



KIA ORA!

Welcome to our first quarterly newsletter

We'll be sending out a newsletter each quarter to update you on what's happening in the programme – this will include information about what's new and useful tips and tricks. We also want to use this as a forum for sharing ideas within the sector, especially things that are working well. So, if you've got something you'd like to share or have ideas on what content you'd like to see in this newsletter please let us know.

Firstly, we would like to thank you all for your efforts in setting up the new programme. We realise that kicking off during a global pandemic wasn't ideal timing for you. We are very grateful for the time you have invested in attending workshops and webinars, contacting us with questions and feedback and getting used to the new systems.

We have certainly appreciated your passion and enjoyed getting to know you all.

Ngā mihi nui,

Amanda, Ruth, Hanrie and the Ipsos team

[Data collection portal](#)

[Reporting portal login](#)

WHAT'S IN THIS NEWSLETTER?

Click on the links below to take you directly to information on:

- [What's new this quarter?](#)
- [What's coming up next quarter?](#)
- [Looking for help?](#)
- [Dates for next quarter?](#)
- [A focus on equity](#)
- [A message from the Commission: The new Privacy Act](#)
- [Where do we find our response rates?](#)
- [How can we moderate comments more quickly?](#)
- [What's new in patient contacts \(Red Alerts\)?](#)
- [Patient feedback on completing the survey](#)

NEED HELP?

ŌMĒRA MAI | EMAIL US: nzpatientexperiencesurveys@ipsos.com
WĀEA MAI | CALL US 04 974 8630





WHAT'S NEW THIS QUARTER?

This quarter you will notice the following new features:

- The ability for respondents to answer the survey in te reo Māori – this is why you may have some written responses in te reo. In total we had 7 respondents choose the te reo version of the questionnaire. Please encourage staff to let te reo speaking patients know this option is available.
- Response rate reporting is now available via the data collection portal (where you upload your quarterly data extract. See more details on this in [“Where do we find our response rates?”](#)).
- New features in the patient contact (Red Alert) section of the data collection portal. See more details in [“What’s new in patient contacts \(red alerts\)?”](#).



WHAT'S COMING UP NEXT QUARTER?

Next quarter look out for:

- A new set of questions relating to cultural safety. An Expert Advisory group has been working on developing this aspect of the survey. These questions will be live for the February survey.
- A new dashboard page for reporting users who just need to see the key results.
- Further improvements to the comment moderation process.



LOOKING FOR HELP OR GUIDANCE MATERIALS?

Check out the following (accessible via the reporting portal or links below):

- **How-to user Library**
<https://cx.myexperience.health.nz/library> where you will find first time user guides, full manuals, recordings of our webinars and how-to-videos.
- **FAQ page on the reporting portal**
<https://cx.myexperience.health.nz/faq>. Here you will find information about the survey, questionnaires and methodology documents, answers to FAQ and the reporting portal user guide.



DATES FOR NEXT QUARTER

- **Inpatient discharge (4-week period)**
18 January – 14 February
- **Inpatient discharge (2-week period)**
1 – 14 February
- **DHB upload period**
15 – 23 February
- **Survey fieldwork**
February – 16 March
(7 April for hard copies)
- **Results available**
13 April

For more important dates, please visit the [survey timetable](#).

NEED MORE SUPPORT?

The Ipsos team is also available to support the sector and patients.

To reach Hanrie and Ruth for support for your team please give us a call at 04 974 8630 or email us at NZPatientExperienceSurveys@ipsos.com.

If your patients require any assistance during the fieldwork window with technical questions, they can reach the Ipsos helpdesk at 0800 121 650 or support@myexperience.health.nz.

