

KIA ORA, WELCOME

Please take a few minutes to read through and take note of key dates for the next survey round

This is our Newsletter for Q2 - November 2021.

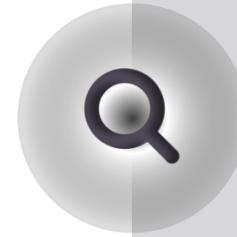
Results from the November quarter are live in the reporting portal now!

We would like to direct your attention to the newly added demographic reporting on the survey results page. You can now view the dial chart questions by breakdown of Age, Gender and Disability along with Ethnicity that was included from the start.

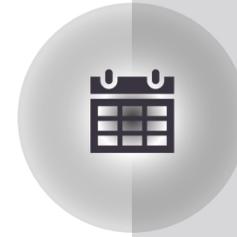
Ngā mihi nui,

NZ Patient Experience Team

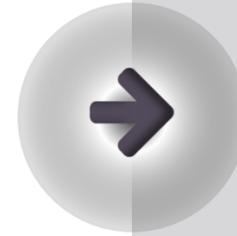
Landing page with links
to both portals



What to look out for
What's new & What's coming up



Key dates
Next survey dates



Newsletter Articles
Boost Response Rates
Demographic Reporting
Provide feedback – Comment Moderator Export



Patient Feedback
Patient's feedback about the survey



Ipsos Support
Information and How-to Library
Contact details

Available this quarter

In the future

What's new

What's coming up



Demographic Reporting

For the dial chart questions we now have the Age, Gender and Disability breakdown available in the reporting portal.



HSI Reporting

A section for HSI Reporting in the reporting portal



Response Rates Reports

Will include new charts

DATES FOR NEXT QUARTER

KEY DATES

14 Jan – 4 Feb 2022

Practice Inclusion Phase

- PHOs submit the list of facilities 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

8 Feb – 20 Feb 2022

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

23 Feb – 18 Mar 2022

Survey Fieldwork

- The survey invitations go out to patients on the 23rd of February 2022 and they will have time until the 18th of March 2022 to complete the survey
- The survey will be in field from the 23 February 2022 to 18 March 2022

24 – 27 Mar 2022

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](#)

* Facilities = Practices

Boost 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: **8 February – 20 February 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. It is important to display information about the survey during the survey reference period.

Practices should;

Display information about the upcoming survey during the survey reference period. Resources available on the [Commission's website](#) and in the [How-to Library](#).

[The Adult primary care promotional image](#)

A draft message practices can share 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 manage and update the facility details (practice logo and email signature with correct contact details for the practice). These details will display 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.



[Update Facility Details How-to Guide](#)

Boost 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:

- 1. 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

- 2. 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

- 3. Number with 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

The screenshot shows the 'Search Parameters' section of the data collection portal. It includes fields for 'Batch Details' (set to 'APCS 21/22 Q1 - August'), 'Level One' (set to 'National Level'), 'Gender' (set to 'All'), and 'Age Group' (set to 'All'). There are 'Search' and 'Clear' buttons.

Below the search parameters is the 'Reports' section, with tabs for 'Completed Surveys', 'Response Rate Summary', 'Response Rate Detailed', 'Email Delivery', 'SMS Delivery', and 'Sampling Outcomes'. The 'Response Rate Detailed' tab is selected.

The report shows '50 entries' and a table with the following data:

	National Level								NZ Total							
	Total		Māori		Pacific People		Non-Māori, Non-Pacific		Total		Māori		Pacific People		Non-Māori, Non-Pacific	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Invited	196749	100	32154	100	13905	100	150690	100	196749	100	32154	100	13905	100	150690	100
Bounced email or sms	12089	6.1	997	3.1	457	3.3	10635	7.1	12089	6.1	997	3.1	457	3.3	10635	7.1
> via Email	12089	6.1	997	3.1	457	3.3	10635	7.1	12089	6.1	997	3.1	457	3.3	10635	7.1
> via SMS	84	0	61	0.2	23	0.2	0	0	84	0	61	0.2	23	0.2	0	0
Ineligible via 0800 team	26	0	3	0	2	0	21	0	26	0	3	0	2	0	21	0
> Deceased	2	0	0	0	0	0	2	0	2	0	0	0	0	0	2	0



