

KIA ORA, WELCOME

Please take a few minutes to read through and take note of key dates for the next survey round

This is our Newsletter for Q2 - November 2021.

Results from the November quarter are live in the reporting portal now!

We would like to direct your attention to the newly added demographic reporting on the survey results page. You can now view the dial chart questions by breakdown of Age, Gender and Disability along with Ethnicity that was included from the start.

Ngā mihi nui,

NZ Patient Experience Team

Landing page with links
to both portals



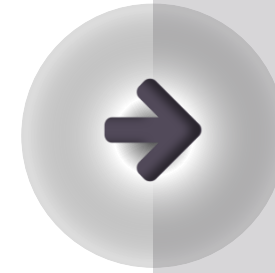
What to look out for

What's new & What's coming up



Key dates

Next survey dates



Newsletter Articles

Boost Response Rates

Demographic Reporting

Provide feedback – Comment Moderator Export



Patient Feedback

Patient's feedback about the survey



Ipsos Support

Information and How-to Library

Contact details

Available this quarter

In the future

What's new

What's coming up



Demographic Reporting

For the dial chart questions we now have the Age, Gender and Disability breakdown available in the reporting portal.



HSI Reporting

A section for HSI Reporting in the reporting portal



Response Rates Reports

Will include new charts

DATES FOR NEXT QUARTER

KEY DATES

4 week: 17 Jan – 13 Feb 2022

2 week: 31 Jan – 13 Feb 2022

Survey Reference Periods

15 Feb – 22 Feb 2022

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 22 February 2022

22 Feb – 15 Mar 2022

Survey Fieldwork

- The survey invitations go out to patients on the 22nd of February 2022 and they will have time until the 15th of March 2022 to complete the survey
- The survey will be in field from the 22 February 2022 to 15 March 2022

12- 15 Apr 2022

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](#)



[Upload Sample File How-to Guide](#)

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

The next survey reference periods:

4 week: 17 Jan – 13 Feb 2022

2 week: 31 Jan – 13 Feb 2022

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. 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](#).

The Adult hospital promotional image

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 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:

- 1. 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

- 2. 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

- 3. Number with 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

	National Level								NZ Total							
	Total		Māori		Pacific People		Non-Māori, Non-Pacific		Total		Māori		Pacific People		Non-Māori, Non-Pacific	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Invited	12847	100	2239	100	763	100	9845	100	12847	100	2239	100	763	100	9845	100
Bounced email or sms	499	3.9	154	6.9	28	3.7	317	3.2	499	3.9	154	6.9	28	3.7	317	3.2
> via Email	166	1.3	38	1.7	1	0.1	127	1.3	166	1.3	38	1.7	1	0.1	127	1.3
> via SMS	337	2.6	117	5.2	27	3.5	193	2	337	2.6	117	5.2	27	3.5	193	2
Ineligible via 0800 team	2	0	0	0	0	0	2	0	2	0	0	0	0	0	2	0
> Deceased	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
> Wrong Contact Details	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
> Unavailable	1	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0
> Other	1	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0
> RTS (Mail Only)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsubscribed	43	0.3	1	0	1	0.1	41	0.4	43	0.3	1	0	1	0.1	41	0.4
> Via Email link	40	0.3	1	0	1	0.1	38	0.4	40	0.3	1	0	1	0.1	38	0.4
> Via 0800 number	3	0	0	0	0	0	3	0	3	0	0	0	0	0	3	0
> Via SMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusals via 0800 number	2	0	0	0	0	0	2	0	2	0	0	0	0	0	2	0
Survey Opened	3566	27.8	431	19.3	136	17.8	2999	30.5	3566	27.8	431	19.3	136	17.8	2999	30.5
Response Included	3225	25.1	380	17	101	13.2	2744	27.9	3225	25.1	380	17	101	13.2	2744	27.9
Response Rate	0	26.1	0	18.2	0	13.7	0	28.8	0	26.1	0	18.2	0	13.7	0	28.8



[Response Rate Report How-to Guide](#)

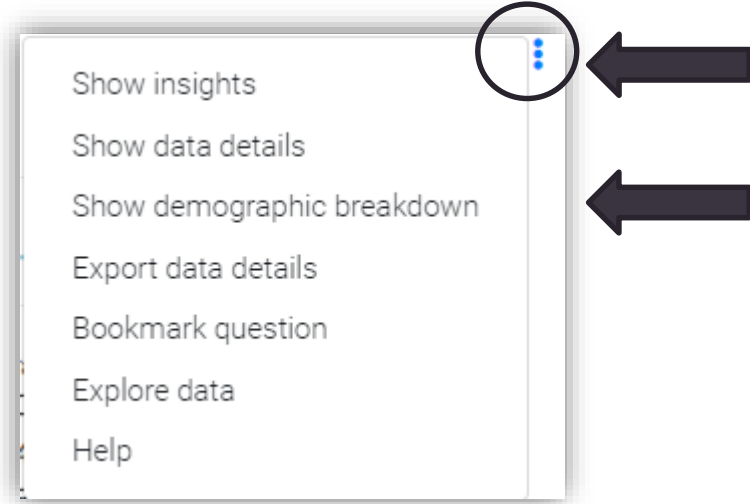
Demographic Reporting

Now available in the reporting portal

For the dial chart questions we now have the Age, Gender and Disability breakdown available in the reporting portal.

