



## KIA ORA

### Newsletter for Q1 – August 2021

Welcome to the Q1 - August quarterly newsletter for the NZ Patient Experience survey programme. We are officially in our second year, you can now view a full year's data rolled up in the reporting portal. Annual results have been introduced to allow users from smaller organisations to see results in the portal. Due to suppression rules (to protect respondents' privacy) data with a small sample size has been suppressed, affecting smaller organisations' ability to see their results. Annual results group together survey responses from four consecutive quarters to create larger sample sizes that won't be affected by suppression. Users with consistent access to quarterly results should continue to use them over annual results.

**Results from the August quarter are live in the reporting portal now.**

Ngā mihi nui,

NZ Patient Experience Team  
*Amanda, Hanrie, Freda and Rei*

Landing page with links to  
both portals

## WHAT'S IN THIS NEWSLETTER?

Click on the links below to take you directly to information on:

- [What's new this quarter](#)
- [What's coming up next quarter](#)
- [Information and How-to guides](#)
- [Dates for next quarter](#)
- [Boost response rates](#)
- [Reporting Portal – Annual Roll-up results](#)
- [Health System Indicators](#)
- [Quarterly User Log Review](#)
- Updated How-to Guides
- [Patient feedback on completing the survey](#)

## NEED HELP?

ŌMĒRA MAI | EMAIL US: [nzpatientexperiencesurveys@ipsos.com](mailto:nzpatientexperiencesurveys@ipsos.com)  
WĀEA MAI | CALL US 04 974 8630





## WHAT'S NEW THIS QUARTER?

This quarter you will notice the following new features:

- Annual roll-up results in the reporting portal
- Updated How-to Guides in the How-to Library



## WHAT'S COMING UP NEXT QUARTER?

Next quarter look out for:

- Response Rate Report will include new charts
- New reports to help you determine where to focus your improvement efforts
- Additional information about Response Rates and how to improve them
- New How-to Videos in the How-to Library



## INFORMATION AND HOW-TO LIBRARY

- The [landing page](#) where you have links to both portals
- [How-to Library](#): where you will find a link to the two surveys, user guides, recordings of our webinars and how-to-videos.
- [FAQ page on the reporting portal](#). Here you will find information about the survey, questionnaires and methodology documents, answers to FAQ and the reporting portal user guide.
- Questionnaire: [Adult primary care survey](#)



## DATES FOR NEXT QUARTER

- **Practice inclusion phase**  
8 Oct – 29 Oct
- **Survey reference period**  
1 Nov – 14 Nov
- **Survey fieldwork**  
17 Nov – 10 Dec
- **Results available**  
16 December

For a complete list of dates, please visit the [survey timetable](#)



The sample who will receive the survey will be a selection of the patients who have visited their practices during the survey reference period: **1 November – 14 November**

The survey goes live from the **17<sup>th</sup> of November**, that is the date when we send the survey to patients who have visited their practices during the survey reference period, if they were included in the sample file we receive from the Ministry of Health. The patients will have time until the **10<sup>th</sup> of December** to complete the survey.

## NEED MORE SUPPORT OR INFORMATION?

First step is to work through the guides and videos in the [How-to Library](#).

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



## BOOST RESPONSE RATES

Every quarter we will provide tips for improving the response rates. 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.

### Minimising SMS and email bounces when we invite patients

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: **1 November – 14 November 2021.**

You can do the following to help reduce your SMS and email bounces:

- ✓ 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

### Encouraging 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.

1. 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.***

2. 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](#)

Monitor your response rate 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 also 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 this 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.

