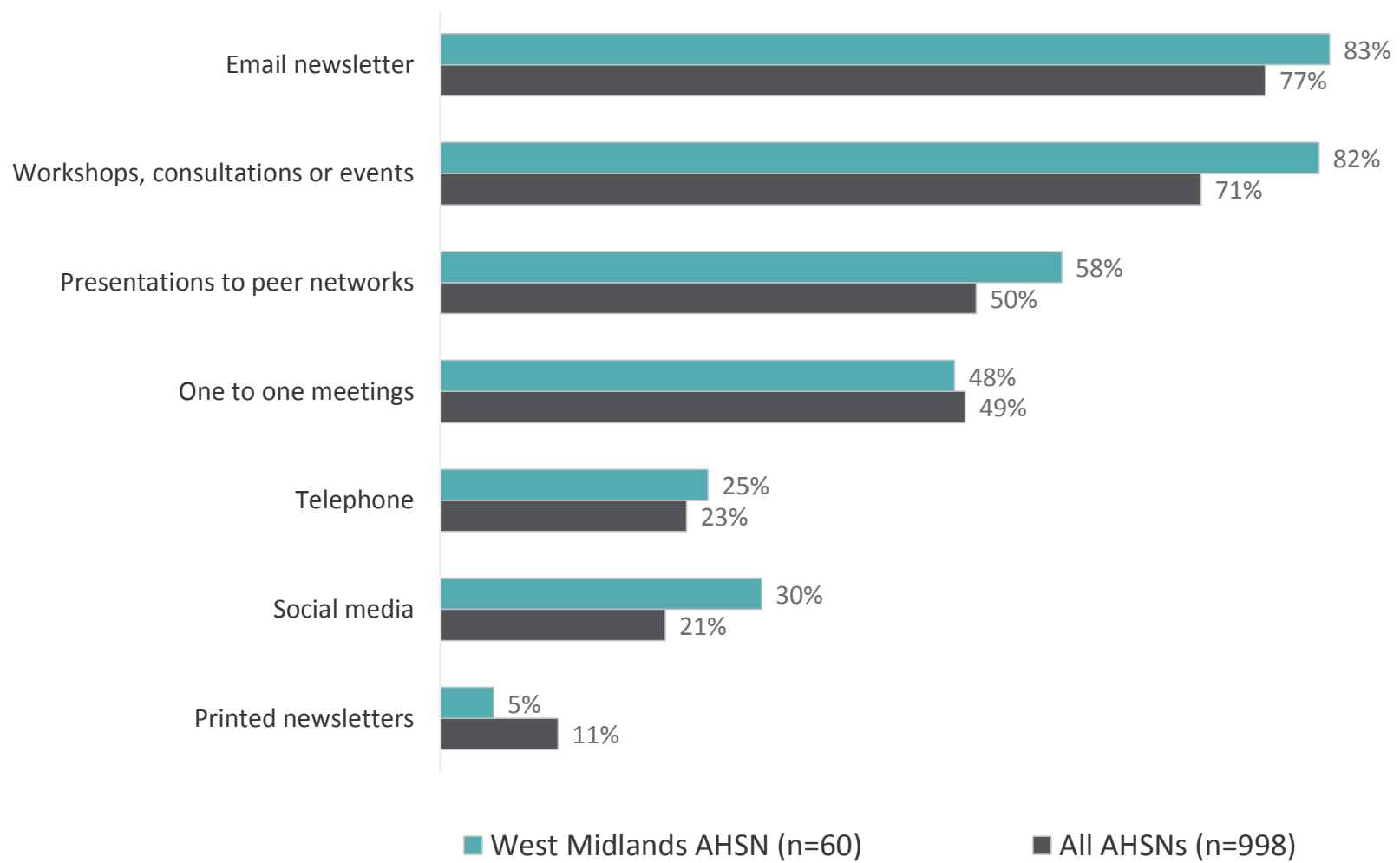
■ Net valuable ■ Net not valuable ■ Not received support ■ Not applicable



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?



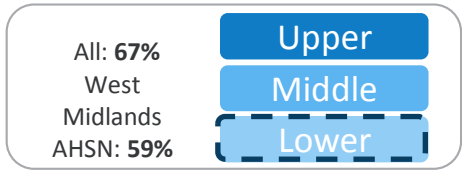
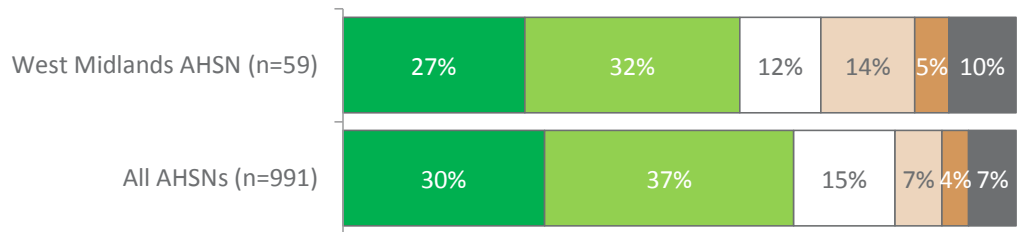
Impressions of AHSN performance & effectiveness



