

Kia Ora

Welcome to the Q1 – Aug 2022 newsletter for the Aotearoa New Zealand Patient Experience survey programme.

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

This quarter we would like to invite you to nominate new patient experience survey topics and have your say on which topics or health areas should be prioritised.

We would also like to invite you to provide feedback on the current adult hospital inpatient and/or adult primary care surveys, to help us identify the questions and modules you find most useful and interesting.

A reminder that the survey timetable for the upcoming year is available to view [here](#). Please take a few minutes to take note of [key dates](#) for the next survey round, particularly the [survey reference period](#), to ensure that the patients with the correct QEDs (qualifying event dates) are included in your patient file.

Noho ora mai,
NZ Patient Experience Team

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



he ara aupiki he ara auheke
NZ Patient Experience survey programme

What's coming up



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What's Coming Up



New topic nominations

The Health Quality & Safety Commission invites you to help identify and prioritise new topics for the patient experience survey programme.

By topic, we mean a publicly funded health service that is not included in the current surveys (adult hospital inpatient and adult primary care).

If you would like to participate, please complete the [topic nomination form](#).



Questionnaire review

In conjunction with the selection of new topics, we are also reviewing the current patient experience surveys to ensure they continue to capture relevant information.

We invite you to give feedback on the existing modules and questions in the adult hospital inpatient and adult primary care surveys. In particular, which questions you find most useful and whether there are gaps.

If you wish to provide feedback on the current surveys, please complete the feedback forms:

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

Please submit your completed forms by **Friday 14 October 2022**.

Please forward this invitation to anyone in your networks who might be interested. You can submit a group response if you wish.

Thank you in advance for your valuable time and feedback. If you have any questions, please contact Joanna.Swanson@hqsc.govt.nz or Catherine.Gerard@hqsc.govt.nz.



Health System Reforms

Transition to Te Whatu Ora / Health NZ

As the health system reforms have come into play, we wanted to remind you that the Aotearoa New Zealand patient experience survey programme will be continuing with business as usual. Both the Adult Hospital Inpatient Survey and the Adult Primary Care Survey will continue in the same way, with surveying happening quarterly.

The timetables for the upcoming year (commencing 1 July 2022) are available online and can be found here:

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

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, your superuser can give them access.

Details on how to add a new user to the **data collection portal** can be found [here](#) (Section 2 – Add New User).

Details on how to add a new user to the **reporting portal** can be found [here](#).

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



A full list of useful links and resources, including How-to Guides and FAQs can be found [here](#).

Key Dates

4 week: 10 Oct-6 Nov 22
2 week: 24 Oct-6 Nov 22

Survey Reference Periods

- Ensure that only patients from the correct survey reference periods are included in your patient file by checking and confirming their QEDs (qualifying event dates)

8-14 November 22

Upload Sample File

- Action in data collection portal
- Check file for any extra commas to avoid breaking the .csv format
- Deadline to upload sample file is 14 November 2022

15 Nov-6 Dec 22

Survey Fieldwork

- The survey invitations go out to patients on the 15 November 2022 and they will have time until the 6 December 2022 to complete the survey

11 January 23

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



For a complete list of dates, please view the [survey timetable](#)

Instructions on how to upload your sample can be found on the [Upload Sample File How-to Guide](#)



Contract operations group

The Health Quality & Safety Commission (the Commission) has established a **contract operations group** to review the progress of the patient experience survey programme, and to prioritise and approve future improvements or services.

The function of the group is to:

- Review and monitor the working relationship between Ipsos, the Commission, PHOs and DHBs
- Review the progress and completion of services
- Prioritise and approve new services, including improvements to the secure online portal

If you have anything you would like to raise with the group please contact survey@hqsc.govt.nz



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 facility/hospital 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 patients who will receive the survey will be a selection of those had a hospital visit during the survey reference period.

Ensure that only patients from the correct survey reference periods are included in your patient file by checking and confirming their QEDs (qualifying event dates).

The current survey reference periods are:

10 October – 6 November 2022 (4-week)

24 October – 6 November 2022 (2-week)

Ensure reception staff are aware of the survey and the survey dates.

Reception should check and update contact details of patients who visit the hospital 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.

Display information about the upcoming survey during the survey reference period. Resources available in the [How-to Library](#).

A draft message hospitals can share on social media or the patient portal:

**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 *[hospital name]* if you stayed overnight with us between *[date 1]* and *[date 2]*. 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 *[hospital name]* reception.
[If you don't receive the survey, but still want to give feedback please get in touch with us by *[preferred mode of contact]*.**



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

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

Q Search Parameters

Batch Details: Gender: Age Group:
 Level One: Level Two:

Reports: Completed Surveys | Response Rate Summary | **Response Rate Detailed** | Sampling Outcomes | Email Delivery | SMS Delivery

Show 50 entries

	National Level									NZ Total													
	Total			Māori			Pacific People			Non-Māori, Non-Pacific			Total			Māori			Pacific People			Non-Māori, Non-Pacific	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	
Invited	12419	100	2267	100	793	100	9359	100	12419	100	2267	100	793	100	9359	100							
Bounced email or sms	567	4.6	134	5.9	50	6.3	383	4.1	567	4.6	134	5.9	50	6.3	383	4.1							
> via Email	273	2.2	41	1.8	15	1.9	217	2.3	273	2.2	41	1.8	15	1.9	217	2.3							
> via SMS	294	2.4	93	4.1	35	4.4	166	1.8	294	2.4	93	4.1	35	4.4	166	1.8							
Ineligible via 0800 team	8	0.1	0	0	1	0.1	7	0.1	8	0.1	0	0	1	0.1	7	0.1							
> Deceased	3	0	0	0	0	0	3	0	3	0	0	0	0	0	3	0							
> Wrong Contact Details	1	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0							
> Unavailable	3	0	0	0	1	0.1	2	0	3	0	0	0	1	0.1	2	0							
> Other	1	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0							



Patients' Feedback



"I appreciate the opportunity to give this feedback for a very professional group of people."



"I think it is great that these questions are being asked and sincerely hope that any issues arising are appropriately addressed."



"It's good to have feedback from people. We always hear the bad stuff that hospitals do. But being a patient and looking from outside in. Love my stay thank you."



"Great survey hope my answers help."

Information & Resources



Landing Page

Please bookmark this URL to the Aotearoa NZ Patient Experience Survey



AHS Timetable

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



FAQ Page

- Available in the Reporting Portal
- 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



DHB Superusers

How-to Guide and instruction manual for DHB Superusers

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