

# COMMENT MODERATION

NZ Patient Experience Surveys

How-to-guide

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2024

GAME CHANGERS



# TWO PORTALS – ACCESS THE DATA COLLECTION PORTAL

Please bookmark this one URL: <https://myexperience.health.nz/sector> to access the [landing page](#) with links to both portals.

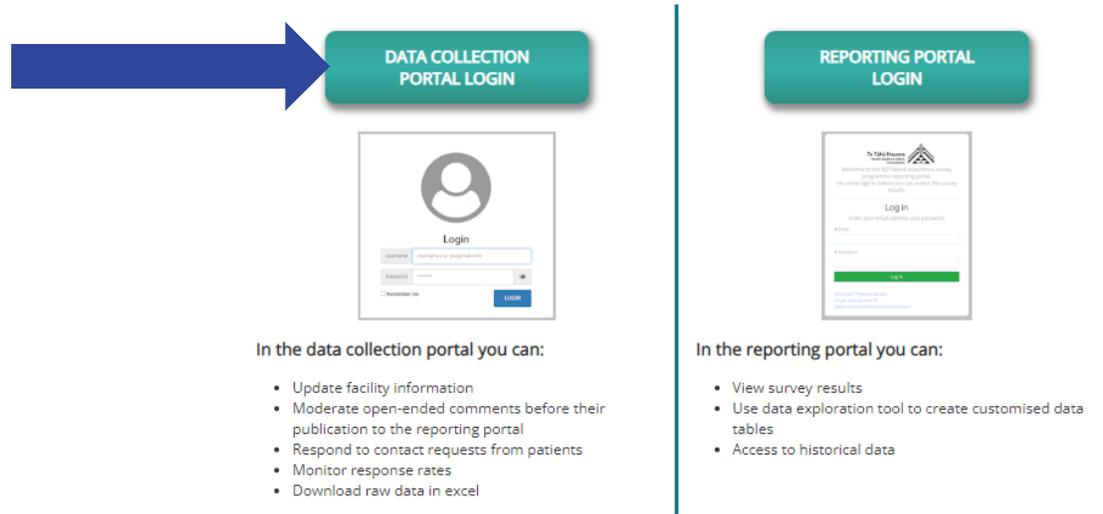


## He ara aupiki, he ara auheke

### Aotearoa New Zealand patient experience survey

Welcome to the Aotearoa New Zealand patient experience survey log in page for districts, PHOs and facilities.

The survey programme uses two portals to support the sector in preparing for the survey and looking at the results.



#### LOST YOUR LOGIN DETAILS? NEED A NEW PASSWORD?

Please contact your district or PHO Representatives; they can add new users, provide login details, reset a password or remove users who no longer need access. If you are unsure who these contact persons are please contact the NZ patient experience survey team at [NZPatientExperienceSurveys@Ipsos.com](mailto:NZPatientExperienceSurveys@Ipsos.com) or 04 974 8630.

#### Note:

- The system will **time out** if you leave it inactive for 5 minutes. The screen will take you automatically to the patient log in screen if refreshed. To log in you will need to return to the URL above.
- Please use **Chrome or Edge** as Internet browser

# LOGIN DETAILS AND SUPPORT

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## Two portals

You will have separate login details for each portal

### Data collection portal

**PHO or district representatives** manage user accounts, please contact them for access and login details.

They can:

- Give you access to the data collection portal
- Resend login details
- Reset your password
- Remove users who no longer require access

With the **PHO or district representatives'** permission, you may have access to more than one level. You will need a separate login for each level.

You can't reset your password for the data collection portal, please contact your **PHO or district representatives** to do this.

### Who should you contact

### Levels of access

### Password reset

### Reporting portal

**PHO or district representatives** manage user accounts, please contact them for access and login details.

They can:

- Give you access to the reporting portal
- Give you access to more than one level in the reporting portal
- Give you access to comments from the survey (for your organisation)
- Remove users who no longer require access

With the **PHO or district representatives'** permission, you may have access to more than one level. This can be added to your login, so you won't need a separate one for each level.

You can reset your own password for the reporting portal. Please use the "forgot-my-password" function on the sign-in page.

## Ipsos support

Contact Ipsos if you need the contact details or your **PHO or district representatives** or if you have any other questions:

Phone: **04 974 8630** – please leave a voice message and Ipsos will endeavour to get back to you within 2 working days

Email: [NZPatientExperienceSurveys@ipsos.com](mailto:NZPatientExperienceSurveys@ipsos.com)

# COMMENT MODERATION

## What needs to be done?

- All comments made by patients in the survey are anonymous however, some comments can identify a patient, practice, staff member or other health organisation. Comments may contain hate speech, swear words or serious complaints.
  - We recommend that superusers or those with access to comment moderation go in and review all the comments from the survey to remove identifiable information or hate speech before we publish the comments in the reporting portal.
  - The protocol for reviewing patient comments includes:
    - ensuring that 'hate speech' is identified and removed
    - removing patient, staff or practice identifiable comments where requested
    - identifying and acting on serious issues such as safety, violence, serious complaint
    - identifying and acting on things that require follow-up, for instance a broken handrail in the clinic
- See tips for what to remove in [Appendix 2](#)

## When can comments be moderated?

- Comment moderation will open the day after the survey invitations are sent to patients
- All comments that are moderated up to one month after fieldwork ends will be automatically included in the reporting portal
- Comment moderation never closes but if you change a comment from a survey that closed more than a month ago, please flag this with Ipsos so the edit can be updated in the reporting portal as well.

[Protocol](#) for reviewing patient comments available on the Commission's website.

# COMMENT MODERATION - MAKING EDITS

## Comments will be made available for moderation the day after the survey invitations went out

1) Go to “**Comment Moderator**” in the header menu.

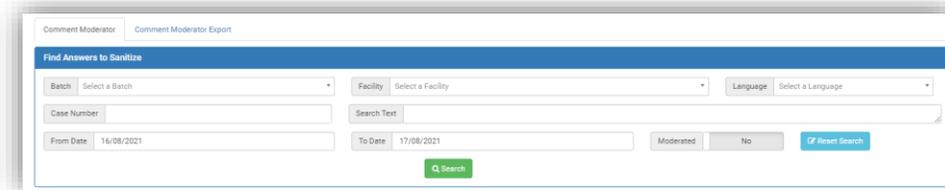


2) Select the “**Batch**” and “**Date Range**” you want to look at.

3) Select if you want to view comments not moderated yet (**No**) or comments that have been moderated already (**Yes**)

4) Click on “**Search**”.

5) Select the “**Case Number**” you would like to view and click on it.



6) The case will appear with each comment available to review along with question text, original answer and most recent updated answer.

7) Edit the “**Edited Answer**” text box to remove identifiable information that might allow someone to identify who made the comment when presented in the reporting portal, such as: names, places, dates, contact details.

8) Once happy with the edits for this case select “**Save and Continue**” and you will return to the list of available comments.



Use square brackets to indicate text has been removed.  
Replace identifiable names or terms with generic terms, e.g. [nurse] [doctor] [A&E clinic].

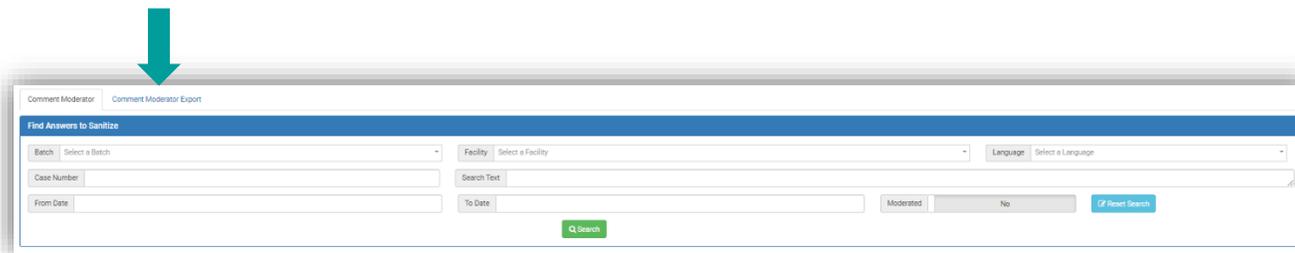
**Note:** If you edit an already moderated comment, it will overwrite the previous moderation.

