

Kia Ora

Welcome to the Q3 – February 2022 newsletter for the Aotearoa New Zealand Patient Experience survey programme.

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

This quarter we are focusing on response rates and the interesting trends that we've observed at National level. We are also providing you with all the information on how to access and view the response rates for your own DHB and Facilities in this Newsletter, and we invite you to take a look and see how your DHB and Facility response rates compare.

Please also take a few minutes to take note of [key dates](#) for the next survey round.

Noho ora mai,
NZ Patient Experience Team

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

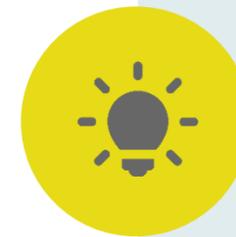


What's coming up

- [Experience Explorer](#)



[Key dates for next quarter](#)



Newsletter Articles

- [Response rate trends](#)
- [Boost your response rates](#)



[Patients' feedback about the survey](#)



Ipsos Support

- [Information & How-to Library](#)
- [Contact details](#)

What's Coming Up



Experience Explorer

On Monday 11th April, the Commission launched its new [patient experience explorer](#), a new and improved version of the previous public reporting dashboard.

The patient experience explorer allows you to look at differences in experiences by searching for specific information, such as by region (district health board), ethnicity, age group and disability status. You can access the explorer to search adult hospital inpatient experience survey data from all 20 district health boards (DHBs). In June, the Commission will launch the primary health care patient experience explorer, which will make these very useful resources for the wider health sector. Note that the patient experience explorer will present weighted data so figures may differ slightly from what you see on our reporting portal.



HSI Reporting

On Tuesday 3 May we launched an HSI (Health System Indicators) Reporting section on our reporting portal.

The Health System Indicators framework measures and reports on how the health and disability system is performing for New Zealanders. It sets out 12 high-level indicators that correspond with the Government's priorities.

This section on the reporting portal is provided so you can review and confirm your weighted results for the HSIs before they are reported on [the Commission's website](#). This process is run as part of the quarterly reporting process.

The data shows results for the two Health System Indicators that use questions from the Adult Primary Care Survey. These results are also weighted, they are adjusted for under- or over-representation in responses by age, gender and ethnicity and means that the results account for differences in response rates within a local population.

Key Dates

4 week: 11 April - 8 May 2022
2 week: 25 April - 8 May 2022

.....

Survey Reference Periods

10-17 May 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 17 May 2022

17 May-7 June 22

.....

Survey Fieldwork

- The survey invitations go out to patients on the 17 May 2022 and they will have time until the 7 June 2022 to complete the survey

5-8 July 22

.....

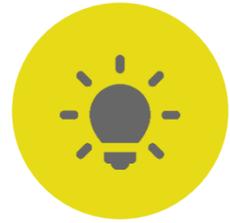
Results available

- 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](#)



Response Rate Over Time

What happened to Adult Primary Care Survey (APCS) response rates in November?

Since the new survey began in August 2020, we've been working hard to implement measures to increase response rates. The higher the response rate the more robust results are and the more likely facilities are to have enough data to review their own results each quarter. When we have more responses we also get a better view of any health inequities.

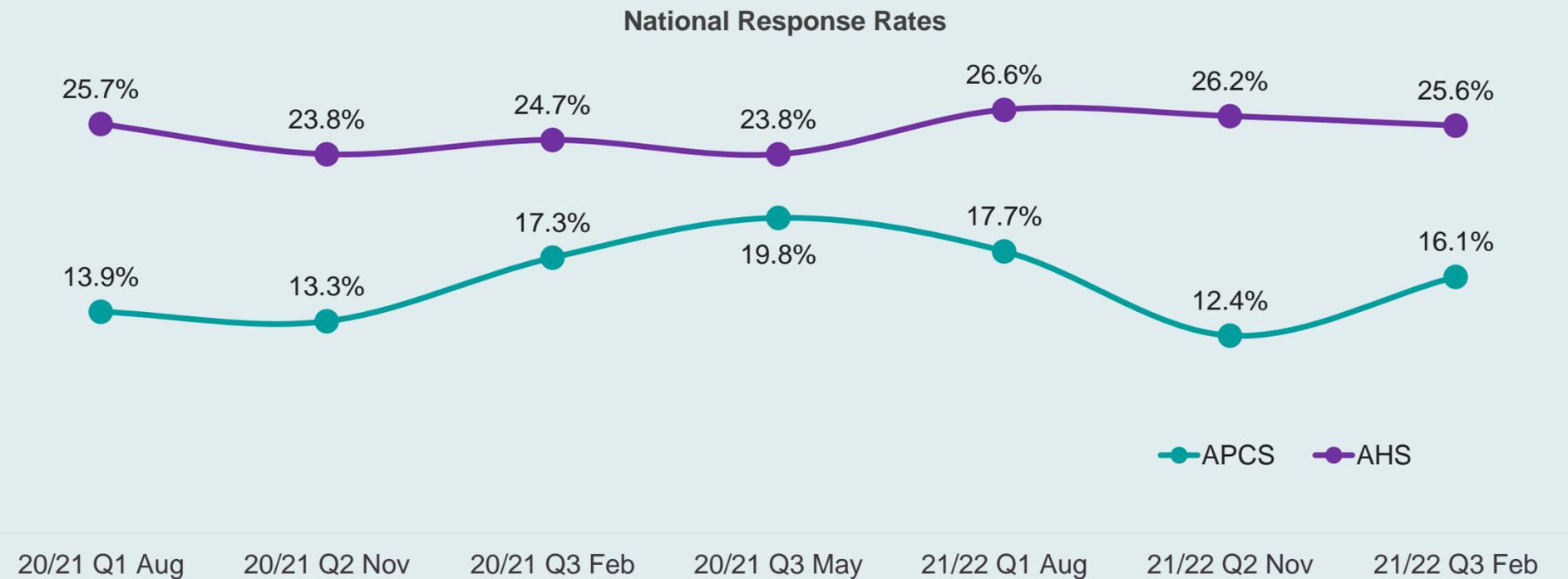
You will see that the APCS response rates increased steadily as a result of these measures until May 2021. However, we saw a drop in response rates in November 2021.

There was no change to the way the survey was administered during this time that would account for the drop and as you can see the response rates has bounced back in February 2022.

When the November survey was conducted, Auckland was still in lockdown and the rest of New Zealand had just come out of a shorter lockdown period. At Ipsos we noticed changes in respondent behaviour across a number of the surveys we do. Concerns around cost of living were starting to increase significantly, freedom protests were frequent and responses to other clients' surveys indicated a level of unsettledness in the country.

Why was Adult Hospital Survey (AHS) not affected?

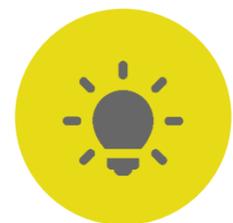
The experience of an overnight stay in hospital is generally a significant event in a patient's life and therefore response rates are always higher than primary care. We suspect the lack of impact on AHS response rates is related to the impact of the hospitalisation remaining high for patients in comparison to other external factors in the environment.



Want to see your own response rates?

You can access response rates via the [Data Collection Portal](#).

We'll be holding a webinar about how to access it as soon as the Omicron rush is over, but if you're keen to have a look at your own response rates in the meantime, instructions can be found on the [Response Rate How-to Guide](#).



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 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 current survey reference periods are:

11 April - 8 May 2022 (4-week)

25 April - 8 May 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

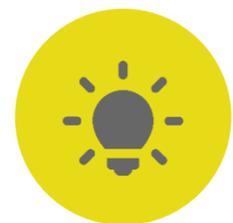
2. Encourage patients to complete the survey

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

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

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



Patients' Feedback



“One of the best surveys I have ever done. Gave you lots of options to relate in detail what happened.”



“Well designed easy to follow and was able to answer other surveys often answers fall somewhere in the middle of or outside the provided answer set. Nice job.”



“This has allowed me to write down my feelings with plenty of time to think. Thank you for supplying this survey.”



“Very well laid out easy to understand and complete.”

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