

Kia Ora

Welcome to the Q4 – May 2022 newsletter for the Aotearoa New Zealand Patient Experience survey programme.

We are pleased to announce that results from the May 2022 quarter are live in the reporting portal now.

The upcoming health system reforms are probably top of mind for most of you. The good news is that it won't have a big impact on the Aotearoa New Zealand Patient Experience survey programme; survey result reporting and the role of the Superusers will remain unchanged for now.

We are also excited to announce that survey timetable for the upcoming year have been released and is available to view [here](#). Please take a few minutes to take note of [key dates](#) for the next survey round.

Noho ora mai,
NZ Patient Experience Team

Click here to be taken to the **Patient Experience Survey** landing page with links to both portals

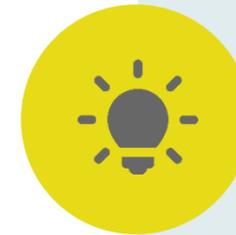


What's coming up

- [Health system reforms](#)
- [Experience Explorer](#)



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Newsletter Articles

- [Boost your response rates](#)

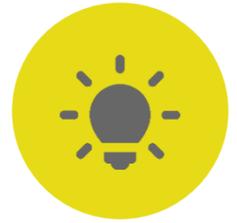


[Patients' feedback about the survey](#)



Ipsos Support

- [Information & How-to Library](#)
- [Contact details](#)



Health System Reforms

The impact of the transition to Health NZ

As the health system reforms begin to come into play, we wanted to update you with what this means for the Aotearoa New Zealand patient experience survey programme.

The programme will continue to run through the transition and we will adapt the programme, as needed, to fit the new system. However, at the moment, we will be continuing with business as usual. Both the Adult Primary Care Survey and the Adult Hospital Inpatient Survey will continue in the same way, with surveying happening quarterly.

The timetables for the upcoming year (commencing 1 July 2022) have also been released, and you can find them here:

- [Adult primary care patient experience survey timetable](#)
- [Adult hospital inpatient experience survey timetable](#)

Reporting

At this stage, the reporting portal will continue to display the results in the same way as you are used to. We will be reviewing this overtime as the new system is embedded and will consider future changes as necessary to ensure reporting continues to suit the new health system. However, for now, you can expect to see the results in the same way as previous quarters.

Superusers

Superusers will retain their role in the programme as per usual. Unless Ipsos is notified otherwise, we will continue to use these same contacts in our communications.

If you are a superuser and your contact details are changing, or you are moving roles, please advise Ipsos at: NZPatientExperienceSurveys@ipsos.com

New / changed users

If you have new users in your organisation, who would like access to either the data collection portal or the reporting portal, you can contact your PHO Superuser to create logins and provide them with access.



What's Coming Up



Experience Explorer

On Monday 11th April, the Health Quality & Safety Commission launched its new **patient experience explorer**, a new and improved version of the previous public reporting dashboard.

The patient experience explorer will let users look at differences in experiences by searching for specific information, such as by region (district health board), ethnicity, age group and disability status.

Public access to the explorer to search adult hospital inpatient experience survey data from all 20 district health boards (DHBs) has been available since April. **Adult primary care patient experience will be added in early July and both Explorers will be available [here](#).**

Note that the patient experience explorer will present weighted data so figures may differ slightly from what you see on our reporting portal.



Key Dates

1-22 July

Practice Inclusion Phase

- PHOs submit the list of facilities (i.e. practices) who will participate in the next survey round
- Action in the data collection portal
- If no changes are made then the list included from the previous survey round will automatically be selected

25 Jul-7 Aug

Survey Reference Period

- Patient sample who will receive a survey will be a selection of patients who have visited their practices during the survey reference period
- PHOs to notify facilities about the survey reference period
- Facilities to display information about the survey to patients during this time

10 Aug-2 Sep

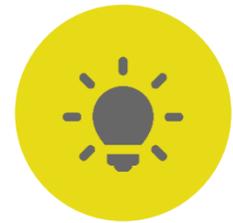
Survey Fieldwork

- The survey invitations go out to patients on the 10th of August 2022 and they will have time until the 2nd of September 2022 to complete the survey

Mid-September

Survey Results Available

- Results will be published in the reporting portal a few days after the survey closes
- This Newsletter is the way we notify the sector that the results for the most recent survey are available in the reporting portal



Boost Your Response Rates

1. Minimise SMS and Email bounces when we invite patients

Survey response numbers are improved when more patients are invited and more patients who are invited complete the survey. A key aspect of improving response rates is to minimise the invalid and bounced SMS and emails at practice level.

The first step is to make sure that all the patients have contact details associated with their record. If eligible patients have no contact details in your PMS (no email or mobile phone number), we lose the opportunity to invite them to participate. It's important to ensure we have valid contact details for all patients.

The contact details are managed by the practices and so we need the practices to check and update their patient contact details on a regular basis. This will ensure the correct details are available when we receive the patient sample file from the Ministry of Health. The patients who will receive the survey will be a selection of those who visited their practice during the survey reference period.

The next survey reference period is **25 July-7 August 2022**. Please let your practices know when the survey reference period starts to boost awareness.

Practices should ensure reception staff are aware of the survey and the survey dates.

Reception should check and update contact details of patients who visit the practice especially during survey reference period – having both email address AND mobile number increases their chances of responding, increasing your response rates.

Check the correct format of **email addresses**:

- ✓ No spaces
- ✓ One email address per patient
- ✓ Ensure the email domain is correct (for example .co.nz or .com is included)

Check the correct format of **mobile numbers**:

- ✓ No spaces
- ✓ Only numbers in field
- ✓ One mobile number per patient

2. Encourage patients to complete the survey

Patients are more likely to answer the survey if they know about it and are expecting to receive an invitation. Therefore, it is important to display information about the survey during the survey reference period.