[Response Rate Report How-to Guide](#)

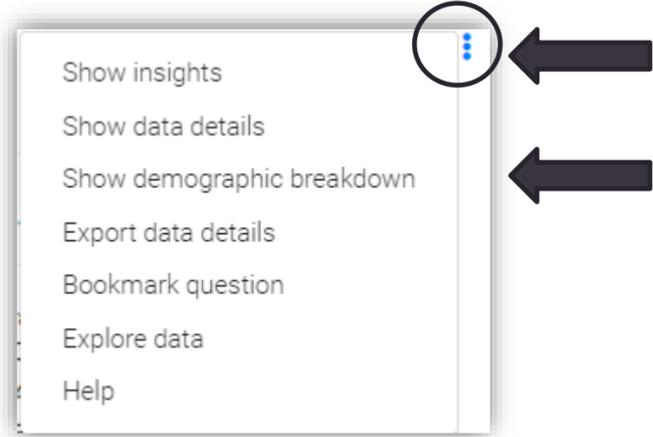
Demographic Reporting

Now available in the reporting portal

For the dial chart questions we now have the Age, Gender and Disability breakdown available in the reporting portal.

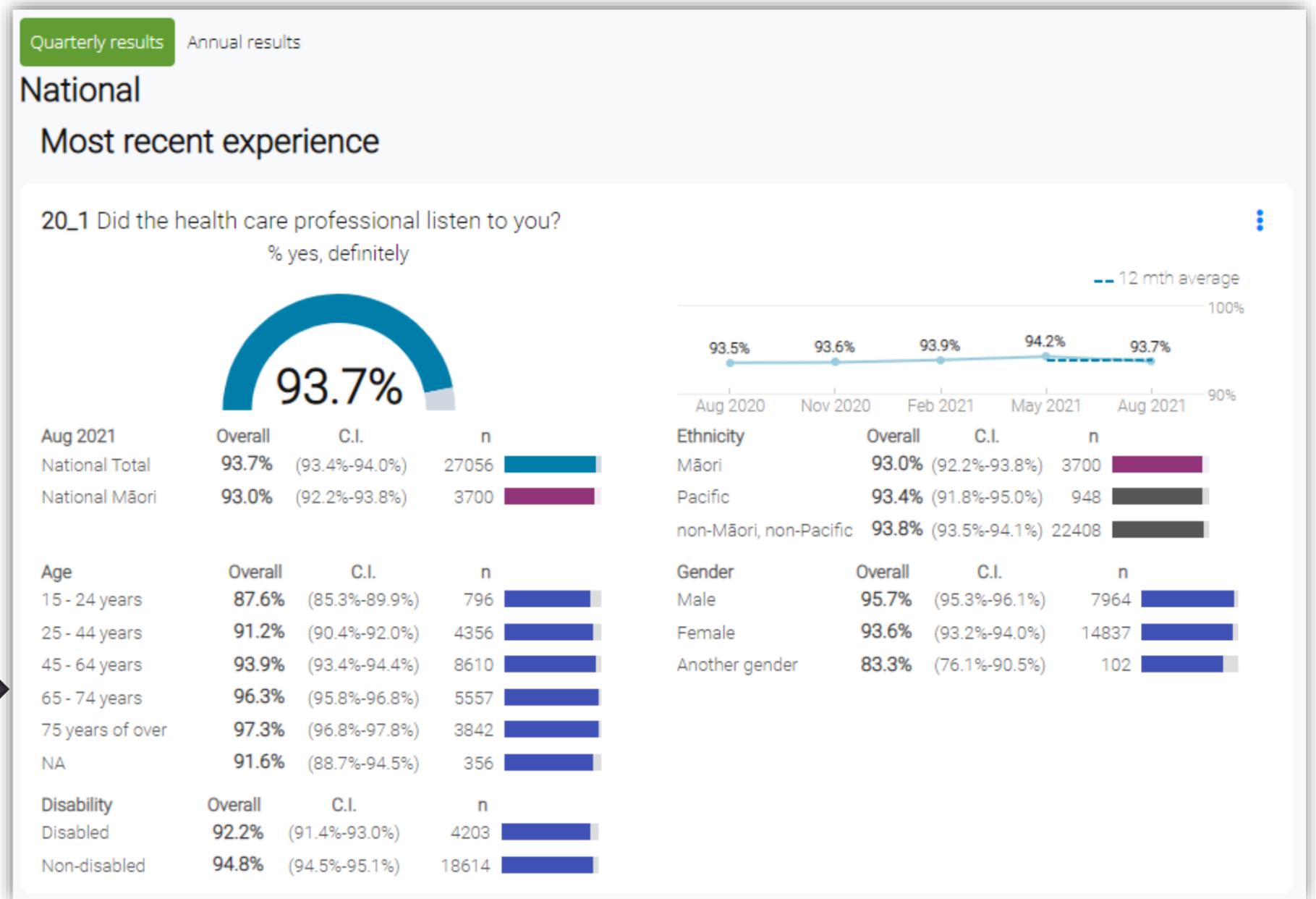
How to see it?

