

NEW Reporting Portal Webinar Q&A – May 2021

Access to the NEW reporting portal?

The link for the NEW Reporting Portal will stay the same. Please bookmark this one

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

Your username is your email address and your password will still be the same. You can also use the “forgot my password” function on the sign-in page if you need to change your password.

Questions about the Confidence Intervals

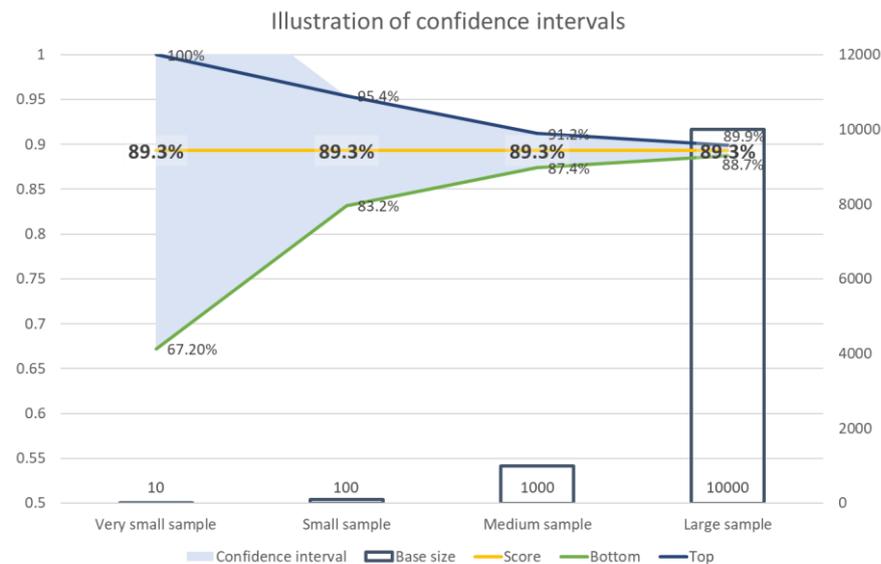
Could you please explain the confidence interval function?

This is a measure of the accuracy of the result and the size of the range varies depending on the sample size. The confidence interval represents the range within which the score is predictable 19 times out of 20. If we were to conduct this survey again with a similar audience from the same time period, we would expect that 19 out of 20 times the score would fall within this range.

Did the health care professional listen to you?			
% yes, definitely			
Feb 2021	Overall	C.I.	n
National Total	93.9%	(93.6%-94.2%)	24665
National Māori	92.6%	(91.6%-93.6%)	2474

■ Significant difference to National

If your results have a low base size and you are uncertain about how to interpret the results, the confidence interval can provide insight in how to trust that score on its own.



Is it a confidence interval on the previous surveys data?

The confidence interval is a marker for a single score and not a comparison. It is within the current survey quarter.

It is separate from the statistical significance marker of the yellow shading in the portal. Statistical significance is used to identify whether the variance between two groups, or for the total and a subgroup within it, varies enough to be considered different. Like the confidence interval, if you have a low base size the range that the variance needs to be outside will be larger if it were to indicate a significant difference.

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Questions about Māori data and response rates

Our PHO has low Māori numbers and are very interested in all Māori results, regardless of less than 5 criteria. How do we get to see Māori responses if we never reach the threshold for responses?

In the next phase of the portal roll out, you will have the ability to view data for a full year. If you have more than 5 Māori respondents across 4 quarters, you will be able to see the Māori results in this new view. This is likely to be rolled out July / August, this year.

How can we boost our response rates?

"Getting a decent respondent sample is probably more important than seeing 2-3 Māori responses, which isn't too well collated." – Comment from a DHB Superuser

Ipsos and the Commission have identified increasing response rates as an ongoing focus for to support the sector each quarter. Ipsos are working on gathering information from PHO's and DHB's with a high Māori response rate to collate possible solutions / tips to help boost Māori response rate within an organisation.

You can help by:

1. Boosting your email address and mobile number confirmation/collection
2. Displaying brochures and materials during survey reference period. Links to resources available on the Commission's website can be found in the How-to Library.

How can we establish how large the sample size needs to be to be meaningful? And if these are random samples and we are small - will we ever get meaningful data?

The confidence interval helps to indicate the level of accuracy we can expect from a certain sample by telling us the range in which the true percentage might be found in the total population.

A sample size of 4 or less has been hidden from the reporting portal to protect individual patient's anonymity.