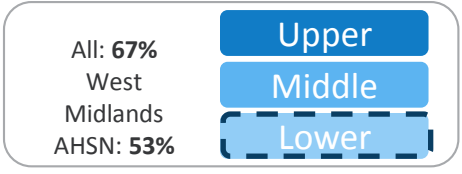
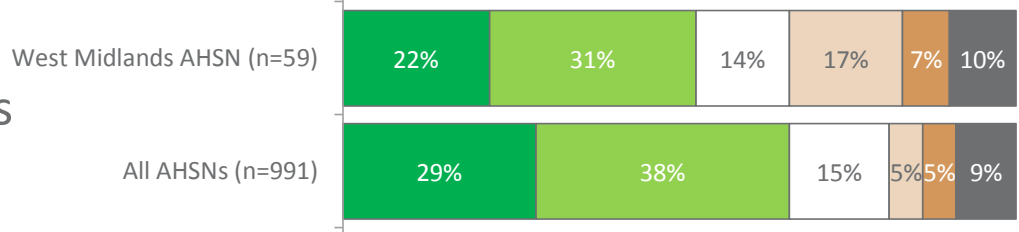
Q. Overall, how would you rate the AHSN's...

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

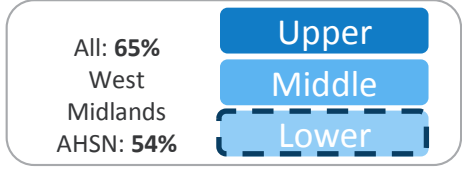
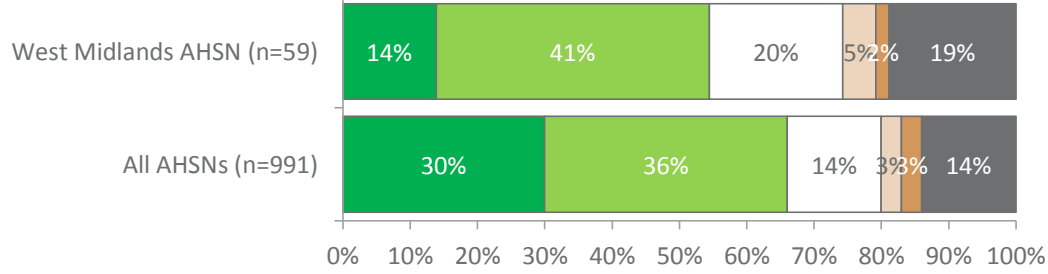
Accessibility



