



## KIA ORA

### Newsletter for Q3 – March 2021

Welcome to the second quarterly newsletter for the NZ Patient Experience survey programme. This quarter we're excited to be launching a new landing page for sector users with entrance to both data collection and reporting portals in one place – be sure to check it out! <https://myexperience.health.nz/sector>

The February survey also saw the launch of our new cultural safety questions. You can read more about how and why these questions were developed in the article below.

### Results from the February quarter are live on the reporting portal now.

And finally, this newsletter is for you – it aims to help you by providing updates on the survey programme as well as useful hints and tips – please let us know if there's something specific you'd like us to cover or any thoughts you might have. We love getting your feedback.

Ngā mihi nui,

Amanda, Ruth, Hanrie and the Ipsos team

Data collection portal login

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?](#)
- [Information and How-to guides?](#)
- [Dates for next quarter?](#)
- [Information session for Practice Managers](#)
- [Focus on equity – new cultural safety questions](#)
- [New landing page – access to both portals in one place](#)
- [FAQ - Different ways to view the comments](#)
- [FAQ – Update facility details](#)
- [Patient feedback on completing the survey](#)

## NEED HELP?

ŌMĒRA MAI | EMAIL US: [nzpatientexperience-surveys@ipsos.com](mailto:nzpatientexperience-surveys@ipsos.com)  
WĀEA MAI | CALL US 04 974 8630





## WHAT'S NEW THIS QUARTER?

This quarter you will notice the following new features:

- 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 were added to the February survey.
- New landing page making it easier to access both portals from one single page
- Our [How-to Library](#) is your one-stop information hub with how-to guides and links. New addition to this Library is the how-to-videos for different functions in the reporting portal. Go check them out!



## WHAT'S COMING UP NEXT QUARTER?

Next quarter look out for:

- Automated notification emails when a new patient contact request comes through
- More support for comment moderation
- A new and improved reporting portal, it will look quite different – with better usability, flow and consistency



## INFORMATION AND HOW-TO GUIDES

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 a link to the two surveys, user guides, 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**  
2 April – 23 April
- **Survey sample week**  
26 April – 9 May
- **Survey fieldwork**  
12 May – 4 June
- **Results available**  
10 June

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

## NEED MORE SUPPORT OR INFORMATION?

First step is to work through the guides and videos in the [How-to Library](#).

Please have a look at the [Full Facility Superuser How-to guide](#), you can work through the manual and if you have any questions you can reach the Ipsos team at **04 974 8630** or email [NZPatientExperienceSurveys@ipsos.com](mailto:NZPatientExperienceSurveys@ipsos.com).

If your **patients** require any assistance whilst they are doing the survey or have any technical questions, they can reach the Ipsos helpdesk at **0800 121 650** or email [support@myexperience.health.nz](mailto:support@myexperience.health.nz).





## INFORMATION SESSIONS FOR PRACTICE MANAGERS

**We welcome bookings to present an information session  
to your Practice Managers**

Some of the PHOs have invited us to present information sessions to their Practice Managers. During these sessions, we take Practice Managers through each portal, talking through the functionalities and how to use the portals. We also provide opportunity for them to ask questions.

PHOs who have used these sessions with their practice managers have also seen an increase in engagement with the reporting portal amongst those practices who have made use of this training.

Sessions are run virtually over video call and can form part of your regular practice manager meetings.

Please contact your PHO representative or email Hanrie at [nzpatientexperiencesurveys@ipsos.com](mailto:nzpatientexperiencesurveys@ipsos.com) for more information to book a session.



## FOCUS ON EQUITY - NEW CULTURAL SAFETY QUESTIONS

A new set of questions relating to cultural safety were added to the February survey.

‘Cultural safety focuses on the patient and provides space for patients to be involved in decision-making about their own care and contribute to the achievement of positive health outcomes and experiences.’ - <https://www.mcnz.org.nz/our-standards/current-standards/cultural-safety/>

The patient experience surveys were identified as a way to understand the patient’s experience of receiving culturally safe care. The goal is to support providers to better understand patients experience of culturally safe care. The new questions are designed to give the health care providers an indication of how they are progressing in providing culturally safe care, and where improvements may need to be made.

The Commission’s mahi to identify key concepts and questions to measure patient experience of culturally safe care was guided by a specially convened Māori and Pacific cultural support expert advisory group (EAG). The mahi included a literature review and identifying and reviewing existing cultural safety frameworks and potential questions.

The Patient Experience of Care Governance Group and the EAG both provided feedback on the framework and questions, which were then cognitively pre-tested with patients. While this is seen as a space that will be ever-evolving, the current cultural safety question-set in the adult primary care patient experience survey includes:

### PRIMARY CARE CULTURAL SAFETY QUESTION SET



- |   |   |
|---|---|
|  Did the doctors, nurses and others involved in your care listen to you?   |  Did the health care team treat you with respect?  |
|  Were you involved as much as you wanted in making decisions about your treatment and care?<br>What could have been done better to involve you in decisions about your treatment and care? (new) |  Did the HCP spend enough time with you?   |
|  Was your name pronounced correctly? (new)<br>Did they ask how to say your name if uncertain? (new)  |  Did you feel your cultural needs were met? (new)<br>Did you feel your spiritual needs were met? (new)<br>Did you feel your individual needs were met? (new)<br>How could your needs have been better met? (revised) |
|  Did you feel comfortable to ask any questions you had? (new)  |  if you want to, are you able to have family / whānau involved in discussions about your treatment and care? (new)   |
|  Did the health care team treat you with kindness and understanding?   |  Have you been treated unfairly due to... (discrimination question). If so what happened?  |

To see how the questions are worded and where they sit in the full question set – please refer to the full questionnaire – available here: [Adult primary care survey](#)

Results from patients were collected for the first time in the February 2021 survey round and available in the reporting portal now.