Remind staff about the survey so they are able to answer any patient enquiries.

Practices should display information about the upcoming survey during the survey reference period, and resources are available on the [Commission's website](#) and in the [How-to Library](#).

Practices can also share the following draft message on social media or the patient portal:

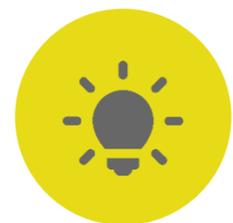
We want to hear your views!

Over the next few weeks you may receive an email or text message inviting you to take part in a patient experience survey about your recent experience at [practice name]. By taking part in the survey, you would be helping to improve the care you and your whānau receive, as well as care and access to health services in local communities across New Zealand. Taking part in the survey is voluntary and anonymous. Please ensure the contact details we have for you are up to date. This can be done by contacting [practice name] reception.

Facility Administrators can also manage and update the facility details (i.e. practice logo and email signature with correct contact details for the practice) which will be displayed on the survey invitation sent to the patient. If the patient can recognise the logo and practice name, it makes it easier for them to trust the survey and complete it when they receive it.



More information on how to manage facility details can be found in this [Update Facility Details How-to guide](#).



Boost Your Response Rates

3. Monitor your response rates in the data collection portal

If you have access to the [Data Collection Portal](#), you can view the response rate report for your organisation.

The first three things you should look at are:

- **Bounce rate** – This is a measure of the success in reaching your patients to complete the survey. It is in the Response Rate summary tab and highlights how many email or SMS invitations were not able to be delivered.

 **How to improve:** Confirming that email addresses and mobile numbers are spelled correctly when patients visit. You can help by removing any special characters or letters in the mobile numbers

- **Response Rate** – This is a measure of the success in encouraging your patients to complete the survey

 **How to improve:** Building awareness of the survey programme and patients expecting to receive an invite will boost the number

- **No contact details available** – These are eligible patients to be invited to the survey but don't have an email or SMS linked to their record in the NES.

 **How to improve:** Increasing collection of emails and SMS during the survey reference period will help increase this number

Search Parameters

Batch Details × APCS 21/22 Q3 - February	Gender × All	Age Group × All
Level One × National Level	Level Two × All	

Search
Clear

Reports

Completed Surveys
Response Rate Summary
Response Rate Detailed
Email Delivery
SMS Delivery
Sampling Outcomes

Show 50 entries

	National Level								NZ Total							
	Total		Māori		Pacific People		Non-Māori, Non-Pacific		Total		Māori		Pacific People		Non-Māori, Non-Pacific	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Invited	196656	100	29265	100	14413	100	152978	100	196656	100	29265	100	14413	100	152978	100
Bounced email or sms	11756	6	1307	4.5	658	4.6	9791	6.4	11756	6	1307	4.5	658	4.6	9791	6.4
> via Email	11756	6	1307	4.5	658	4.6	9791	6.4	11756	6	1307	4.5	658	4.6	9791	6.4
> via SMS	2	0	2	0	0	0	0	0	2	0	2	0	0	0	0	0
Ineligible via 0800 team	43	0	4	0	3	0	36	0	43	0	4	0	3	0	36	0
> Deceased	6	0	0	0	0	0	6	0	6	0	0	0	0	0	6	0
> Wrong Contact Details	16	0	3	0	0	0	13	0	16	0	3	0	0	0	13	0
> Unavailable	14	0	1	0	3	0	10	0	14	0	1	0	3	0	10	0
> Other	7	0	0	0	0	0	7	0	7	0	0	0	0	0	7	0

 More information on how to view your response rate can be found on the [Response Rate How-to Guide](#).



Patients' Feedback



“Thank you for including us in the survey and be able to share our opinion to make sure our views are included in the decision making for national health.”



“It's encouraging to see such a comprehensive survey people are more anxious these days and feeling that you are speaking with compassionate health care providers brings a certain immediate relief. This is a very important baseline for people to be able to be open and candid about their health concerns.”



“Very good survey which asks a lot of relevant questions to help the improvement of our health care and the needs of patients.”



“I appreciate the need for surveys which identify the needs and healthcare delivery of individuals according to race gender etc. I trust medical practitioners are likewise given the chance to respond to a survey especially one which identifies any groups who have problems understanding the advice they are given the importance of the advice they are given and further how likely they are to make and keep appointments or follow advice. This might go some way to clarify healthcare statistics which purport to show inequities in the system.”

Information & Resources



Survey Landing Page

Please bookmark this URL to the Aotearoa NZ Patient Experience Survey



APCS Timetable

- Key dates for the survey
- Also available on the Commission's website



FAQ Page

- Information about the survey
- Questionnaires
- Methodology Documents
- Answers to FAQs
- Reporting Portal User Guide



How-to Library

- How-to Guides
- How-to Videos
- Newsletters
- Survey Reference Period Material
- Links and more



PHO Superusers

How-to Guide and instruction manual for PHO Superusers



Practice Managers & Facility Administrators

How-to Guide and instruction manual for practice managers and facility administrators



Your Ipsos Support Team



Amanda Dudding



Kania Sugandi



Hanrie Le Roux



Arabella Wiles



Aidan Fenwick



Freda Adams

DHBs, PHOs & Practices can contact the Ipsos Patient Experience team:

Phone: **04 974 8630**

Email: NZPatientExperienceSurveys@ipsos.com

Patients & Respondents who need assistance whilst they are completing the survey or have any technical questions, can reach the Ipsos helpdesk:

Phone: **0800 121 650**

Email: support@myexperience.health.nz