Responsiveness



Quality of advice

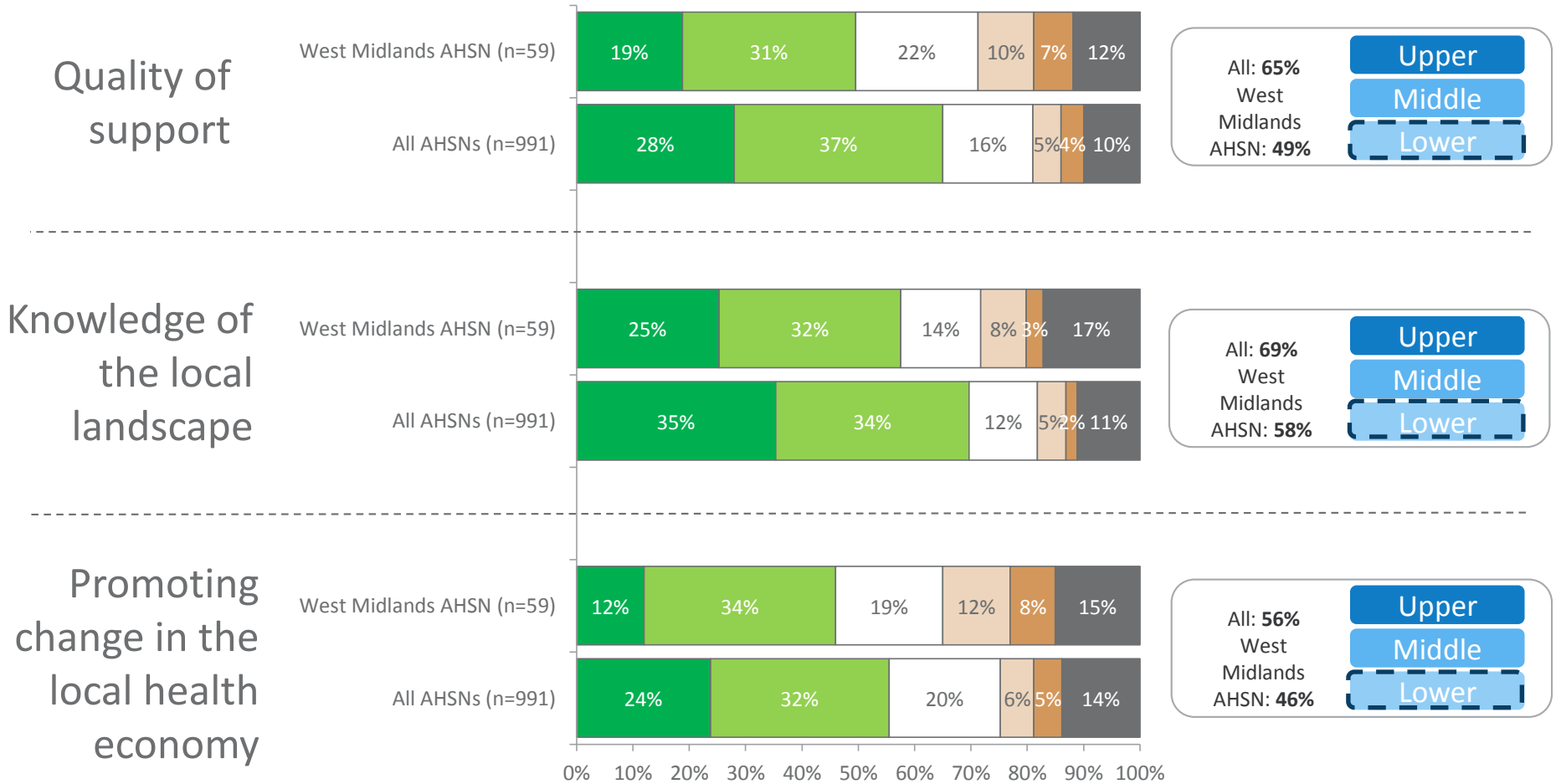


Very good Quite good Neither good nor poor Quite poor Very poor Don't know



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

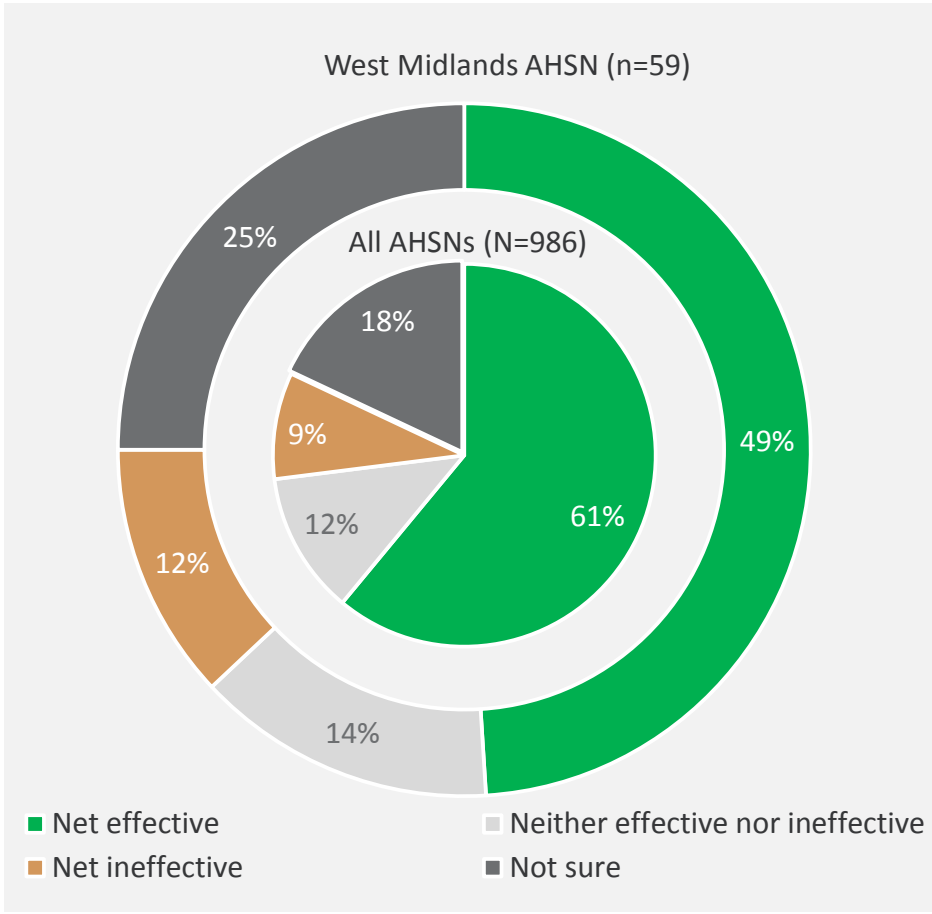
Position indicator:
% of those who rate the
AHSN as good for...



