

# Kia Ora

Welcome to the Q1 – Aug 2022 newsletter for the Aotearoa New Zealand Patient Experience survey programme.

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

This quarter we would like to invite you to nominate new patient experience survey topics and have your say on which topics or health areas should be prioritised.

We would also like to invite you to provide feedback on the current adult primary care and/or adult hospital inpatient surveys, to help us identify the questions and modules you find most useful and interesting.

A reminder that the survey timetable for the upcoming year is available to view [here](#). Please 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



he ara aupiki he ara auheke  
NZ Patient Experience survey programme

What's coming up



- [Topic nomination criteria](#)
- [Questionnaire review](#)
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# What's Coming Up



## New topic nominations

The Health Quality & Safety Commission invites you to help identify and prioritise new topics for the patient experience survey programme.

By topic, we mean a publicly funded health service that is not included in the current surveys (adult hospital inpatient and adult primary care).

If you would like to participate, please complete the [topic nomination form](#).



## Questionnaire review

In conjunction with the selection of new topics, we are also reviewing the current patient experience surveys to ensure they continue to capture relevant information.

We invite you to give feedback on the existing modules and questions in the adult hospital inpatient and adult primary care surveys. In particular, which questions you find most useful and whether there are gaps.

If you wish to provide feedback on the current surveys, please complete the feedback forms:

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

Please submit your completed forms by **Friday 14 October 2022**.

Please forward this invitation to anyone in your networks who might be interested. You can submit a group response if you wish.

Thank you in advance for your valuable time and feedback. If you have any questions, please contact [Joanna.Swanson@hqsc.govt.nz](mailto:Joanna.Swanson@hqsc.govt.nz) or [Catherine.Gerard@hqsc.govt.nz](mailto:Catherine.Gerard@hqsc.govt.nz).



# Health System Reforms

## Transition to Te Whatu Ora / Health NZ

As the health system reforms have come into play, we wanted to remind you that the Aotearoa New Zealand patient experience survey programme 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) are available online and can be found here:

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

### **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 2 – Add New User).

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

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



A full list of useful links and resources, including How-to Guides and FAQs can be found [here](#).



## Key Dates

### 7-28 October

#### Practice Inclusion Phase

- PHOs submit the list of facilities (i.e. practices) who will participate in the next survey round
- Action in the data collection portal
- If no changes are made then the list included from the previous survey round will automatically be selected

### 31 Oct-13 Nov

#### Survey Reference Period

- Patient sample who will receive a survey will be a selection of patients who have visited their practices during the survey reference period
- PHOs to notify facilities about the survey reference period
- Facilities to display information about the survey to patients during this time

### 16 Nov-9 Dec

#### Survey Fieldwork

- The survey invitations go out to patients on the 16<sup>th</sup> of November 2022 and they will have time until the 9<sup>th</sup> of December 2022 to complete the survey

### Mid-December

#### Survey 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](#)

# Keeping Your Patients Informed

## Guidance on how you can answer patient queries about the survey

It is important that when patients contact their practice to ask about their survey invitation, that the practice can provide them with the correct information and reassure them that the survey can be trusted.

### What is the NZ patient experience survey?

The survey programme has been in place in some form since 2014, with primary care being added as an additional focus in 2016. The purpose of these surveys is to improve the quality of healthcare services in New Zealand by enabling patients to provide feedback that can be used to monitor and improve the quality of health services.

The feedback provided by patients through these surveys supports improvement to quality and safety by:

- helping practices understand how well they are meeting patient needs and where they may need to improve
- enabling local district health boards (DHBs) and primary health organisations (PHOs) to continually improve their services
- providing the Health Quality & Safety Commission and Ministry of Health with data to inform policy development and strategies for improving the performance of health services
- strengthening the accountability of health services to the community.

### Key details

- **What is it?** The adult primary care patient experience survey is an online survey of New Zealanders designed to understand their recent health care experiences
- **Who is carrying out the survey?** The survey is conducted by Ipsos New Zealand on behalf of the Health Quality & Safety Commission and Te Whatu Ora – Health New Zealand
- **Survey purpose:** The survey helps practices understand how well they are meeting patient needs and how they can improve
- **Survey timing:** The survey is run every three months. The survey timetable is available [here](#)
- **Are responses anonymous?** Yes. The survey does not record names, dates of birth or any other personal information that may identify patients.

### Survey questionnaire

We encourage you to try out the online survey for yourself, to see what it is like for patients when they receive an invitation, by using [this test survey link](#).



## Contract operations group

The Health Quality & Safety Commission (the Commission) has established a **contract operations group** to review the progress of the patient experience survey programme, and to prioritise and approve future improvements or services.