How to see it?

Click on the three-dot drop-down menu;



Click on “Show demographic breakdown”.



- Age
 - Disability
 - Gender
- breakdowns added

Home / [Adult Hospital Survey](#) / National / Survey results

National Adult Hospital Survey results

Overview | **Survey results** | Performance summary

Survey results [↗](#)

Care from health care team

Hospital environment

Surgery

Discharge

Overall experience

Demographics

Explore data

Downloads

Summary PDF

Results PDF

Results XLSX

Quarterly results | Annual results

National

Care from health care team

3_1 Did the doctors listen to your views and concerns? ⋮

% yes, always

12 mth average

85.7%

Nov 2021	Overall	C.I.	n
National Total	85.7%	(84.5%-86.9%)	3032
National Māori	85.8%	(82.0%-89.6%)	331

Age	Overall	C.I.	n
15 - 24 years	77.3%	(68.5%-86.1%)	88
25 - 44 years	82.4%	(79.3%-85.5%)	567
45 - 64 years	86.4%	(83.9%-88.9%)	751
65 - 74 years	90.1%	(87.9%-92.3%)	689
75 years of over	87.7%	(85.0%-90.4%)	555

Disability	Overall	C.I.	n
Disabled	79.5%	(76.3%-82.7%)	616
Non-disabled	88.8%	(87.4%-90.2%)	1904

Ethnicity	Overall	C.I.	n
Māori	85.8%	(82.0%-89.6%)	331
Pacific	86.7%	(79.4%-94.0%)	83
non-Māori, non-Pacific	85.7%	(84.4%-87.0%)	2613

Gender	Overall	C.I.	n
Male	89.0%	(87.1%-90.9%)	1012
Female	84.9%	(83.1%-86.7%)	1536
Another gender	40.0%	(0%-82.9%)	5 ▲

