

Kia Ora

Welcome to the Q4 – May 2022 newsletter for the Aotearoa New Zealand Patient Experience survey programme.

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

The upcoming health system reforms are probably top of mind for most of you. The good news is that it won't have a big impact on the Aotearoa New Zealand Patient Experience survey programme; survey result reporting and the role of the Superusers will remain unchanged for now.

The survey timetable for the upcoming year has been released and 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

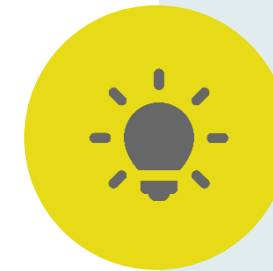


What's coming up

- [Health system reforms](#)
- [Experience Explorer](#)



[Key dates for next quarter](#)



Newsletter Articles

- [Boost your response rates](#)

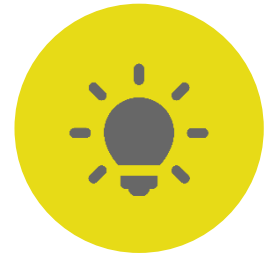


[Patients' feedback about the survey](#)



Ipsos Support

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



Health System Reforms

The impact of the transition to Health NZ

As the health system reforms begin to come into play, we wanted to update you with what this means for the Aotearoa New Zealand patient experience survey programme.

The programme will continue to run through the transition and we will adapt the programme, as needed, to fit the new system. However, at the moment, we will be continuing with business as usual. Both the Adult Primary Care Survey and the Adult Hospital Inpatient Survey will continue in the same way, with surveying happening quarterly.

The timetables for the upcoming year (commencing 1 July 2022) have also been released, and you can find them here:

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

Reporting

At this stage, the reporting portal will continue to display the results in the same way as you are used to. We will be reviewing this overtime as the new system is embedded and will consider future changes as necessary to ensure reporting continues to suit the new health system. However, for now, you can expect to see the results in the same way as previous quarters.

Superusers

Superusers will retain their role in the programme as per usual. Unless Ipsos is notified otherwise, we will continue to use these same contacts in our communications.

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

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 3 – Add New User).

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

What's Coming Up



Experience Explorer

The Commission has formally launched the Experience Explorer, an improved tool for public reporting of results from the national patient experience survey programme. Results are broken down by DHB, age, gender, ethnic group and disability status. Hospital inpatient experience data has been available in the explorer since April, and primary care patient experience data has now been added. The explorer is available [here](#).

Note that the explorer presents both weighted and unweighted data, so weighted figures may differ slightly from what you see on our reporting portal.



Key Dates

4 week: 5 July-1 August 22
2 week: 19 July-1 August 22

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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)

2-9 August 22

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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 9 August 2022

10-31 August 22

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Survey Fieldwork

- The survey invitations go out to patients on the 10 August 2022 and they will have time until the 31 August 2022 to complete the survey

27 September 22

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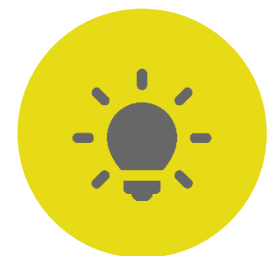
Results available

- 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](#)



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:

5 July - 1 August 2022 (4-week)

19 July - 1 August 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

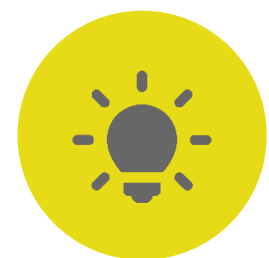
Patients are more likely to answer the survey if they know about it and are expecting to receive an invitation. Therefore, it is important to display information about the survey during the survey reference period.

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



"I am grateful for the opportunity to offer feedback. Healthcare workers have been put under immense pressure by Covid and its wide employment ramifications. I'm confident most of them signed their oaths to help people not fight a sneaky invisible disruptive threat mostly unarmed. Their excellence in delivering the very best of themselves is not going unnoticed."



"I think the survey is a great idea as it gives people like me who have been fantastically looked after by our health workers a chance to give them good feedback and thank them for their great job they do."



"I think this survey is great - it gives patients the opportunity to feedback on their service and it gives the service the opportunity to improve the way they work with or alongside their colleagues and their patients alike. I hope that the comments are used to better the department and their appropriate staff in the way they deal with patients and specifically how to deal appropriately with people with hidden issues that may be raised by the patient i.e. chronic pain conditions etc which are not clearly visible."



"I appreciate being asked and involved in this survey so improvements where necessary hopefully will be made."

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



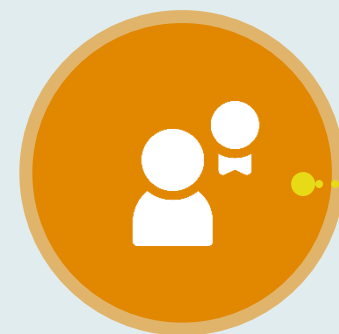
FAQ Page

- 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