# COMMENT EXPORT

You can download a list with the comments only, to identify the comments that need moderation

You can download the list of comments from the Comment Moderation tab in the data collection portal. This export will only have the list of comments from the survey and will make it easier to complete the comment moderation process.

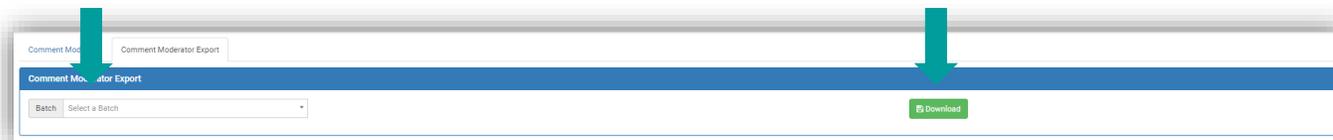
Go to the Comment Moderation tab; select **Comment Moderator Export**



The “**Priority Flag**” column indicates whether the patient had a bad experience = True. From the survey they have then either indicated that they;

- Experienced some form of discrimination or
- Were not treated with respect or
- Feel their needs were not met or
- Had a bad experience overall.

Select the survey batch of the comments you would like to view and click on the green download button.



The screenshot shows an Excel spreadsheet with the following columns: BatchName, SurveyEndDate, Optional Variable 1 - Ward, FacilityID, FacilityName, CaseID, PriorityFlag, QuestionText, and VerbatimComment. The spreadsheet contains 17 rows of data, including headers and 16 rows of comment entries. A green arrow points to the 'Download' button in the previous screenshot, which has led to this data being exported into the spreadsheet.

BatchName	SurveyEndDate	Optional Variable 1 - Ward	FacilityID	FacilityName	CaseID	PriorityFlag	QuestionText	VerbatimComment
HLR_13JAN_2021_TEST	13/01/2021	Adult Medical Services			3AD1JT	FALSE	Which of the following reasons best describes why you chose this reason?	
HLR_13JAN_2021_TEST	11/02/2021	Adult Medical Services			3AEQZP	TRUE	Which of the following reasons best describes why you didn't want to	
HLR_13JAN_2021_TEST	5/02/2021	Adult Medical Services			3AFUCW	TRUE	Which of the following reasons best describes why you did not want to	
HLR_13JAN_2021_TEST	13/01/2021	Adult Medical Services			3AD1JT	FALSE	How could your individual or cultural needs have been better met?	
HLR_13JAN_2021_TEST	13/01/2021	Pacific			3AD1KM	TRUE	How could your individual or cultural needs have been better met?	Happy with care I received and way I was treated. Needs were met.
HLR_13JAN_2021_TEST	14/01/2021	Adult Medical Services			3AD859	FALSE	How could your individual or cultural needs have been better met?	
HLR_13JAN_2021_TEST	14/01/2021	Adult Medical Services			3AD8Y1	TRUE	How could your individual or cultural needs have been better met?	
HLR_13JAN_2021_TEST	20/01/2021	Adult Medical Services			3AE088	FALSE	How could your individual or cultural needs have been better met?	
HLR_13JAN_2021_TEST	11/02/2021	Adult Medical Services			3AEQZP	TRUE	How could your individual or cultural needs have been better met?	
HLR_13JAN_2021_TEST	18/01/2021	Euro			3AF79R	FALSE	How could your individual or cultural needs have been better met?	
HLR_13JAN_2021_TEST	5/02/2021	Different DHB			3AFIV2	TRUE	How could your individual or cultural needs have been better met?	
HLR_13JAN_2021_TEST	14/01/2021	Adult Medical Services			3AD7IQ	TRUE	When you were in hospital did you ever feel you were not treated with respect?	
HLR_13JAN_2021_TEST	5/02/2021	Adult Medical Services			3AFUCW	TRUE	When you were in hospital did you ever feel you were not treated with respect?	
HLR_13JAN_2021_TEST	13/01/2021	Pacific			3AD1KM	TRUE	You indicated that you felt you were treated unfairly. How could your individual or cultural needs have been better met?	
HLR_13JAN_2021_TEST	5/02/2021	Different DHB			3AFIV2	TRUE	What would have made your visit in hospital better?	kj h
HLR_13JAN_2021_TEST	13/01/2021	Adult Medical Services			3AD1JT	FALSE	What about your visit in hospital went well?	dadadad