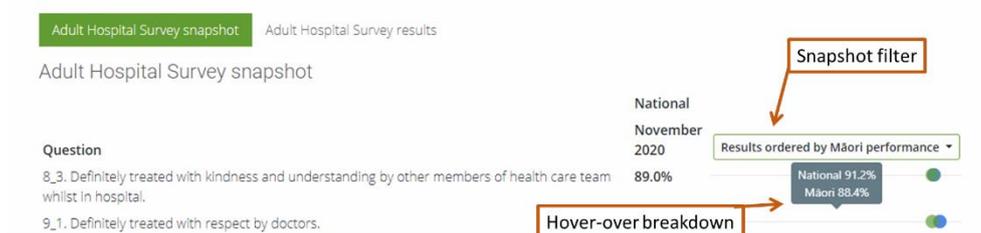
A FOCUS ON EQUITY

Equity for Māori is an important focus of the NZ patient experience survey programme. The survey programme aims to support you, the Health Quality and Safety Commission and the Ministry of Health measure and understand the experiences of different New Zealanders and whether we are achieving equity, especially for Māori.

Here is how the programme helps support equity measures:

Equity focus in reporting

There are number of places in the reporting portal where the results of Māori respondents are compared with the total result, making it easy to spot differences. This quarter we would like to point out the addition of the Māori data to the snapshot screen. Here you can order the core rated question set by “Māori performance” using the dropdown filter. This will help you identify the high performing and areas for improvement with Māori patients from your DHB. When you hover over a dot chart, you will see the breakdown of results. Additional features for equity reporting will be released in future updates.



Equity focus in participation

Ensuring we improve participation among Māori and Pacific people is a key focus of the programme. The first thing you can do is ensure that the patient sample provided to us contains a representative sample of Māori and Pacific people. It is recommended that you monitor the percent of invitations sent each quarter by ethnicity and take proactive steps to improve the collection of patient contact details. The section below [“Where do we find our response rates?”](#) shows where you can find this information.

During the COVID survey we found had the best response rates from Māori and Pacific people when they received BOTH an email and SMS invitation. You can play a part in increasing Māori and Pacific response rates by having both email and cellphone details for the Māori and Pacific patients included in the survey.

For more information about equity, please visit the following websites from:

[Ministry of Health
health.govt.nz/equity](https://health.govt.nz/equity)

[Health Quality & Safety Commission
Health Quality & Safety Commission | Health Equity \(hqsc.govt.nz\)](https://www.hqsc.govt.nz/Health-Equity)

A word on the new Privacy Act from the Commission

You may be aware that on the 1st December there were some changes to the way patients’ information needs to be handled. The new Privacy Act (2020) and the Health Information Privacy Code (2020) both came in to force on the 1st December, and will likely be relevant to the work you do.

This [webpage](#) outlines the key changes to the privacy act – namely that there are now significant fines in place for organisations that have had privacy breaches, and that organisations are now obliged to notify the Office of the Privacy Commissioner and affected individuals as soon as possible.

This [webpage](#) is the Health Information Privacy Code, rule 5 discusses the storage and security of health information.

There is also [training](#) provided by the Office of the Privacy Commissioner, including a 30 minute segment on protecting health information.

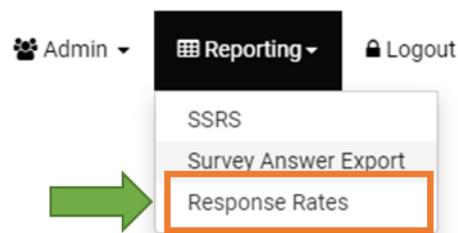
Please ensure that you are following the rules and principles of the Privacy Act and the Health Information Privacy Code, including ensuring that patient information for the patient experience survey is loaded in to Ipsos’ data collection portal.



FAQ – WHERE DO WE FIND OUR RESPONSE RATES?

Since we’ve had a few questions about where to find response rates, we thought we’d give you an overview of response rates and how they work.

Response rates are found in the [Data Collection Portal](#) in the reporting menu. Select the survey you’re interested in (Primary Care or Hospital), the latest quarter (e.g. AHS 20/21 Q2 November) and any filters you might be interested in before hitting search.