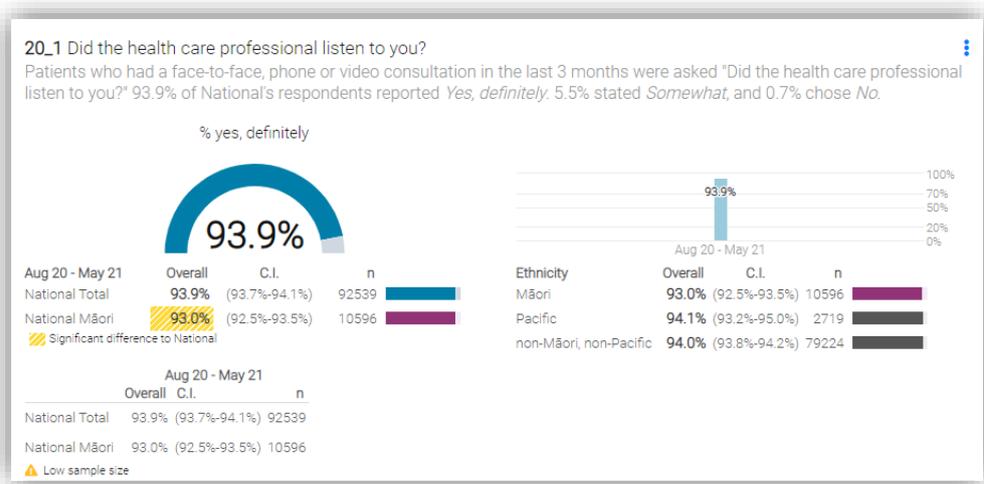
***How to improve*** - *Increasing collection of emails and SMS during the survey reference period will help increase this number.*

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



# REPORTING PORTAL: ANNUAL ROLL-UP RESULTS

Annual results have been introduced to allow users from smaller organisations to see results in the portal. Due to suppression rules (to protect respondents' privacy) data with a small sample size has been suppressed, affecting smaller organisations' ability to see their results. Annual results group together survey responses from four consecutive quarters to create larger sample sizes that won't be affected by suppression.



Users with consistent access to quarterly results should continue to use them over annual results.



## HEALTH SYSTEM INDICATORS

Health Minister Andrew Little, recently announced a new framework to improve how health and disability system performance is measured and reported on. The Health System Indicators framework replaces the previous health targets "The indicators are a new way of thinking. They are not about incentivising with funding or pointing the finger if targets are not met. They are neither a carrot nor a stick," Little said.

The Health System Indicators framework has been developed by the Ministry of Health and the [Health Quality & Safety Commission \(the Commission\)](#). It builds on the [System Level Measures](#) programme that was co-designed with the health and disability sector. The new framework sets out 12 high-level, national indicators that correspond with the Government’s priorities. Ten of these indicators are being reported now and a further two indicators are in development over 2021/22.

The emphasis is on continuous improvement at a local level - rather than focusing attention on achieving nationally-set performance targets, the statement said.

“This framework will help the sector focus on the areas that most need to improve – especially for Māori and Pacific peoples.”

### The high-level Health System Indicators

Government priority	High-level indicator	Description
Improving child wellbeing	Immunisation rates for children at 24 months	Percentage of children who have all their age-appropriate schedule vaccinations by the time they are two years old
	Ambulatory sensitive hospitalisations for children (age range 0 — 4)	Rate of hospital admissions for children under five for an illness that might have been prevented or better managed in the community
Improving mental wellbeing	Under 25s able to access specialist mental health services within three weeks of referral	Percentage of child and youth accessing mental health services within three weeks of referral
	Access to primary mental health and addiction services	In development
Improving wellbeing through prevention	Ambulatory sensitive hospitalisations for adults (age range 45-64)	Rate of hospital admissions for people aged 45 — 64 for an illness that might have been prevented or better managed in the community
	Participation in the bowel screening programme	In development

Government priority	High-level indicator	Description
Strong and equitable public health system	Acute hospital bed day rate	Number of days spent in hospital for unplanned care including emergencies
	Access to planned care	People who had surgery or care that was planned in advance, as a percentage of the agreed number of events in the delivery plan
Better primary health care	People report they can get primary care when they need it	Percentage of people who say they can get primary care from a GP or nurse when they need it
	People report being involved in the decisions about their care and treatment	Percentage of people who say they felt involved in their own care and treatment with their GP or nurse
Financially sustainable health system	Annual surplus/deficit at financial year end	Net surplus/deficit as a percentage of total revenue
	Variance between planned budget and year end actuals	Budget versus actuals variance as a percentage of budget

Two questions from the Adult primary care survey are the high-level indicators for the Government priority of better primary health care:

- In the last 12 months, was there ever a time when you wanted health care from a GP or nurse, but you couldn't get it?
- Did the health care provider involve you as much as you wanted to be in making decisions about your treatment and care?

