

## Facility Administrator

You were nominated to take on this important role in supporting the **administration** of the adult primary care patient experience survey for your practice.



### Administration of the Adult primary care survey

The administration of this survey is completed through the **data collection portal (Ipsos Voice)**.

The link to the data collection portal:

<https://myexperience.health.nz/Account/Login>

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

- ✓ Update facility information
- ✓ Create new users within your practice
- ✓ Moderate comments from the survey before they go to the reporting portal
- ✓ View and action patient re-contact requests from the survey
- ✓ View response rate report for your practice
- ✓ Export raw data in Excel



#### Survey information to share with patients

Flyers and poster

<https://www.hqsc.govt.nz/resources/resource-library/patient-experience-survey-flyers-for-patients/>

Survey information

<https://www.hqsc.govt.nz/resources/resource-library/information-to-help-answer-patient-questions-about-the-patient-experience-surveys/>

## Access the results of the survey

The results will be available in the **reporting portal** soon after the survey closes.

The link to the reporting portal:

[https://cx.myexperience.health.nz/users/sign\\_in](https://cx.myexperience.health.nz/users/sign_in)

In the **reporting portal** you can access;

- ✓ Your practice level results
- ✓ National results
- ✓ Your PHO's overall results
- ✓ Create custom tables of results
- ✓ Download results



**The reporting portal is separate from the data collection portal.**

You will have separate login details for each portal. You have the option to reset your password for the reporting portal using the “*forgot-my-password*” function.

Please contact your PHO Representative for login details / access to both portals

## How-to-guides

You can find how-to-guides and other information in our

Library at: <https://cx.myexperience.health.nz/library>

### Contact Ipsos



04 974 8630



[NZPatientExperienceSurveys@ipsos.com](mailto:NZPatientExperienceSurveys@ipsos.com)

## Your role

As Facility Administrator;

- You need to view and action **patient re-contact requests** when the survey is live
- You need to **moderate comments** as they come through from the survey when the survey is live. You ideally have one month after the survey closes to complete the moderation.
- Check and update your **practice's logo and email signature** before every survey wave
- You can create new users within your practice to help you with your tasks



[Timetable](#), please keep an eye on key survey dates throughout the year.

[Survey resources for health care staff | Te Tāhū Hauora Health Quality & Safety Commission \(hqsc.govt.nz\)](#)