# APPENDIX SECTION

More detailed information

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# APPENDIX 1: WHO WILL HAVE ACCESS TO PATIENT COMMENTS

## Access to comments in the **data collection portal**

The table below sets out who can view patient comments in the data collection portal.

Organisation	Usertype	View
<b>Practice</b>	Facility Administrator, Facility Comment Moderator	Results and comments for own practice only
<b>PHO</b>	PHO Superuser, PHO Comment Moderator	Results and comments for own PHO and own practices only
<b>District</b>	Superuser and District Comment Moderator	Results and comments for own district only

## Access to comments in the **reporting portal**

The table below sets out who can view patient comments in the reporting portal (note they will be anonymous). Practices are encouraged give access to reporting widely across their general practice team, as these are their results.

Organisation	View
<b>Practice</b>	Results and comments for own practice only
<b>PHO</b>	Results and comments for own PHO and own practices only
<b>DHB</b>	Results only for PHOs where they are the lead district. Can see comments by unnamed practices in their area.
<b>National</b>	Can see all comments, although only the PHO and districts are identifiable.

# APPENDIX 2: TIPS FOR REMOVING IDENTIFIABLE INFORMATION



## When a staff member is identified:

- Where comments about identifiable staff are positive, they don't need to be edited. The staff member can still request comment moderation.
- Where comments are negative and identify a staff member, editing should focus on the behaviour and experience rather than the staff member's specific role or personal description.

## What easily identifies the patient:

- **patient name**
- **places**
- **contact details (phone number, email)**
- **other unique identifiers (NHI Number, Patient Number)**

## What might indirectly identify the patient:

In combination with dates, demographics and other survey variables, the following might risk a patient being identifiable in a comment:

- **dates of service connected to specific experiences**
- **health conditions specific diagnosis and outcomes**  
**(i.e. specifics around treatment plan, condition names etc...)**

# APPENDIX 3: WHEN TO FLAG A COMMENT WHILE MODERATING

## How to use the **RED ALERTS** option in comment moderation

These flagged comments will be reviewed by the Ipsos team before being passed on within the system to the appropriate patient liaison or to the data quality team for review.

You may also choose to directly connect with the patient liaison for your practice should the need arise.

Comments should be flagged if:	What happens next?
<b>1) They include a request for contact</b> This may be within the answer with contact details or permission to be re-contacted (outside of the recontact form)	Ipsos will review and either confirm permission to share contact details from sample file (if not in comment) or pass directly to the patient liaison.
<b>2) They include notes about <u>self-harm</u> or serious complaints</b>	<b>**Act immediately</b> - reach out to the Ipsos team <b>04 974 8630</b> with the CaseID for assistance to contact this patient as soon as possible.
<b>3) They include comments about difficulties in the survey</b> Responses like “I couldn’t skip this question”	Ipsos will review the data for that patient and adjust their result accordingly in order to ensure results reflect the patient’s intended answer.

# Thank you

For more information go to our  
**How-to Library**

<https://cx.myexperience.health.nz/library>

**GAME CHANGERS**