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 (dark grey)



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



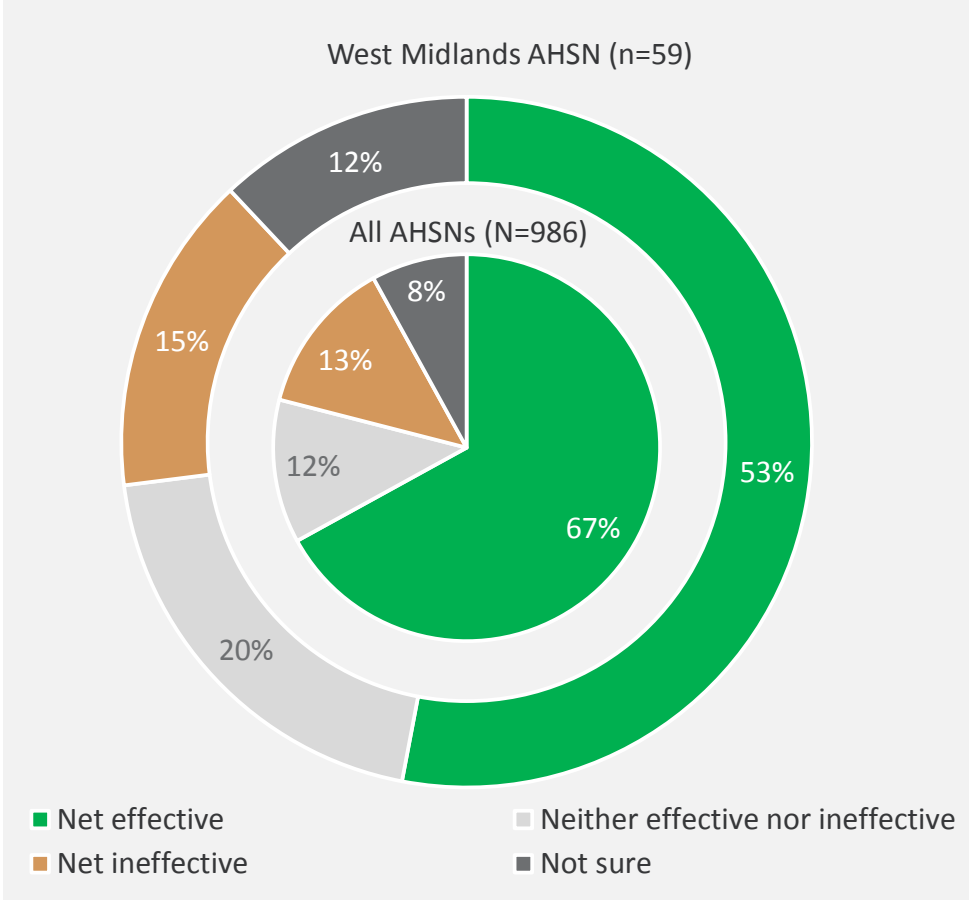
% effective at focusing on the needs of patients and local populations