# NEW LANDING PAGE – ACCESS TO BOTH PORTALS

We have created a new [landing page](#) where you have links to both portals in one spot. You no longer need to have the correct link to access the correct portal. Bookmark this one URL to access the new landing page: <https://myexperience.health.nz/sector>



## He ara aupiki, he ara auheke

Aotearoa New Zealand patient experience survey

Welcome to the Aotearoa New Zealand patient experience survey log in page for DHBs, PHOs and facilities.  
The survey programme uses two portals to support the sector in preparing for the survey and looking at the results.

**DATA COLLECTION PORTAL LOGIN**



**In the data collection portal you can:**

- Update facility information
- Moderate open-ended comments before their publication to the reporting portal
- Respond to contact requests from patients
- Monitor response rates
- Download raw data in excel

**REPORTING PORTAL LOGIN**



**In the reporting portal you can:**

- View survey results
- Use data exploration tool to create customised data tables
- Access to Historical Data

**LOST YOUR LOG IN? NEED A NEW PASSWORD?**  
If you need any further assistance with accessing either portal, please contact the NZ Patient experience survey team at [NZPatientExperienceSurveys@lpsos.com](mailto:NZPatientExperienceSurveys@lpsos.com) or 04 974 8630.

**QUICK LINKS**

[Introduction Video](#)

[Contact helpdesk](#)

[FAQ](#)

[How-to Library](#)

[Health Quality & Safety Commission](#)

[Data Collection Portal Login Page](#)

[Reporting Portal Login Page](#)



## FAQ – DIFFERENT WAYS TO VIEW THE COMMENTS

Patients answer a number open-ended questions in the survey where they type in a response (as opposed to selecting a pre-defined answer). These comments from the patients are available for you to view and moderate.

### In the data collection portal

The Raw Data Export - will generate a batch specific file with all the survey answers and comments included.

*You will have access to the Raw Data of your practice if you have Facility Administrator access in the data collection portal.*

Please follow the steps in the [Download Raw Data How-to Guide](#) available in our [How-to Library](#).

Comment Moderator Tab – where you can view and moderate comments from the survey before they get published to the reporting portal. We encourage PHO's to delegate this task to their practices where possible.

*You will have access to Comment Moderation if you have Facility Administrator or Facility Comment Moderator access in the data collection portal.*

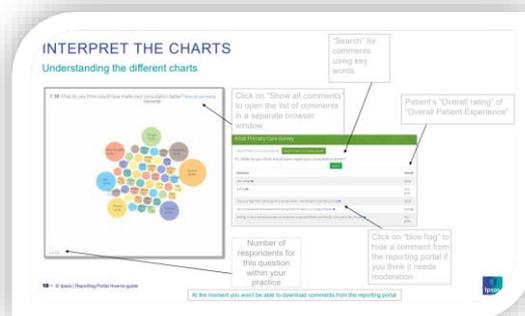
Please follow the steps in the [Comment Moderation How-to Guide](#) available in our [How-to Library](#).

### In the reporting portal

The results and comments from the latest quarter will be published in the reporting portal after the survey closes.

You can view the comments in the reporting portal. Look for the questions with the word bubbles. These are key words used in the comments and you can search for comments that contain these words or any other key words in the search function.

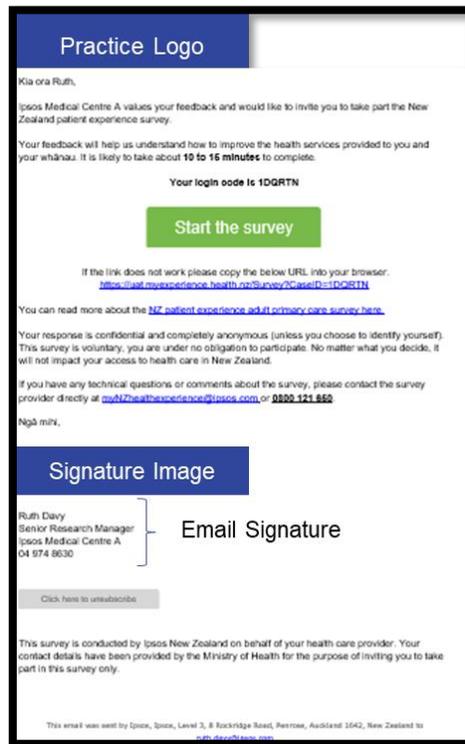
Please look at the [Reporting portal How-to guide](#) available in our [How-to Library](#), for detailed instructions.





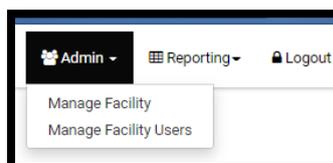
## FAQ – UPDATE FACILITY DETAILS

If you are the nominated Facility Administrator for your practice, then you need to check and update the facility details in the data collection portal on a regular basis. The information in this profile will be used on the survey invitation email that the patient will receive. To boost response rates, we recommend that you upload the logo for your practice and provide an email signature with your practice contact details so that patients can clearly identify their practice when they receive the invitation to complete the survey.



### In the Data collection portal

In the data collection portal; go to **Admin**, then **Manage Facility**, update your details and **Save**.



Please have a look at the [Full Facility Superuser How-to guide](#) available in our [How-to Library](#).



## 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:

I think it is an excellent chance for patients to be able to comment either positively or negatively which in turn gives the medical personal the ability to think and act accordingly

Thank you for the opportunity to feed back...

This is a splendid idea especially if I did have concerns about my practice - I think people are reluctant to query medical staff.



**he ara aupiki he ara auheke**  
NZ Patient Experience survey programme