

HOW ARE WE DOING?

MEMBER SURVEY REPORT 2015 - 2016

The survey

In September 2015 we carried out our second annual membership survey. We received 210 individual responses to our online survey, from 139 member trusts (over 60% of membership) providing acute, ambulance, community and mental health services. In addition, Ipsos Mori carried out 20 in-depth telephone interviews with 20 member chairs and chief executives to provide us with further insight into what we are doing well, where we can improve, and how this has changed over the past year.

Key findings

95% of respondents were very or fairly satisfied with the work of NHS Providers; this is a 5% improvement since last year.

98% felt it was very or fairly important for their organisation to be a member of NHS Providers, and 95% felt it was very or fairly important for them individually, improvements of 1% and 4% since last year.

98% would speak positively about NHS Providers; this is a 5% improvement since last year.

trusted respected

Ipsos Mori reported that interviewees perceived NHS Providers even more positively than last year, seeing us as a trusted and respected partner in increasingly challenging times.

What NHS Providers does well



NATIONAL VOICE

Being part of a bigger voice is a key benefit for members.

“ *They are able to take those arguments forward in a way that individually, most of us would not be able to do.* ”



LOBBYING

Many members highlighted the strength of our lobbying work over the past year.

“ *...pleased to see a lobbying voice emerge to challenge the central approach.* ”

RESPONSIVE

Members valued our timely responses to issues as they arise in the sector.



“ *...first rate resource for disseminating timely, comprehensive and relevant information...* ”



BRIEFINGS

90% of respondents use our on-the-day briefings, with many disseminating them within their own organisation.

“ *...clear and very topical briefings.* ”

NETWORKING

The opportunity to network with colleagues continues to be of central importance to members.



“ *The networking and influencing opportunities are very important.* ”



SUPPORT

Members from all sectors felt the support they received from NHS Providers offered them value for money.

“ *Sometimes with some organisations of that sort, you can feel that if you contact them, it goes into a big black hole. And I never feel that. I always get a response which even if brief, is always really good.* ”

Areas we can improve

	YOU SAID...	WE WILL DO...
1	<p>Balance the needs of different types of provider</p> <p>Members acknowledge there are times when the needs of different types of providers come into conflict and they would like us to find a way of balancing those needs.</p>	<p>We recognise the challenge of representing a diversity of NHS providers and are committed to ensuring that the specific impacts of national policy proposals on our ambulance, community, mental health and acute members is well reflected within our influencing and support. This will be a key focus in the refresh of our new three-year strategy and we will build on the existing director 'champions' for different sectors to ensure that our programme is relevant for all.</p>
2	<p>Demonstrate the impact of our work</p> <p>Members would like us to do more to demonstrate the impact of our work, particularly our influencing.</p>	<p>We are keen to ensure we develop both formal and informal means to feedback our achievements to you and our external stakeholders. Our primary, formal means of sharing our achievements is our six-monthly performance report and our annual report. In addition we will reflect on how to maximise use of other outlets including network policy updates, and communications from chair, chief executive and other members of the team for a member audience.</p>
3	<p>Seek a range of member views</p> <p>Members have asked us to ensure we seek a range of provider views before responding on issues.</p>	<p>NHS Providers is committed to ensuring the views we express are a true reflection of those held by our members. Our board is already reflective of our membership base, and this year we will build on gathering feedback from our networks, policy reference groups and survey programme to ensure this remains the case.</p>
4	<p>Make best use of our voice</p> <p>Members appreciated the media work we have done; with some suggesting that we should be working to achieve a bigger, stronger voice in the media.</p>	<p>We are proud of the improvement in our media profile over the past 12 months and pleased to hear that members are happy with this. Over the next year we will continue to ensure the provider voice is clearly heard while striking the right balance of tone. Voicing your concerns publicly on particular issues, and offering constructive 'behind the scenes' feedback so that we effectively influence policy development early and at the highest levels.</p>
5	<p>Maintain independence from the centre</p> <p>Members value the independence of NHS Providers and have asked us to ensure we don't compromise that by getting too close to the centre.</p>	<p>NHS Providers always seeks to be an effective and clearly independent partner in policy development and debate with political parties, government and national bodies to ensure our members' voice is heard and to offer constructive challenge. We will ensure we continually review our position so we are best placed to influence and support most effectively for our members.</p>

What happens next?

The full survey results have been discussed by our senior management team and our board. As we develop our three-year strategy for 2016-19 the results from this survey will guide our thinking and ensure our offer continues to meet member needs.

We will continue to report on our in-year performance via our six-monthly performance reports, and will report specifically on the improvement areas from this survey prior to next year's annual member survey. You can see the actions from last year's survey and how we have worked to improve in those areas in our *Survey outcomes* report.

Our member survey will be repeated in autumn 2016 but we welcome your feedback at any time so please don't hesitate to contact a member of the team.

Chris Hopson, chief executive of NHS Providers, said:



We are delighted with the response from members to this year's survey and honoured by the trust they place in us to speak on their behalf. We will work hard over the next year to maintain these high standards and ensure we deliver a first class service for members

Where can I find out more?

The full results of our quantitative and qualitative surveys are available to members on our website.

NHS Providers is the membership organisation and trade association for the NHS acute, ambulance, community and mental health services that treat patients and service users in the NHS. We help those NHS foundation trusts and trusts to deliver high quality, patient focused, care by enabling them to learn from each other, acting as their public voice and helping shape the system in which they operate.

NHS Providers has more than 90 per cent of all NHS foundation trusts and aspirant trusts in membership, collectively accounting for £65 billion of annual expenditure and employing more than 928,000 staff.



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