All: 61%
West Midlands AHSN : 49%

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*



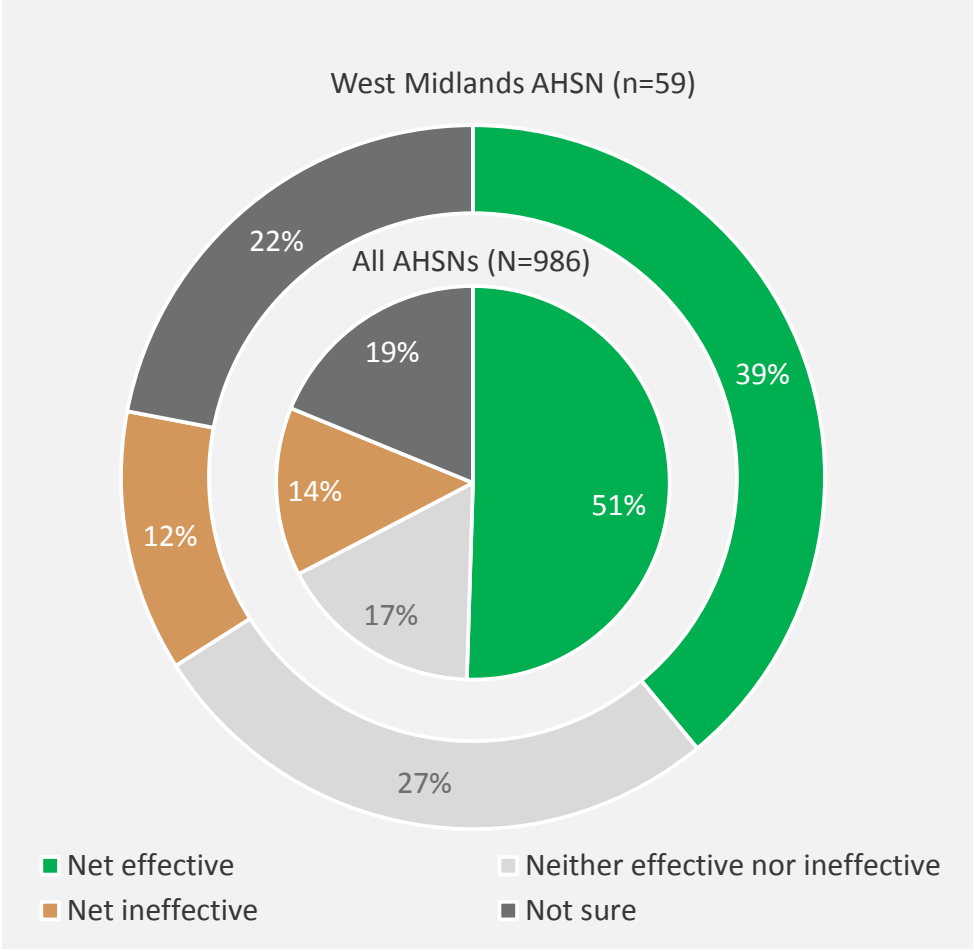
% effective at building a culture of partnership and collaboration

All: 67%
West Midlands AHSN : 53%

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*



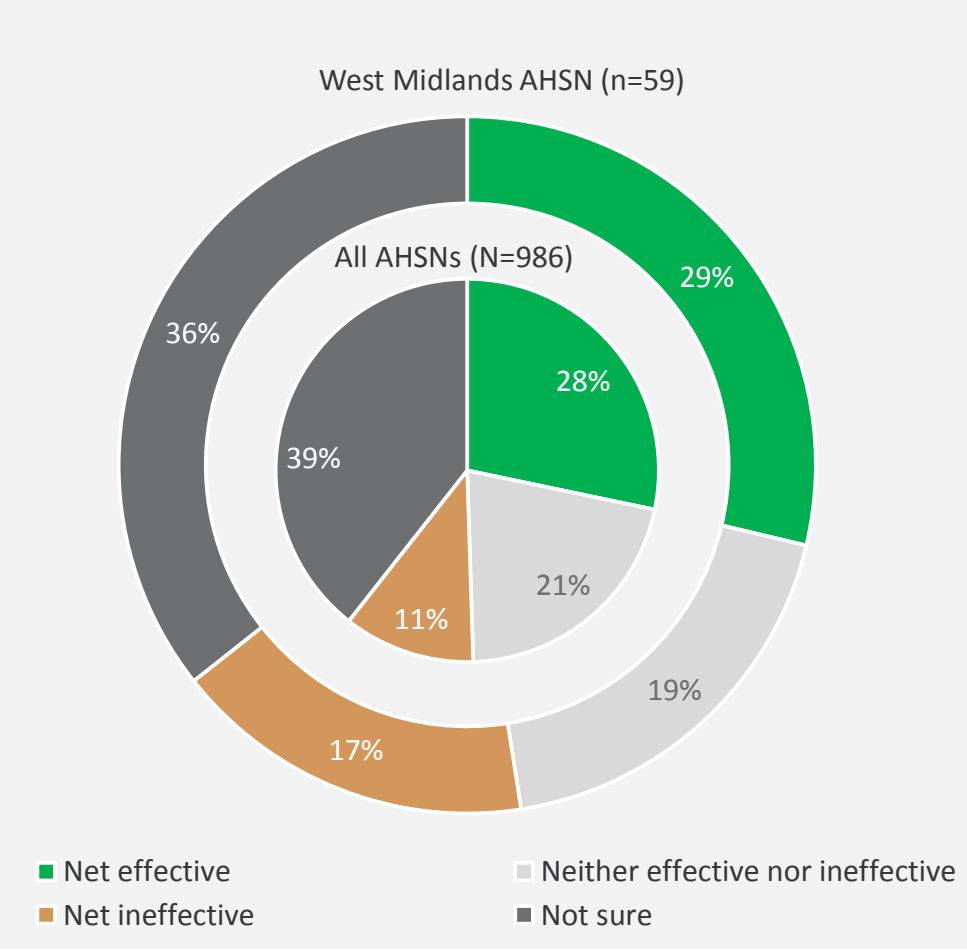
% effective at speeding up adoption of innovation into practice

All: 51%
West Midlands AHSN : 39%

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%
West Midlands AHSN : 29%

Upper

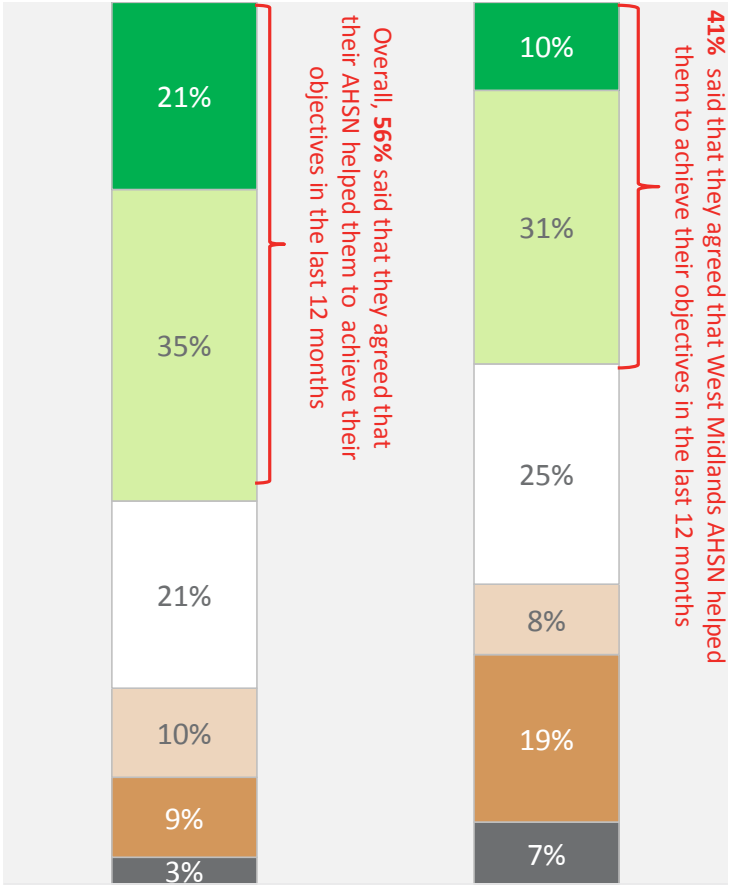
Middle

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?



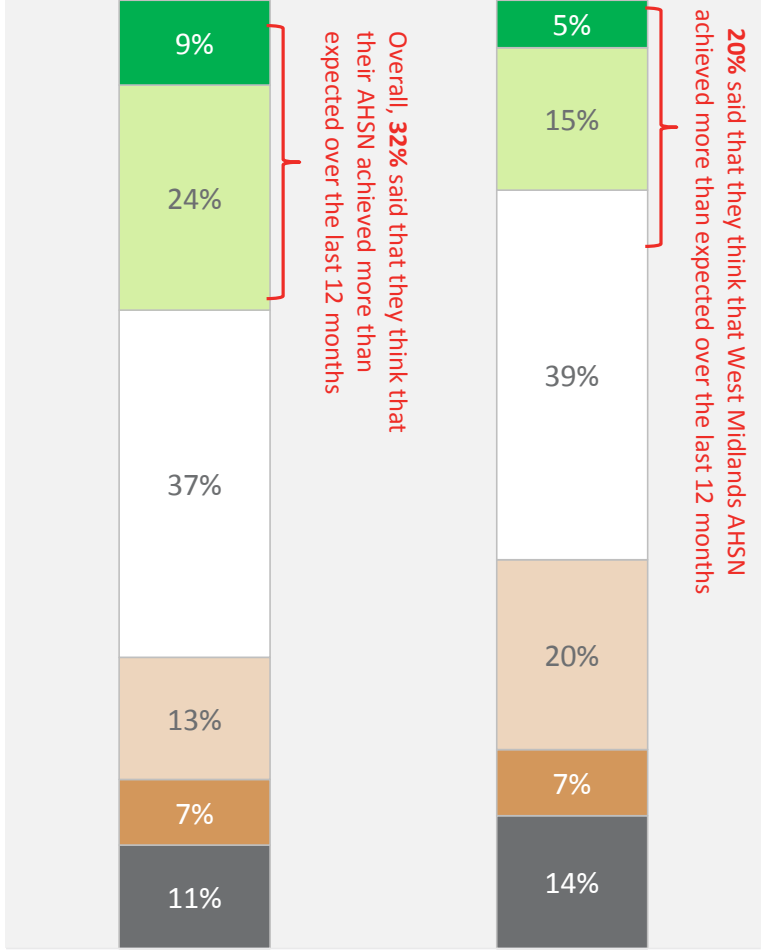
- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

