



## 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](#)
- [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](mailto: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 28 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 respond to patient contact requests). 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

- **Practice inclusion phase**  
8 January – 3 February
- **Survey sample week**  
8 – 21 February
- **Survey fieldwork**  
21 February – 19 March
- **Results available**  
25 March

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](mailto: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](mailto:support@myexperience.health.nz).

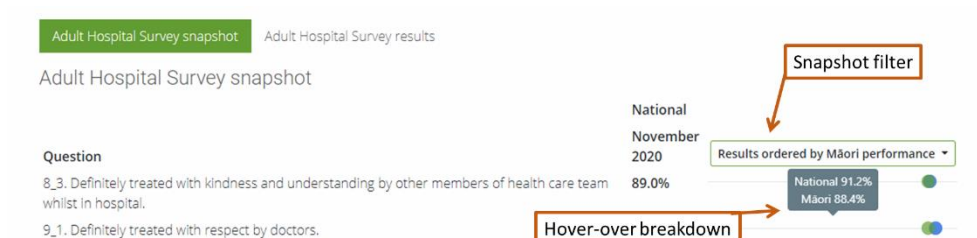
## A FOCUS ON EQUITY

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 practice. 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 increase number of patients participating the response rate is a key focus of the programme, especially amongst the Māori and Pacific respondents. We are now inviting Māori and Pacific patients across two survey sample weeks, not just one. In addition, where possible, we will invite Māori and Pacific respondents via email and SMS – which during the COVID survey we found had the best response rates for these groups.

You can play a part in increasing Māori and Pacific response rates by ensuring you have **accurate and updated email addresses and cellphone numbers for all patients**. You can monitor how many invitations are being sent to your patients, how many emails or SMS numbers bounced and how many have responded. The section below [“Where do we find our response rates?”](#) shows where you can find this information.

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

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

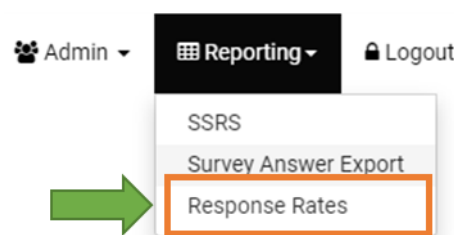
**Health Quality & Safety Commission**  
[Health Quality & Safety Commission | Health Equity \(hqsc.govt.nz\)](https://healthqualityandsafety.commission.govt.nz/HealthEquity)



## 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 latest quarter (e.g. APCS 20/21 Q2 November) and any filters you might be interested in before hitting search.



Reports

Completed Surveys | **Response Rate Summary** | Response Rate Detailed | Email Delivery | SMS Delivery

Show 50 entries

	Total		Māori		Pacific People		Non-Māori, Non-Pacific		NZ total	
	#	%	#	%	#	%	#	%	#	%
Invited	14787	100	1470	100	455	100	12916	100	173796	100
Bounced email or sms	1213	8	133	9	47	10	1043	8	11187	6
Ineligible via 0800 team	0	0	0	0	0	0	0	0	0	0
Unsubscribed	58	0	4	0	3	0	51	0	567	0
Response Included	1969	13	147	10	41	9	1786	13	21699	12
Response Rate	0	14.5	0	11	0	10	0	15	0	13.3

Showing 1 to 6 of 6 entries

Previous 1 Next

In the **Response Rate Summary** tab you will see the number of respondents invited from your PHO or practice level in the total column on the left and the number invited broken down by ethnicity. In the top row, you can see this PHO had 14,787 patients invited, 1,470 were Māori and 455 Pacific. So far, they have 1,969 responses. The response rate is calculated based on the reachable contact, in this case number *Invited* minus the *Bounced* contact details  $[1969 / (14787 - 1213)]$  – a response rate of 14.5%. As such, there is no count presented in this row (displayed as 0). Their Māori (11%) and Pacific (10%) response rates are a bit lower. Their total response rate of 14.5% is above the national response rate of 13.3%.