### Next steps

Results for the Health System Indicators are published quarterly at a national level only, and by ethnicity on a web-based dashboard hosted by the Commission.

The Ministry of Health and the Commission will work with the Health and Disability Review Transition Unit and sector stakeholders during 2021/22 to further develop the framework and ensure it complements overarching monitoring and accountability arrangements for the health and disability sector going forward.

DHBs and local providers will be supported during 2021/22 to partner with their stakeholders including Māori/iwi partnership boards and clinicians to develop a set of local actions for each high-level indicator that will contribute to national improvement.

You can read more about this on the Ministry of Health's website: <https://www.health.govt.nz/new-zealand-health-system/health-system-indicators>



## QUARTERLY USER LOG REVIEW

Part of our quality control processes includes a quarterly review of users and how often they access the two portals.

The purpose of this review is to;

- identify users who have left the organisation or moved to another position, so their access can be removed/updated
- protect patient data from security breaches
- support practice use of the survey results
- support awareness building with practices to improve response rates

We will send an engagement update to the PHO Superusers to review.

PHO Superusers will be able to add/update or remove users in both portals.

More details in the [PHO Superuser How-to Guide](#), available in the [How-to Library](#).

If you know that you have not used your accounts in a while, please sign in and go through the portals. We encourage all users to do this at least once a quarter (at least once every 90 days).

If you are not sure if you have access, please follow these steps;

- Please bookmark this URL: [Aotearoa NZ Patient Experience Survey \(myexperience.health.nz\)](https://myexperience.health.nz) to access the [landing page](#) with links to both portals.
- For the reporting portal, invitations will be from: **amazonses.com** - you can search for the invitation email in your inbox / spam folder. If you didn't receive it and you are new, please contact your PHO Representative to send you an invitation or Ipsos if you need a re-send of the invitation email if you think you may have received it before.
- Contact your PHO Representative and Ipsos for login details for the data collection portal. Ipsos can only create new users in the data collection portal with permission from the PHO Superusers.

Ipsos contact details:

Email: **NZPatientExperienceSurveys@ipsos.com**

Phone: **04 974 8630**



## UPDATED HOW-TO GUIDES IN THE HOW-TO LIBRARY

We have updated the How-to Guides in the [How-to Library](#).

For the data collection portal we have the following How-to Guides;

### How-to guides for users

- [How to access patient contact requests](#)
- [How to moderate comments from the survey](#)
- [How to update your facility details for the email invitations](#)
- [How to access the response rate report](#)

### How-to guides for superusers

- [Guide for updating the PHO practices included in each wave](#)
- [Guide for DHB uploading sample data](#)
- [How to send mail surveys - DHBs](#)
- [Full Facility Administrator guide](#)
- [Full PHO Superuser guide](#)
- [Full DHB Superuser guide](#)
- [How to download raw data in excel](#)

Please do not hesitate to contact us if you have any questions or feedback about these How-to Guides.

Ipsos contact details:

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

Phone: **04 974 8630**



## PATIENT FEEDBACK ON COMPLETING THE SURVEY

At the end of the survey, we ask respondents whether they have any feedback on the survey itself, to help us make sure it's easy to complete and understand. This is what people have said:

*"I never answer surveys but made an exception for my health provider."*

*"Excellent survey in that there was always an option that fitted me to answer."*

*"Thank you for reaching out for my opinion it is appreciated."*



**he ara aupiki he ara auheke**  
NZ Patient Experience survey programme

## IPSOS SUPPORT TEAM



The NZ Patient Experience Team is here to help, please do not hesitate to contact us.

**Phone:** 04 974 8630

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



### Meet Rei

Rei joined our Ipsos Support Team earlier this year. Rei quickly caught up with all the systems and he is now capable to confidently support the sector. His great technical skills make him a valuable member of our team.



### Farewell Ruth

Sadly, we are saying goodbye to Ruth. Many of you will know her name or will have spoken to her in person. She decided to return to her home country, Canada. We will miss her dearly but wish her the very best for the future.

