

HSI REPORTING

NZ patient experience surveys

How-to-guide

2024

GAME CHANGERS



TWO PORTALS – ACCESS THE REPORTING 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

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

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.

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

HSI REPORTING EXPLAINED

The Health System Indicators framework measures and reports on how the health and disability system is performing for New Zealanders. It sets out 12 high-level indicators that correspond with the Government's priorities. Two of the Adult primary care survey questions are used as indicators and we have created this section in the Reporting Portal to help the DHBs with their quarterly reporting process.

Did the GP / doctor involve you as much as you wanted to be in making decisions about your treatment and care?

Yes, definitely

Somewhat

No

I did not want to be involved

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?

Yes

No

The data shows results for the two Health System Indicators that use questions from the Adult Primary Care Survey. These results are also weighted, which means that they are adjusted for under- or over-representation in responses by age, gender and ethnicity so that the results account for differences in response rates within a local population.

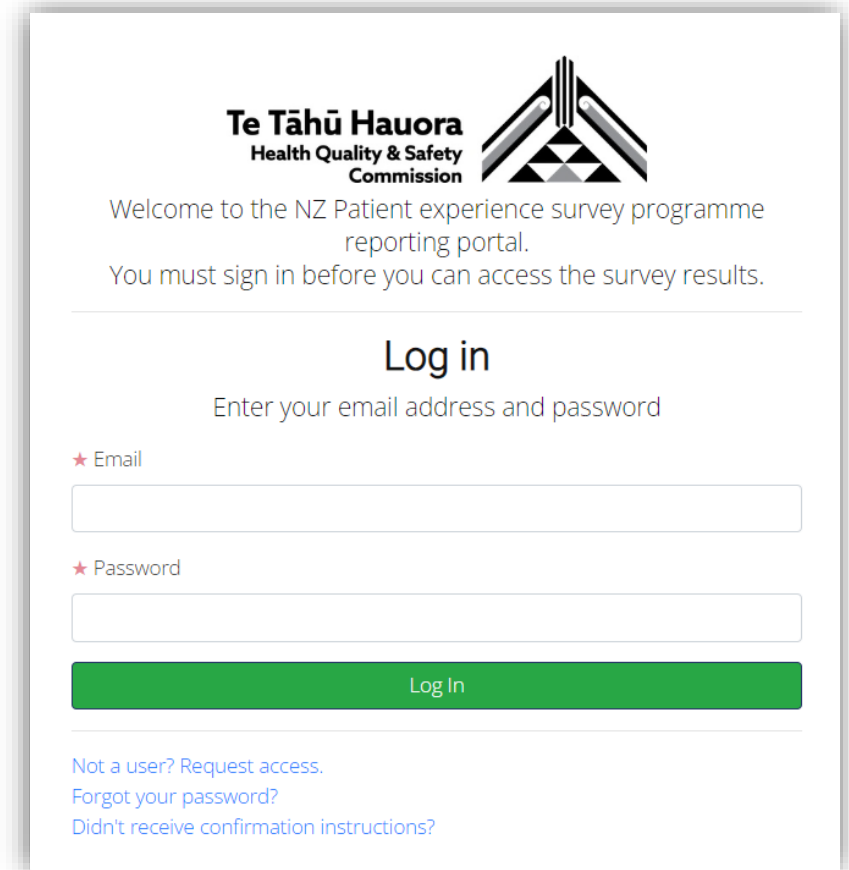
GETTING ACCES TO HSI REPORTING

HSI results are accessible alongside Adult primary care survey (APCS) results in the [reporting portal](#). However, district users do not receive APCS access by default.

If you are an existing district user and need access to HSI or APCS results for your district, you will need to contact us to request it. You can reach us by either email or phone number:

- Email: NZPatientExperienceSurveys@ipsos.com
- Phone: 04 974 8630

If you do not yet have a log-in for your district, please contact your district representatives to be set up with an account.



The screenshot shows the login page for the NZ Patient experience survey programme reporting portal. At the top, the logo for Te Tāhū Hauora Health Quality & Safety Commission is displayed. Below the logo, the text reads: "Welcome to the NZ Patient experience survey programme reporting portal. You must sign in before you can access the survey results." The main heading is "Log in", followed by the instruction "Enter your email address and password". There are two input fields: one for "Email" and one for "Password", both marked with a red star. Below the input fields is a green "Log In" button. At the bottom, there are three links: "Not a user? Request access.", "Forgot your password?", and "Didn't receive confirmation instructions?".

WHERE CAN YOU FIND THE HSI REPORTING

Adult primary care survey > District > DHB of Domicile view > HSI Report

Home / Adult Primary Care Survey / Te Whatu Ora | Test District / Survey results

Te Whatu Ora | Test District Adult Primary Care Survey results

Overview | **Survey results** | Performance summary | **HSI report**

Survey results

- Most recent experience
- Access to care - continuity
- Access to care - barriers

Quarterly results | Annual results

Te Whatu Ora | Test District (DHB of Domicile results)

Most recent experience

Lead DHB PHO view | Practice DHB view | **DHB of Domicile view**

Thank you

For more information go to our
How-to Library

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

GAME CHANGERS