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

While we’re working hard to improve the number of patients completing the survey by reviewing how patients are invited, ensuring the survey is easy to complete, adding te reo and other initiatives, practices themselves have the most important role to play. To increase the number of your patients who participate make sure:

- **Every** patient has a correct email address and cellphone number
  - During survey sample week, be active in asking for patients’ preferred email and cell phone contacts, especially email addresses. Individual rather than family email addresses are preferable.
- **Survey information** is displayed where patients are likely to see it during survey sample weeks. This includes:
  - [Put up the poster](#) in visible areas by the time the survey sample period starts.
  - If you have a screen in the practice [you could show one of the videos](#).
  - During the survey sample week hand out [a copy of the survey flyers](#) sent to you by your PHO to all patients 15 years and over.
- **Ensure** your practice admin team is briefed in advance of the first day of the sample week period. [These resources](#) should assist them:
  - The [Information for PHOs and Practices](#) will assist the administration team to understand how the survey works.
  - Follow the instructions to activate patient preferences in your PMS.

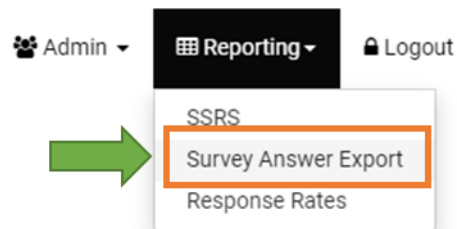


# FAQ – HOW CAN WE MODERATE COMMENTS MORE QUICKLY?

*\*\*PLEASE NOTE THAT SOME PHOs MODERATE COMMENTS ON THEIR PRACTICES' BEHALF\*\**

We've had feedback that moderating comments can be slow through the portal, and that some users 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).



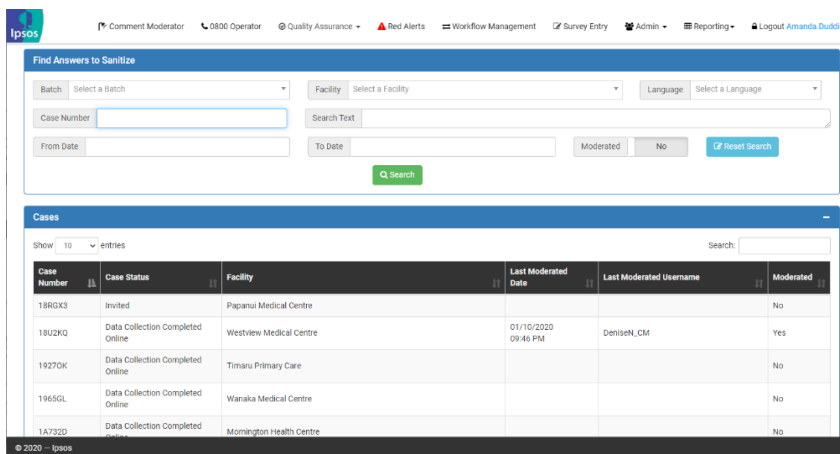
If you sort the file by SurveyEnd (column I) the most recent responses will be on the top – this could save you from having to scroll through ones you've already moderated.

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

- QPC\_needsOE - 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?
- QPC\_Better\_OE - What do you think would have made your consultation better?
- QPC\_Strengths\_OE - What do you think went well about your consultation?
- QMed\_wrongOE - You mentioned you have been given the wrong medicine or wrong dose. Please explain what happened?
- QLTC\_typeOE - Which other long-term condition(s) do you currently have?
- QImprove\_OE\_topic\_1-9 - Thinking about the past 12 months, what would have made your healthcare experiences with xxx better?
- QStrengths\_OE\_topic\_1-9 - Thinking about the past 12 months, what about your healthcare experiences with xxx 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 a detailed view of a red alert. At the top, there are fields for Facility Code (F99998-C) and Facility Name (Ipsos Medical Centre B). Below that are CaseID (3A7EH1) and Alert ID (129). The Alert Type is DHBPatientContactType. The Case Status is Data Collection Complete. The Date Flagged is December 3rd 2020, 4:12:28 am. A green button labeled 'Download Survey' is highlighted with a red box and an arrow. The Question is 'Please tell us your contact details.' The Contact Name is Ruth and the Contact Last Name is DAVY. The Contact Phone is 027. The Red Alert Status is Contact Requested. At the bottom, there is an 'Add Red Alert Comment' field and 'Cancel' and 'Save' buttons.

## ! 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:

