

PRACTICE INCLUSION

NZ Patient Experience Surveys

How-to Guide

for PHO Superusers only

2024

GAME CHANGERS



TWO PORTALS – ACCESS THE DATA COLLECTION PORTAL

Please bookmark this one URL: <https://myexperience.health.nz/sector> to access the [landing page](#) with links to both portals.



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 districts, 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 LOGIN DETAILS? NEED A NEW PASSWORD?

Please contact your district or PHO Representatives; they can add new users, provide login details, reset a password or remove users who no longer need access. If you are unsure who these contact persons are please contact the NZ patient experience survey team at NZPatientExperienceSurveys@Ipsos.com or 04 974 8630.

Note:

- The system will **time out** if you leave it inactive for 5 minutes. The screen will take you automatically to the patient log in screen if refreshed. To log in you will need to return to the URL above.
- Please use **Chrome or Edge** as Internet browser

LOGIN DETAILS AND SUPPORT

2

Two portals

You will have separate login details for each portal

Data collection portal

PHO or district representatives manage user accounts, please contact them for access and login details.

They can:

- Give you access to the data collection portal
- Resend login details
- Reset your password
- Remove users who no longer require access

With the **PHO or district representatives'** permission, you may have access to more than one level. You will need a separate login for each level.

You can't reset your password for the data collection portal, please contact your **PHO or district representatives** to do this.

Who should you contact

Levels of access

Password reset

Reporting portal

PHO or district representatives manage user accounts, please contact them for access and login details.

They can:

- Give you access to the reporting portal
- Give you access to more than one level in the reporting portal
- Give you access to comments from the survey (for your organisation)
- Remove users who no longer require access

With the **PHO or district representatives'** permission, you may have access to more than one level. This can be added to your login, so you won't need a separate one for each level.

You can reset your own password for the reporting portal. Please use the "forgot-my-password" function on the sign-in page.

Ipsos support

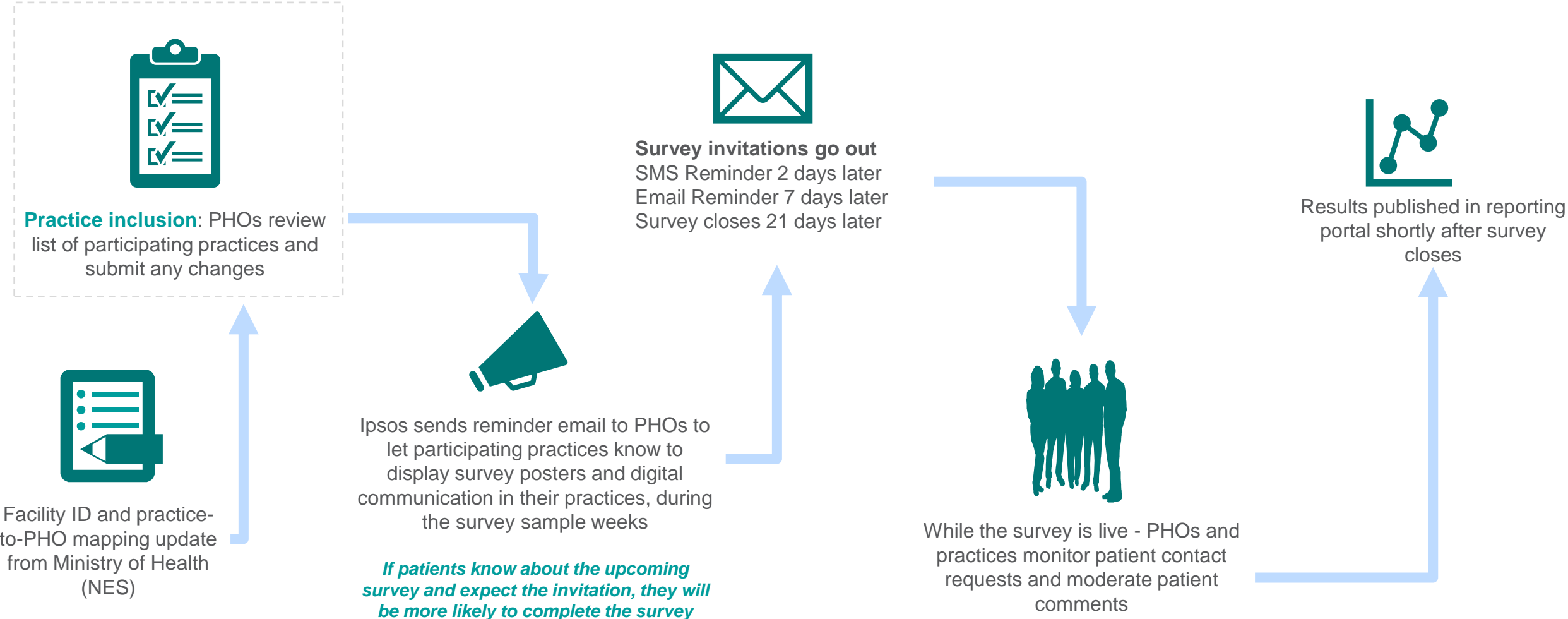
Contact Ipsos if you need the contact details or your **PHO or district representatives** or if you have any other questions:

Phone: **04 974 8630** – please leave a voice message and Ipsos will endeavour to get back to you within 2 working days

Email: NZPatientExperienceSurveys@ipsos.com

STEPS OF THE DATA COLLECTION PROCESS

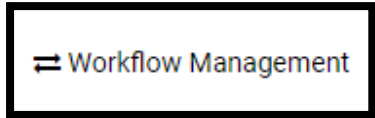
Overview of adult primary care patient experience survey process



REVIEW PARTICIPATING PRACTICES

PHOs review list of practices that will participate in upcoming survey wave

1) Go to “**Workflow Management**”



2) You will see the open batch details in a table, select “**Select Facilities**” for the current batch.

3) Your list of practices will show and you can see who are selected to participate in the upcoming survey wave.

4) Identify the participating practices using the column on the left, please ensure you have reviewed all pages.

5) Once all participating practices have been selected, select “**Save Batch**”.

The list of participating practices will then be exported 2 weeks prior to the start of fieldwork to share with the National Enrolment Service (NES) team for sample development.

The screenshot shows a web interface for managing a survey batch. At the top, there are several dropdown menus and input fields for survey parameters: Batch Name (HLR TEST 8Jan24), Survey Patient Type (PCPES), Survey Type (APCS - SurveyJS), Survey Definition (APCS_Nov23_v5), Start Date (08/01/2024), End Date (29/01/2024), and Survey End Date (29/01/2024 12:00 am). Below these are three reminder items: 1. Facility File ID Request Reminder (08/01/2024 09:00 am), 2. Participating Facilities Deadline Reminder (08/01/2024 09:00 am), and 3. Facility Patient Deadline Reminder (08/01/2024 09:03 am). The main section is titled "Participating Facilities" and contains a table with 7 columns: Name, HPI Facility ID, Facility Type, Enrolling Org. Name, Address, Patients, Patients w/Email, Email Signature, Logo, Signature, and an Edit button. The table lists 7 "Extreme Medical Centre" entries, all with "Main" facility type and "A-34591-Z" as the enrolling organization name. The "Address" column lists various street addresses in Wellington. The "Patients" and "Patients w/Email" columns show counts for each facility. The "Email Signature" and "Logo" columns contain status indicators: "Has Email Signature" (green) or "No Email Signature" (orange), and "Has Logo" (green) or "No Logo" (orange). The "Signature" column contains "No Signature Image" (orange). Each row has an "Edit" button. At the bottom of the table, it says "Showing 1 to 7 of 7 entries" and "Previous 1 Next". Below the table are two buttons: "Cancel" (red) and "Save Batch" (blue).

Name	HPI Facility ID	Facility Type	Enrolling Org. Name	Address	Patients	Patients w/Email	Email Signature	Logo	Signature	
Extreme Medical Centre	2N48kp67	Main	A-34591-Z	1 Ferdinand Street, Wellington	1023	734	Has Email Signature	Has Logo	No Signature Image	Edit
Extreme Medical Centre	9H10dl27	Main	A-34591-Z	2 Ferdinand Street, Wellington	1024	735	No Email Signature	No Logo	No Signature Image	Edit
Extreme Medical Centre	3M52bd85	Main	A-34591-Z	3 Ferdinand Street, Wellington	125	736	Has Email Signature	Has Logo	No Signature Image	Edit
Extreme Medical Centre	4D85gb36	Main	A-34591-Z	4 Ferdinand Street, Wellington	890	737	No Email Signature	No Logo	No Signature Image	Edit
Extreme Medical Centre	5Z63la22	Main	A-34591-Z	5 Ferdinand Street, Wellington	2700	738	No Email Signature	No Logo	No Signature Image	Edit
Extreme Medical Centre	8B64oo73	Main	A-34591-Z	6 Ferdinand Street, Wellington	988	739	Has Email Signature	No Logo	No Signature Image	Edit
Extreme Medical Centre	7D32ub74	Main	A-34591-Z	7 Ferdinand Street, Wellington	1023	739	No Email Signature	No Logo	No Signature Image	Edit

You can also see which practices have an **email signature** and **practice logo** loaded in the system from this list

Thank you

For more information go to our
How-to Library

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

GAME CHANGERS

