

Adult primary care survey – PHO Superuser

We are excited to welcome you as a superuser for the NZ Patient experience survey representing your PHO. You were nominated to take on this important role in supporting the **administration** of the Adult primary care survey.

For more information about the survey programme, please visit:
<https://www.hqsc.govt.nz/our-programmes/health-quality-evaluation/projects/patient-experience/>



Administration of the Adult primary care survey

The administration of this survey is completed through the **data collection portal**.

The link to the data collection portal:
<https://myexperience.health.nz/Account/Login>

In the **data collection portal** you can;

- ✓ Complete practice inclusion phase (opt-in)
- ✓ Update facility information
- ✓ Create user accounts for facilities and delegate responsibilities
- ✓ Moderate comments from the survey before they go to the reporting portal
- ✓ View and action patient contact requests from the survey
- ✓ Monitor response rates (by PHO and practice)
- ✓ Export raw data in Excel



Please contact Ipsos for login details if you have not received any yet

Access the results of the survey

The results will be available in the **reporting portal** soon after the survey closes.

The link to the reporting portal:
https://cx.myexperience.health.nz/users/sign_in

In the **reporting portal** you can;

- ✓ Access historical data
- ✓ Administer access for PHO and facility level users
- ✓ View National, PHO and facility level results
- ✓ Create custom tables of results
- ✓ Historical data



The reporting portal is separate from the data collection portal.

You will receive an invitation email from
support@cx.myexperience.health.nz
In this email there will be a link to set-up a password to access the reporting portal.

Superpowers

As superuser you will have the following powers;

- You have a say in the platform improvements, we value your feedback
- You have full access to all the functions in both portals
- You can create new users in the data collection portal and invite new users to access the reporting portal
- You will receive key information first



User Manuals

You can find user manuals, FAQs and how-to videos in our How-to Library at:
<https://cx.myexperience.health.nz/library>

Contact Ipsos



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NZPatientExperienceSurveys@ipsos.com



Stay on top of the key dates and deadlines for each wave!

Please contact Ipsos and request an updated Timetable