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

All: 56%
West Midlands AHSN : 41%

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

20% said that they think that West Midlands AHSN achieved more than expected over the last 12 months

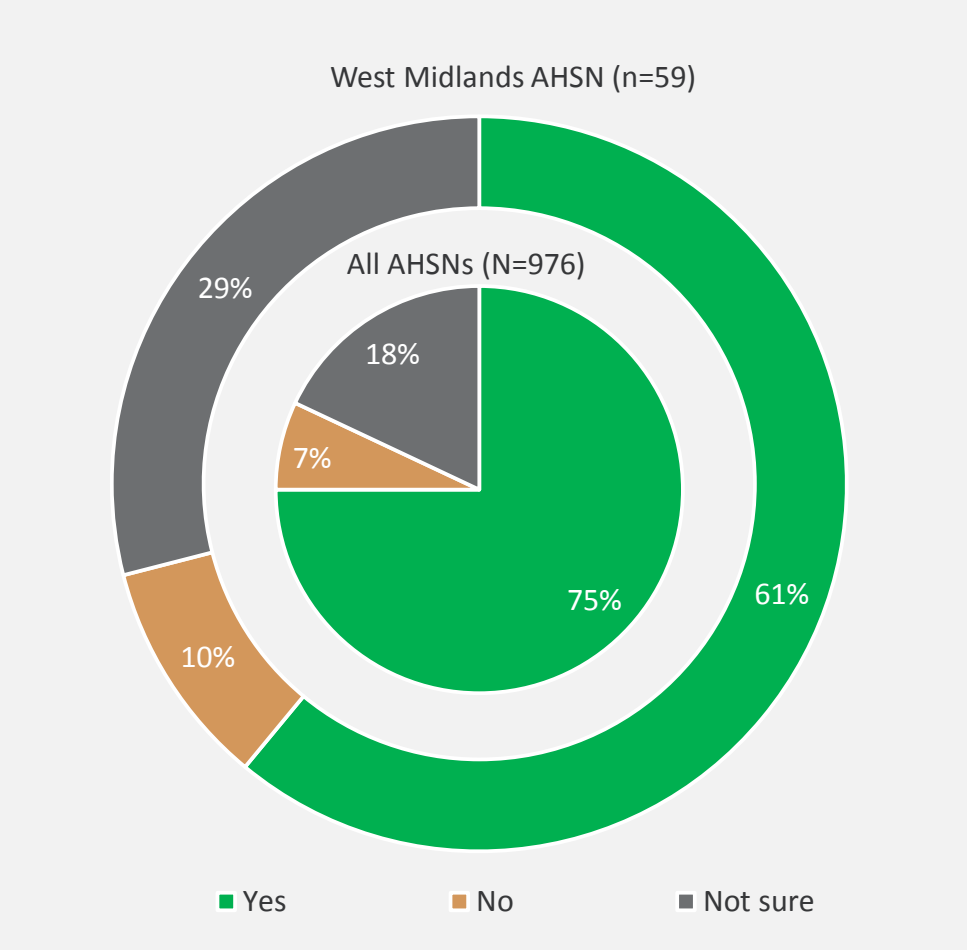
- Much more
- Somewhat more
- About what was expected
- Somewhat less
- Much less
- Not sure

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

All: 32%
West Midlands AHSN : 20%

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%
West Midlands AHSN : 61%

- Upper
- Middle
- Lower

Q. What would you like AHSNs to keep doing?

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

Higher Education Institute

Theme: Facilitate

“Be the communication between stakeholders.”

“Encouraging stakeholder collaboration and supporting innovation.”

Private industry

Theme: Facilitate

“Facilitating access to NHS and academia for commercial companies, particularly SMEs.”

“Industry workshops/meetings to establish understanding and collaboration for mutual gain.”

“Providing a 'lightning rod' for good ideas and a collecting point for like minded people to meet and share new concepts.”

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: Engage

“I think the AHSN needs to do more individual outreach with its members, rather than running big events. The AHSN needs to understand and support MY needs rather than the other way round. Little effort has been made to get to know me or my organisation. I feel pretty invisible to the AHSN.”

“Engage with organisations and help with collaborations.”