In the data explorer tool, you can combine quarters to look at a larger sample of patients in order to have a more reliable sample size to report on. This is available in the side menu or within the menu at each question.

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Will the response rates be in reporting portal?

You can see the number of respondents for each question in the reporting portal;



But the response rate report is available in the **data collection portal**.

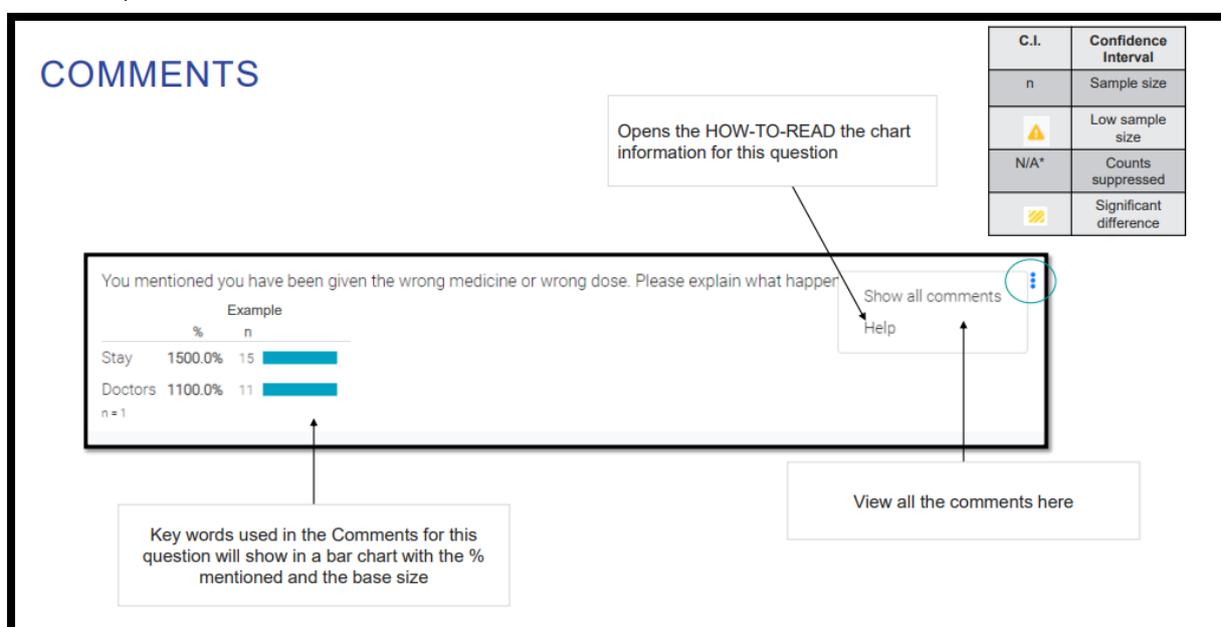
Step-by-step instructions in our [Response Rate Report How-to Guide](#).

Soon we will upgrade the current response rate report dashboard to show all the Practices for each PHO and all the Hospitals under each DHB in a chart and over time, so it is easy to compare to previous quarters.

Questions about patient comments

Where can we see an overall view of the comments?

You can view up to 100 comments for one question by clicking on the drop-down menu – *Show all comments*;



If you would like to see all your comments you can export the raw data file in the data collection portal. Step-by-step instructions in the [Download Raw Data How-to Guide](#).

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Has any thought been given to giving each verbatim comment a "sentiment" - positive, negative, neutral, etc?

The wording of the open-ended questions has been designed to capture sentiment, asking for what went well when looking for positive feedback and asking what could have been better when looking for potential improvements – the wording of the question should help you understand the sentiment.

Additionally, the comment view screen displays the patient's overall score of their visit. This can provide some context, if they are providing areas for improvement but overall had a good experience.

Questions about portal in general

Wondering about the PDF summary's that we can download - any chance that it would be in Word so that we can manipulate the data that we are particularly interested in to present to Board and Practices?

It is possible that the size of the document could be a restriction, but we will add this to the sector feedback list, to discuss at the next Contract Operations Group meeting.

Will a DHB user have access to the Primary Care data?

Yes, if you do not have access to your DHB's Primary Data please contact Ipsos.

Can question numbering be reintroduced to the results page and export?

Ipsos and the Commission are considering adding these back into the reporting portal.

Where can I find more information?

The [FAQ page](#) is a great starting point. Here you can find some of questions and answers frequently asked.

How-to guides, How-to videos, links and helpful information are available in our [How-to Library](#).