Click on the three-dot drop-down menu;



Click on "Show demographic breakdown".

- Age
 - Disability
 - Gender
- breakdowns added



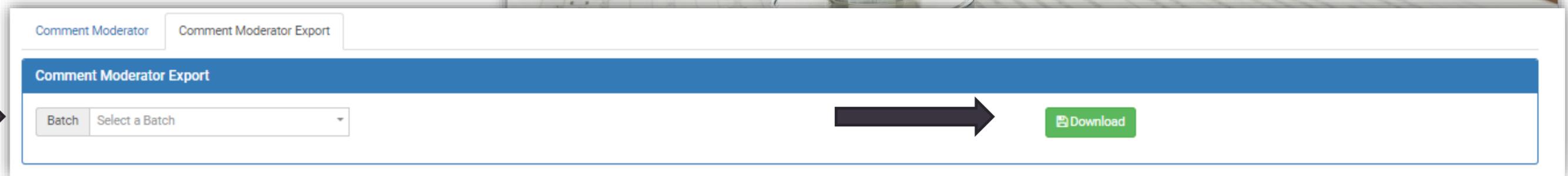
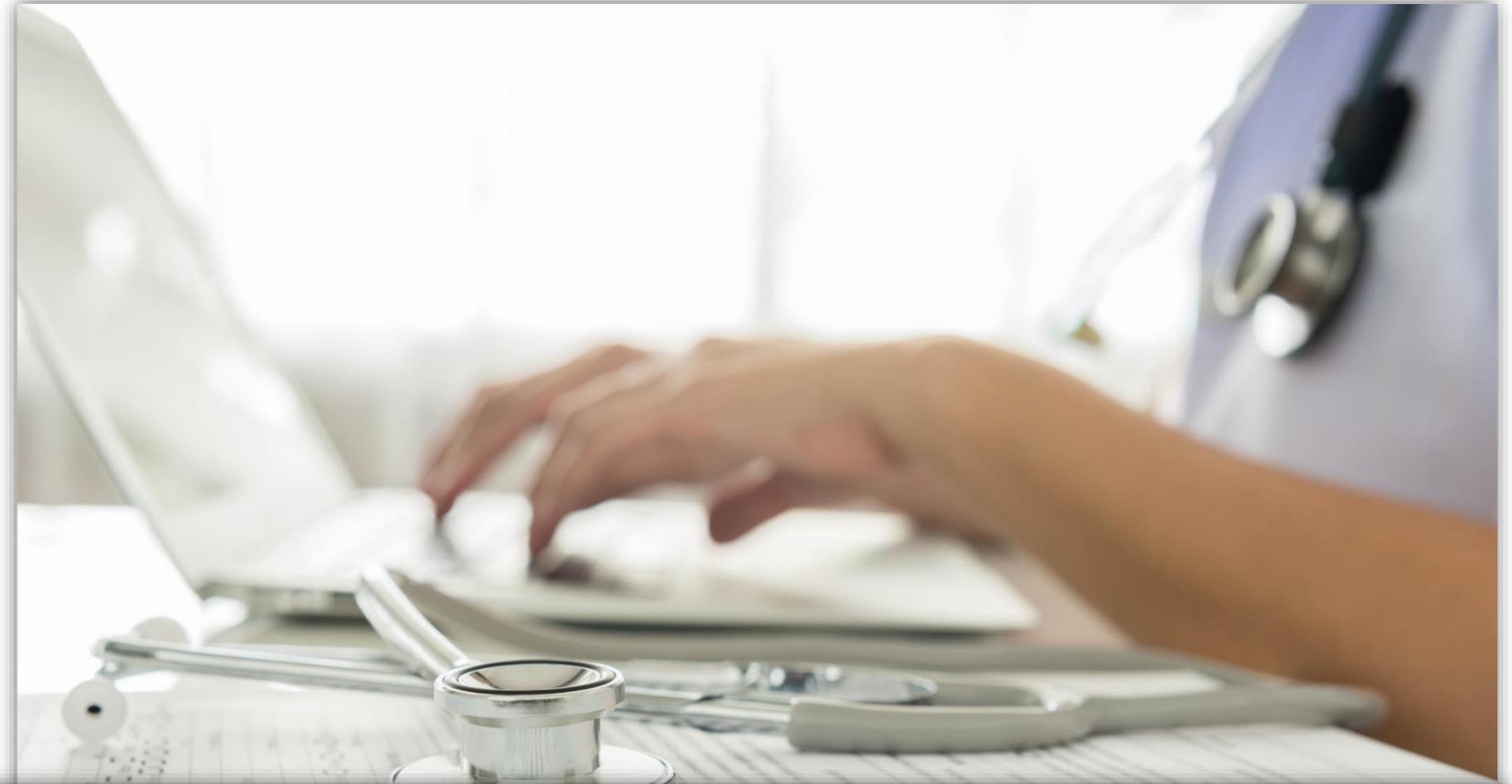
Comment Moderator Export