The function of the group is to:

- Review and monitor the working relationship between Ipsos, the Commission, PHOs and DHBs
- Review the progress and completion of services
- Prioritise and approve new services, including improvements to the secure online portal

If you have anything you would like to raise with the group please contact [survey@hqsc.govt.nz](mailto:survey@hqsc.govt.nz)



# 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 contact details are managed by the practices and so we need the practices to check and update their patient contact details on a regular basis. This will ensure the correct details are available when we receive the patient sample file from the Ministry of Health. The patients who will receive the survey will be a selection of those who visited their practice during the survey reference period.

The next survey reference period is **31 October-13 November 2022**. Please let your practices know when the survey reference period starts to boost awareness.

Practices should ensure reception staff are aware of the survey and the survey dates.

Reception should check and update contact details of patients who visit the practice 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.

Remind staff about the survey so they are able to answer any patient enquiries.

Practices should display information about the upcoming survey during the survey reference period, and resources are available on the [Commission's website](#) and in the [How-to Library](#).

Practices can also share the following draft message on social media or the patient portal:

### **We want to hear your views!**

**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 [practice name]. 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 [practice name] reception.**

Facility Administrators can also manage and update the facility details (i.e. practice logo and email signature with correct contact details for the practice) which will be displayed on the survey invitation sent to the patient. If the patient can recognise the logo and practice name, it makes it easier for them to trust the survey and complete it when they receive it.



More information on how to manage facility details can be found in this [Update Facility Details How-to guide](#).



# 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

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

Q Search Parameters

<b>Batch Details</b>	<b>Gender</b>	<b>Age Group</b>
<input type="text" value="APCS 21/22 Q3 - February"/>	<input type="text" value="All"/>	<input type="text" value="All"/>
<b>Level One</b>	<b>Level Two</b>	
<input type="text" value="National Level"/>	<input type="text" value="All"/>	
<input type="button" value="Search"/> <input type="button" value="Clear"/>		

Reports

[Completed Surveys](#) | 
 [Response Rate Summary](#) | 
 [Response Rate Detailed](#) | 
 [Email Delivery](#) | 
 [SMS Delivery](#) | 
 [Sampling Outcomes](#)

Show 50 entries

	National Level												NZ Total											
	Total		Māori		Pacific People		Non-Māori, Non-Pacific		Total		Māori		Pacific People		Non-Māori, Non-Pacific									
	#	%	#	%	#	%	#	%	#	%	#	%	#	%										
Invited	196656	100	29265	100	14413	100	152978	100	196656	100	29265	100	14413	100	152978	100								
Bounced email or sms	11756	6	1307	4.5	658	4.6	9791	6.4	11756	6	1307	4.5	658	4.6	9791	6.4								
> via Email	11756	6	1307	4.5	658	4.6	9791	6.4	11756	6	1307	4.5	658	4.6	9791	6.4								
> via SMS	2	0	2	0	0	0	0	0	2	0	2	0	0	0	0	0								
Ineligible via 0800 team	43	0	4	0	3	0	36	0	43	0	4	0	3	0	36	0								
> Deceased	6	0	0	0	0	0	6	0	6	0	0	0	0	0	6	0								
> Wrong Contact Details	16	0	3	0	0	0	13	0	16	0	3	0	0	0	13	0								
> Unavailable	14	0	1	0	3	0	10	0	14	0	1	0	3	0	10	0								
> Other	7	0	0	0	0	0	7	0	7	0	0	0	0	0	7	0								

# Patients' Feedback



"Thanks for the opportunity to be heard."



"Thank you for the effort you put in to improve the NZ medical system. Appreciate that."



"Always important to have a feedback opportunity. Thank you."



"Good to see that our opinions are being sought and welcomed."



"This was the easiest survey I've had to complete with easy to read and understand questions. The format was easy to follow as well."



"This was an excellent survey. Great questions. Would be thrilled to think the results may actually be used to enhance and improve health care in NZ."

# Information & Resources



## [Survey Landing Page](#)

Please bookmark this URL to the Aotearoa NZ Patient Experience Survey



## [APCS Timetable](#)

- Key dates for the survey
- Also available on the Commission's website



## [FAQ Page](#)

- 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



## [PHO Superusers](#)

How-to Guide and instruction manual for PHO Superusers



## [Practice Managers & Facility Administrators](#)

How-to Guide and instruction manual for practice managers and facility administrators

# Your Ipsos Support Team



Amanda Dudding



Kania Sugandi



Hanrie Le Roux



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Freda Adams

**DHBs, PHOs & Practices** can contact the Ipsos Patient Experience team:

Phone: **04 974 8630**

Email: [NZPatientExperienceSurveys@ipsos.com](mailto: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](mailto:support@myexperience.health.nz)