

# UPDATE PRACTICE DETAILS

## 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](mailto: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

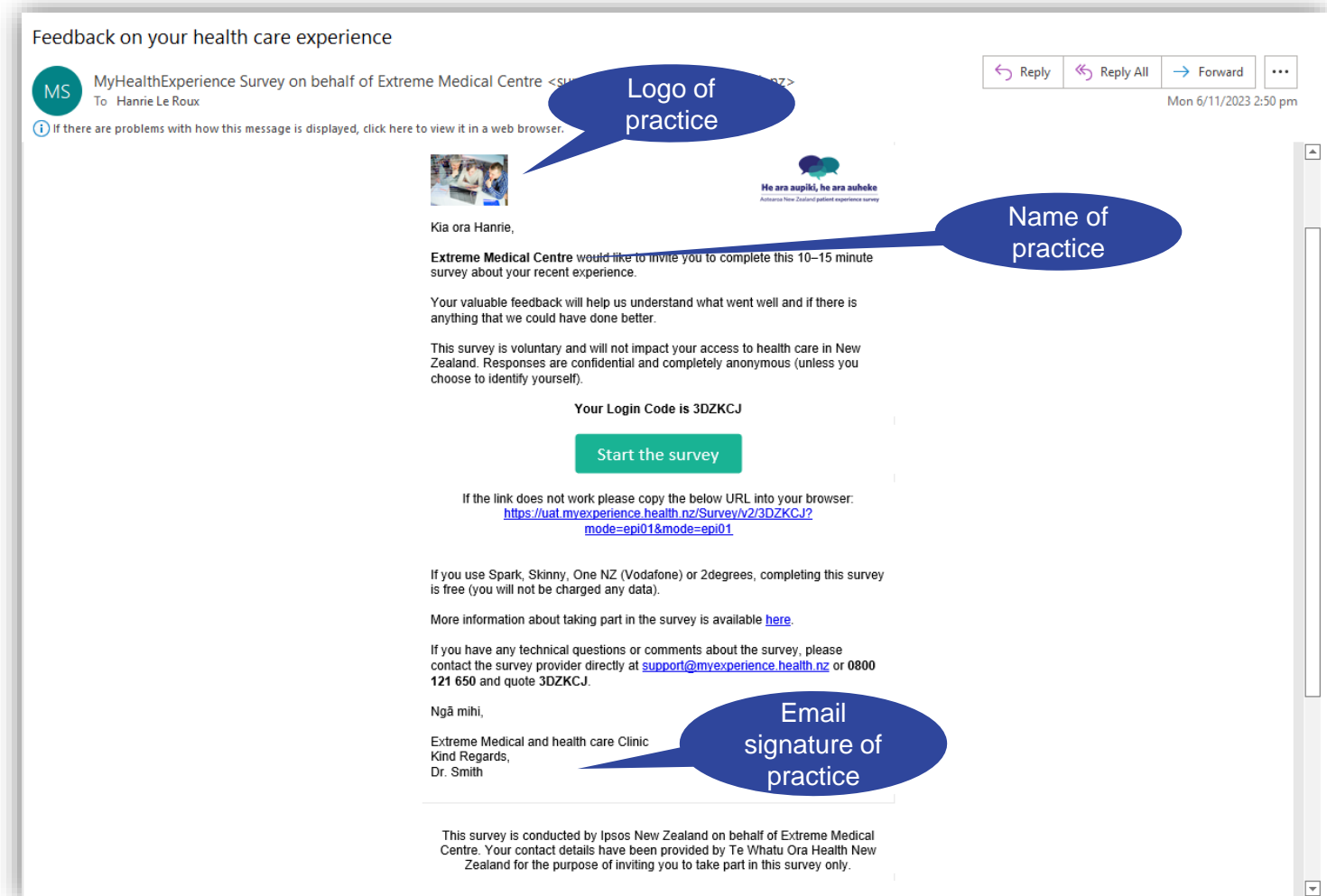
Email: [NZPatientExperienceSurveys@ipsos.com](mailto:NZPatientExperienceSurveys@ipsos.com)

# PRACTICE DETAILS WILL SHOW ON SURVEY INVITATION

## Practice details on survey invitation

Patients will receive their survey invitation email with their practice details on it.

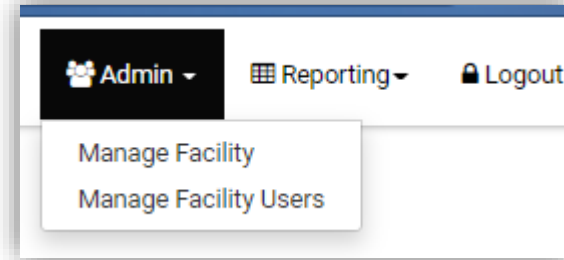
You need to check and update these details before each survey wave, if needed.