Higher Education Institute

Theme: clarity

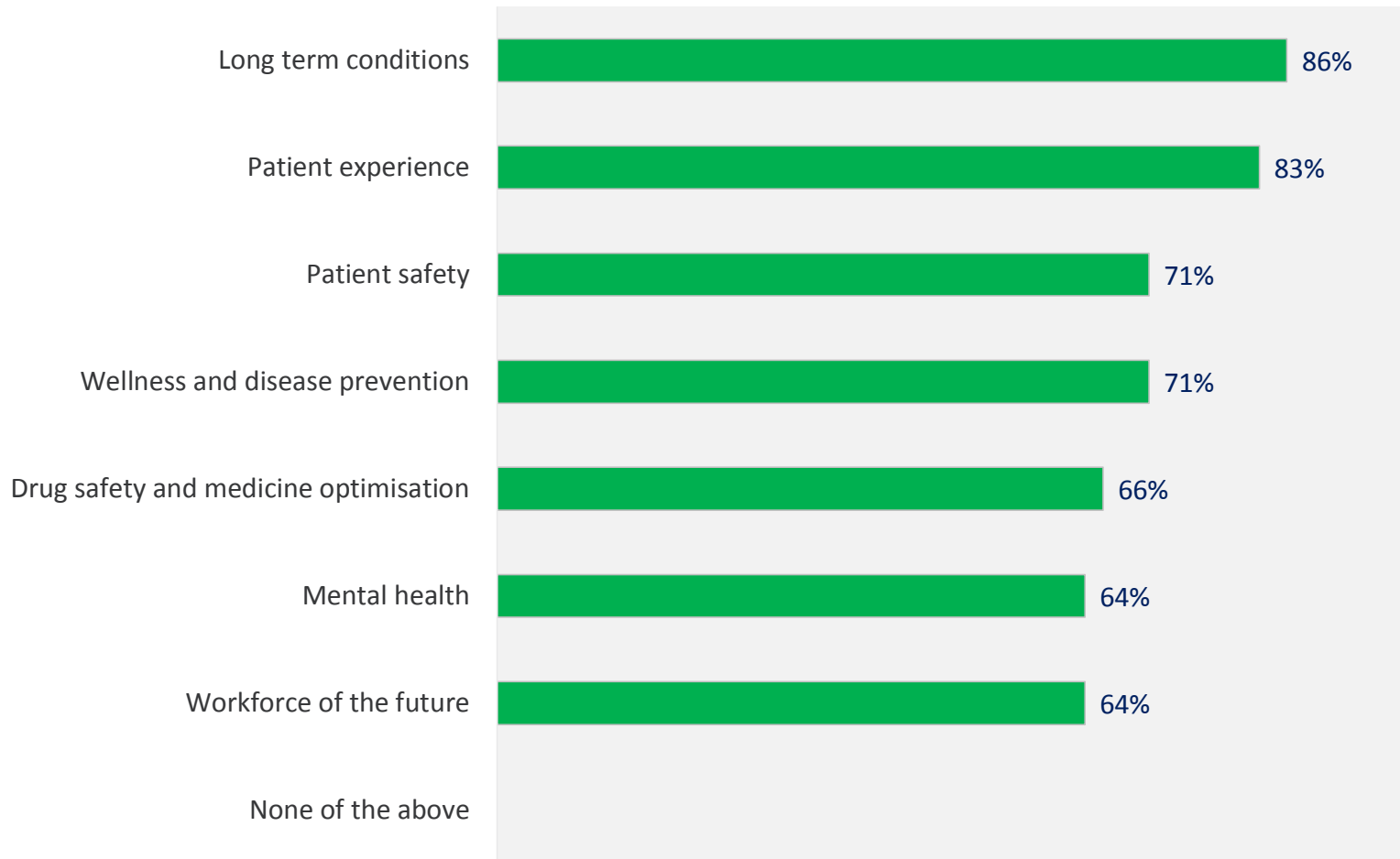
“Faster route to facilitation, better access to the right contact, clearer objectives for initiatives and programmes.”

“Clear open transparent process for agreeing priorities and funding. Give reasonable deadlines for responses - last call out for innovations came in December with 1 week turnaround time, and then no feedback after this.”

AHSN specific questions



Thinking of your organisation specifically, which (if any) of these WMAHSN priorities are relevant to the goals of your organisation?
Please tick all that apply.



Should the WMAHSN amend its current priorities? If so what would be your top 3 priorities. You can type in up to 3 or leave blank if you wouldn't amend the current priorities.

Priority 1

- Digital
- Evidence into practice
- Implementing telehealth innovation
- Joining up health and social care, primary and secondary - i.e. patient not institution focus
- Long term conditions
- Long term conditions
- Membership
- Precision medicine
- Stroke
- Wellbeing/prevention
- Workforce
- Workforce

Priority 2

- Drug safety and medicine optimisation
- Heart attack
- Meds optimisation
- Mental health
- Mental health
- Patient safety
- Research
- Supporting primary care
- Upskilling workforce
- Workforce engagement and development

Priority 3

- Adoption and diffusion
- Disease prediction so as to improve chances of cure
- Engaging NHS in research by demonstrating impact
- Integration with social care
- Long term conditions
- Medicines optimisation
- Safety
- Social care