	Total		Māori		Pacific People		Non-Māori, Non-Pacific		NZ total	
	#	%	#	%	#	%	#	%	#	%
Invited	616	100	74	100	49	100	493	100	13167	100
Bounced email or sms	34	5	1	1	3	6	30	6	533	4
Ineligible via 0800 team	0	0	0	0	0	0	0	0	0	0
Unsubscribed	1	0	0	0	0	0	1	0	13	0
Response Included	156	25	15	20	13	26	128	25	1974	14
Response Rate	0	26.8	0	20.5	0	28.3	0	27.6	0	15.6

In the **Response Rate Summary** tab you will see the number of respondents invited from your DHB in the total column on the left and the number invited broken down by ethnicity. In the top row, you can see this DHB had 616 patients invited, 74 were Māori and 49 Pacific. So far, they have 156 responses – a response rate of 26.8%. While their Pacific patient response rate is similar at 28.3%, their Māori response rate is lower at 20.5%. Their total response rate of 26.8% is above the national response rate of 15.6%.

Response Rate is a live report, updated each night during fieldwork.

If you click on the **Response Rate Detailed** tab, you can see more information such as how many of your emails or SMS bounced, and how many of your patients unsubscribed.

You have an impact on the number of patients participating

At a programme level, we’re working hard to improve the number of patients completing the survey through reviewing how patients are invited to the survey, updating the criteria for eligible patients to reach more from hard to reach audiences, ensuring the survey is easy to complete, adding te reo and other initiatives. DHBs and hospitals themselves have the most important role to play in supporting these efforts. To increase the number of your patients who participate make sure:

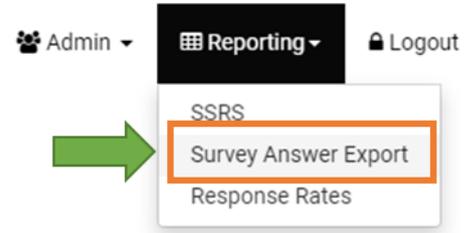
- **Every** patient has a correct email address
- Where possible Māori and Pacific respondents have both email addresses and cellphone numbers
- **Survey information** is displayed where patients are likely to see it during survey weeks



FAQ – HOW CAN WE MODERATE COMMENTS MORE QUICKLY?

We’ve had feedback that moderating comments can be slow through the portal, and that some DHBs would like to export their comments for this process.

Here’s a handy hint to assist. You can export the responses you’ve received so far from the Data Collection Portal using the Survey Answer Export from the Reporting menu (see right).



