

PHO Superuser

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



Administration of the adult primary care patient experience survey

The administration of this survey is completed through the **data collection portal**.

The link to the data collection portal:

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

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



- ✓ Complete practice inclusion phase (opt-in)
- ✓ Update practice information
- ✓ Create user accounts for practices and delegate responsibilities
- ✓ Moderate comments from the survey before they go to the reporting portal
- ✓ View and action patient contact requests from the survey
- ✓ Monitor response rates (by PHO and 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

In the **reporting portal** you can;

- ✓ Access historical data
- ✓ Administer access for PHO and practice level users
- ✓ View National, PHO and practice level results
- ✓ Create custom tables of 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 Ipsos 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

Superpowers

As Superuser you will have the following powers;

- You have a say in the platform improvements, we value your feedback
- You have full access to all the functions in both portals
- You can create new users in the data collection portal and invite new users to access the reporting portal
- You will receive key information first



[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](https://www.hqsc.govt.nz))