▲ Low sample size

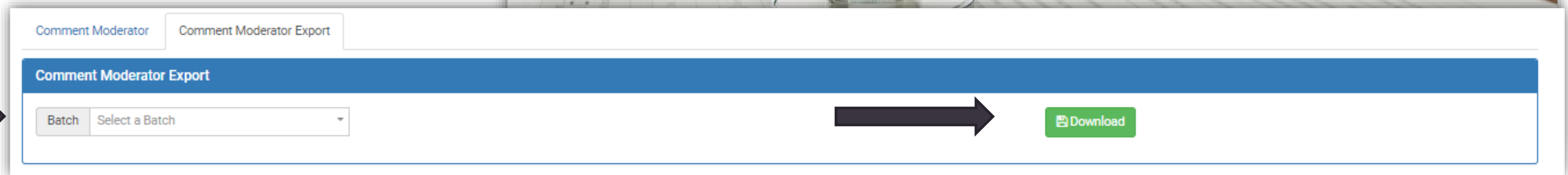
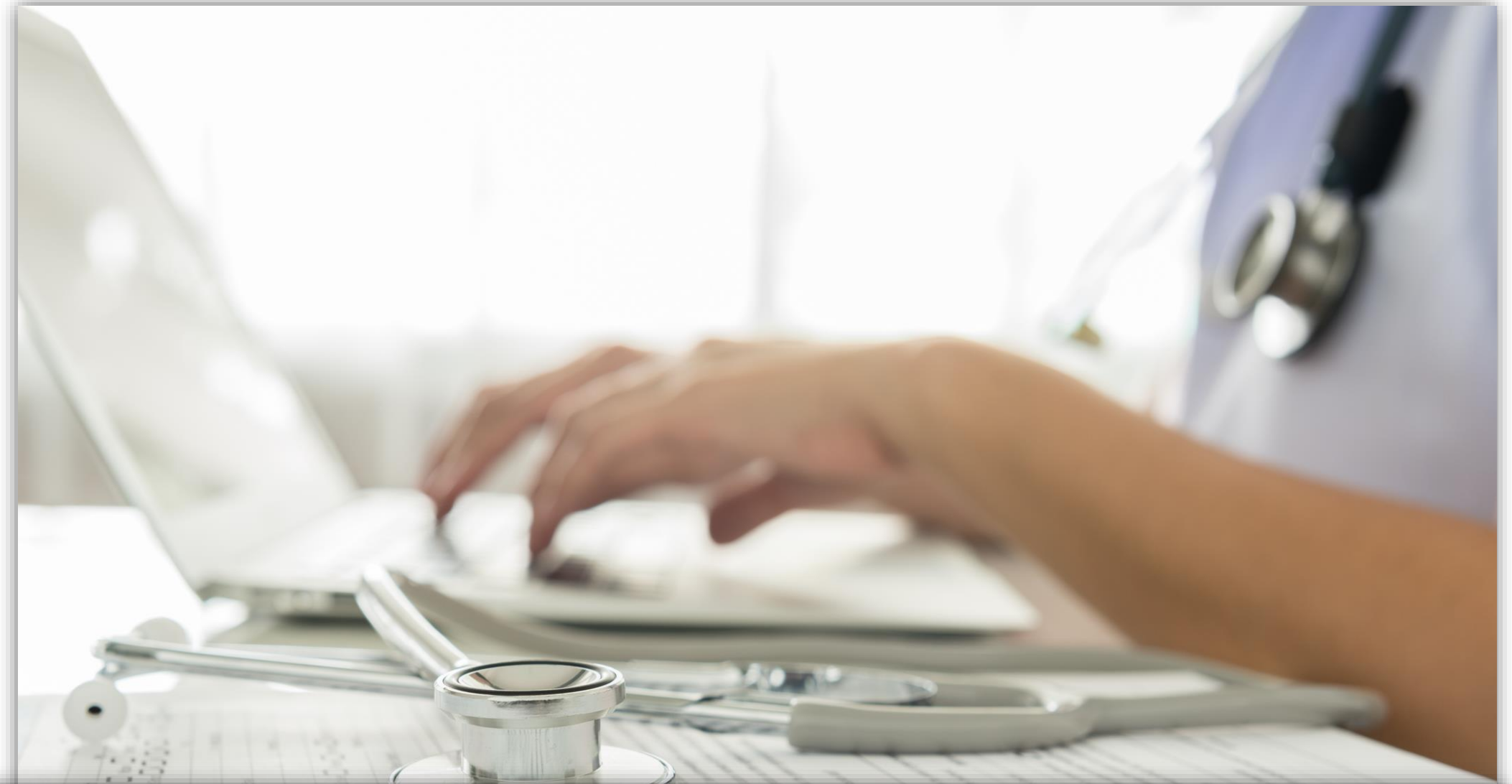
Comment Moderator Export

We would like to hear your feedback

Recently we have added the option for Comment Moderators to download the list of the patient comments by batch in the data collection portal. This export helps sector users identify comments that need moderating and to do this with ease outside the portal. We can see that users are making use of this function. We would like to hear your feedback.

1. Was it easy to find and run this export?
2. Was the export easy to read and understand?
3. Did the export contain all the information you needed?
4. Did the export help with the comment moderation process?
5. What could make this export better?
6. Any additional feedback?

Please email your feedback to NZPatientExperienceSurveys@ipsos.com.



Comment Moderator Export
Select “**Batch**” and click “**Download**”

PATIENT FEEDBACK

About the survey



Excellent survey. Feels like you're always keeping up with our moving times..."



Good to have the opportunity to give feedback. It should be compulsory for all Govt entities."



Thank you for this survey. Although my issues haven't been addressed I feel better for having given feedback..."



The survey is an excellent way to provide feedback to help identify anything that could be improved on which makes the overall experience as best as it can be."

INFORMATION AND HOW-TO LIBRARY

Where you can find more information

LANDING PAGE

- Please bookmark this URL:
[Aotearoa NZ Patient Experience Survey \(myexperience.health.nz\)](https://myexperience.health.nz)

HOW-TO LIBRARY

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

FAQ PAGE

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

AHS - TIMETABLE

- Key dates for the survey
- Also available on the Commission's website: [Health Quality & Safety Commission | Adult inpatient experience survey timetable \(hqsc.govt.nz\)](https://www.hqsc.govt.nz/health-quality-and-safety-commission/adult-inpatient-experience-survey-timetable)

DHB Superusers – [DHB Superuser How-to guide](#), you will find helpful instructions in this manual. If you have any questions please contact the Ipsos team at **04 974 8630** or email NZPatientExperienceSurveys@ipsos.com



Patients – who need assistance whilst they are doing the survey or have any technical questions, can reach the Ipsos helpdesk at **0800 121 650** or email support@myexperience.health.nz

IPSOS SUPPORT TEAM

Please don't hesitate to contact us



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For Patients and Respondents

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