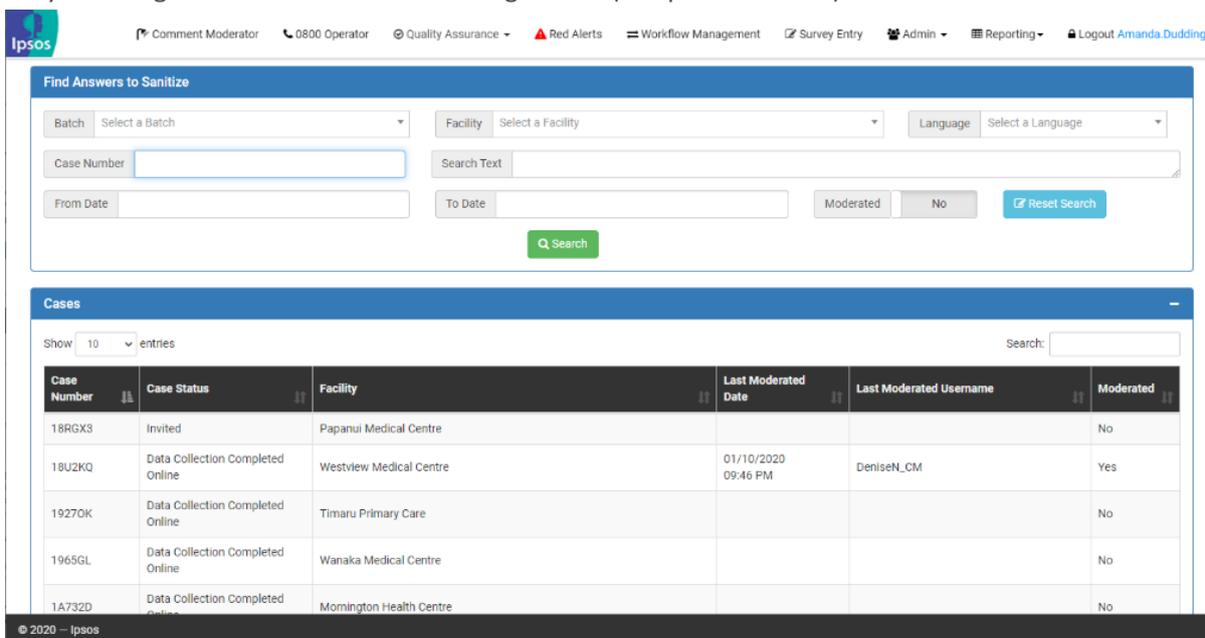
If you sort the file by SurveyEnd (column I) the most recent responses will be on the top – this could save you from having to scroll through ones you’ve already moderated.

The open-ended comments displayed in the portal and needing moderating are in the columns with the following headings:

- QHCT_involve_OE - What could have been done better to involve you in decisions about your treatment and care?
- QExp_needs_OE - How could your needs have been better met?
- QDiscrim_OE - You indicated that you felt you were treated unfairly. What happened to make you feel you were treated unfairly?
- QHS_Better_OE - What would have made your visit in hospital better?
- QHS_Strength_OE - What about your visit in hospital went well?

You can read down through the comments in Excel or copy and paste into another programme. When you find a comment that needs moderation, note the patient’s CaseNumber from Column D.

Back in the Comment Moderation section of the Data Collection Portal, you can search for the comment to moderate by entering the Case Number and hitting search (see picture below).



Once you click on the case, you’ll be able to edit the comment without having to scroll through the cases.

For more comment moderation instructions see the user library <https://cx.myexperience.health.nz/library>

! WHAT'S NEW IN PATIENT CONTACTS (RED ALERT)?

There are some new improvements to the red alert system where patients have requested contact. These are:

- 1) New details are now available on the main screen – including the patient name and contact details. This will make it easier for you to find patients you need to contact.

Red Alert

Red Alert Status

New
 Ipsos
 Escalate to client
 Closed
 Ignore
 Contact Requested

In Progress

[Update Search](#)

Search:

Case Number	Alert Status	Facility/PHO	Date Flagged	Reason	Date Actioned	Contact Name	Number/Email	Comments	Locked State
1238XV	Contact Requested	Mahia Road Clinic	02/07/2020 06:47 PM	[SYSTEM] - [NO COMME....		R	0276204414 RD@RD.com		Unlocked

- 2) Ability to see survey responses – if a patient has given permission, you can access the answers they gave to the survey. If answers are available, you will see a green button “Download survey” as shown below. Clicking on this will download a file with their answers.

The screenshot shows the 'Red Alert Status' form. A red box highlights a green button labeled 'Download Survey' with the text 'To download patient survey answers' next to it. The form contains various input fields and a dropdown menu for 'Red Alert Status'.

! PATIENT FEEDBACK ON COMPLETING THE SURVEY

At the end of the survey, we ask respondents whether they have any feedback on the survey itself, to help us make sure it's easy to complete and understand. This is what people have said:

My son was in ADHB in March and we never received a survey like this. So great to see you are open to feedback.

Just hope this makes sure patients get discharge papers when discharged.

It worked well on my phone which is always good