# MANAGE PRACTICE DETAILS

## Update practice details

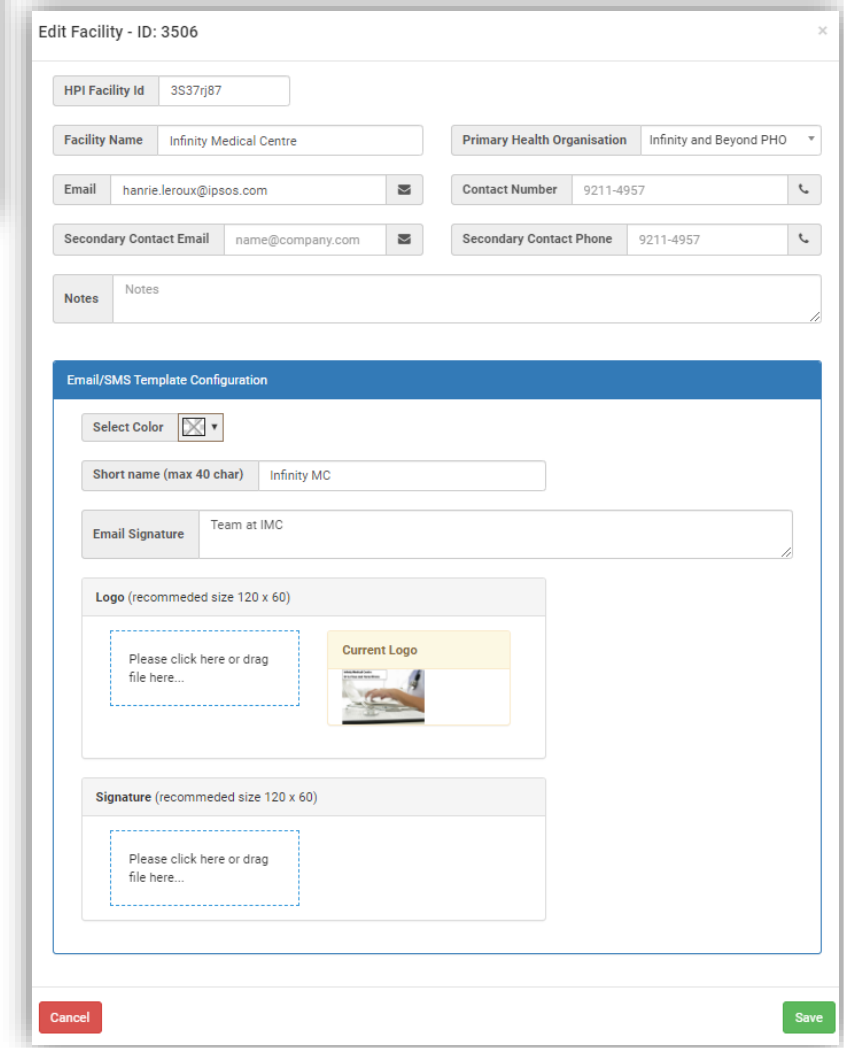
- 1) Go to “**Admin**”
- 2) Go to “**Manage Facility**”



Add or edit the following information for your practices:

- ❖ Contact details of practice
- ❖ Email signature of practice
- ❖ Logo of practice

- 3) “**Save**” the changes you make

A screenshot of a web application's 'Edit Facility' form. The form is titled 'Edit Facility - ID: 3506'. It contains several input fields and sections. The top section includes 'HPI Facility Id' (3S37rj87), 'Facility Name' (Infinity Medical Centre), 'Primary Health Organisation' (Infinity and Beyond PHO), 'Email' (hanrie.leroux@ipsos.com), 'Contact Number' (9211-4957), 'Secondary Contact Email' (name@company.com), and 'Secondary Contact Phone' (9211-4957). Below this is a 'Notes' section. The 'Email/SMS Template Configuration' section includes a 'Select Color' dropdown, a 'Short name (max 40 char)' field (Infinity MC), an 'Email Signature' field (Team at IMC), a 'Logo' section with a 'Current Logo' image and a dashed box for uploading a new logo, and a 'Signature' section with a dashed box for uploading a new signature. At the bottom of the form are 'Cancel' and 'Save' buttons.

# Thank you

For more information go to our  
**How-to Library**

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

**GAME CHANGERS**