We would like to hear your feedback

Recently we have added the option for Comment Moderators to download the list of the patient comments by batch in the data collection portal. This export helps sector users identify comments that need moderating and to do this with ease outside the portal. We can see that users are making use of this function. We would like to hear your feedback.

1. Was it easy to find and run this export?
2. Was the export easy to read and understand?
3. Did the export contain all the information you needed?
4. Did the export help with the comment moderation process?
5. What could make this export better?
6. Any additional feedback?

Please email your feedback to NZPatientExperienceSurveys@ipsos.com.



Comment Moderator Export
Select “**Batch**” and click “**Download**”

PATIENT FEEDBACK

About the survey



Excellent survey. Feels like you're always keeping up with our moving times..."



Good to have the opportunity to give feedback. It should be compulsory for all Govt entities."



Thank you for this survey. Although my issues haven't been addressed I feel better for having given feedback..."



The survey is an excellent way to provide feedback to help identify anything that could be improved on which makes the overall experience as best as it can be."

INFORMATION AND HOW-TO LIBRARY

Where you can find more information

LANDING PAGE

- Please bookmark this URL:
[Aotearoa NZ Patient Experience Survey \(myexperience.health.nz\)](https://myexperience.health.nz)

HOW-TO LIBRARY

- How-to Guides
- How-to Videos
- Newsletters
- Survey Reference Period Material
- Links and more

FAQ PAGE

- Available in the Reporting Portal
- Information about the survey
- Questionnaires
- Methodology Documents
- Answers to FAQs
- Reporting Portal User Guide

APCS - TIMETABLE

- Key dates for the survey
- Also available on the Commission's website: [Health Quality & Safety Commission | Primary care patient experience survey timetable \(hqsc.govt.nz\)](https://www.hqsc.govt.nz/primary-care-patient-experience-survey-timetable)

PHO Superusers – [PHO Superuser How-to guide](#), you will find helpful instructions in this manual.



Practice Managers – [Facility Administrator How-to guide](#), can work through the manual and if they have any questions they can reach the Ipsos team at **04 974 8630** or email NZPatientExperienceSurveys@ipsos.com

Patients – who need assistance whilst they are doing the survey or have any technical questions, can reach the Ipsos helpdesk at **0800 121 650** or email support@myexperience.health.nz

IPSOS SUPPORT TEAM

Please don't hesitate to contact us



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