

REPORTING PORTAL

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

REPORTING PORTAL: RESULTS YOU CAN VIEW

District level user

- Their district results
- The results of the PHOs within their district (primary care access)
- The results of the practices within their district (primary care access)
- The results of the hospitals within their district (hospital access)
- National results



PHO level user

- Their PHO's results
- The results of the practices reporting to their PHO
- National results

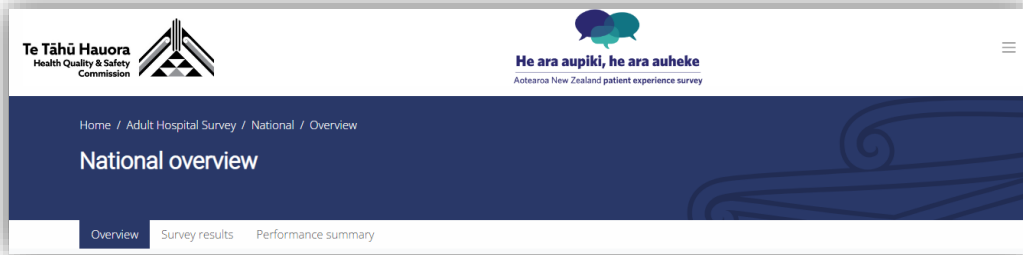
Practice/Hospital level user

- Their own practice or hospital results
- Their PHO's / district's results overall
- National results

UNDERSTANDING THE DATA

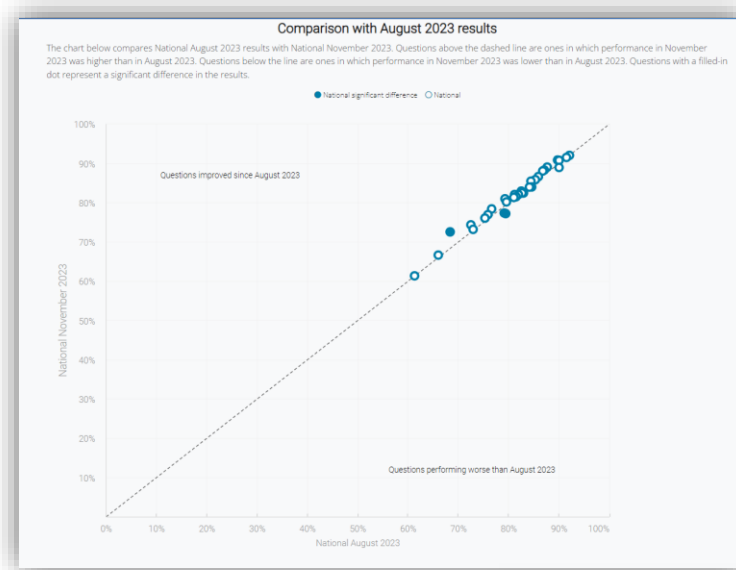
n	Sample size	Number of respondents who answered this question
	Low sample size	Warning, low number of respondents for this question
N/A*	Counts suppressed	If less than 5 respondents answered this question, the portal will not show the data
	Significant difference	A significant difference between two groups or two points in time means that there is a measurable difference between the groups and that, statistically, the probability of obtaining that difference by chance is very small (usually less than 5%).
C.I.	Confidence Interval	This provides an indication of how confident we are in the result. Is the mean of your estimate plus and minus the variation in that estimate. This is the range of values you expect your estimate to fall between if you redo your test, in other words probability, within a certain level of confidence.

OVERVIEW PAGE

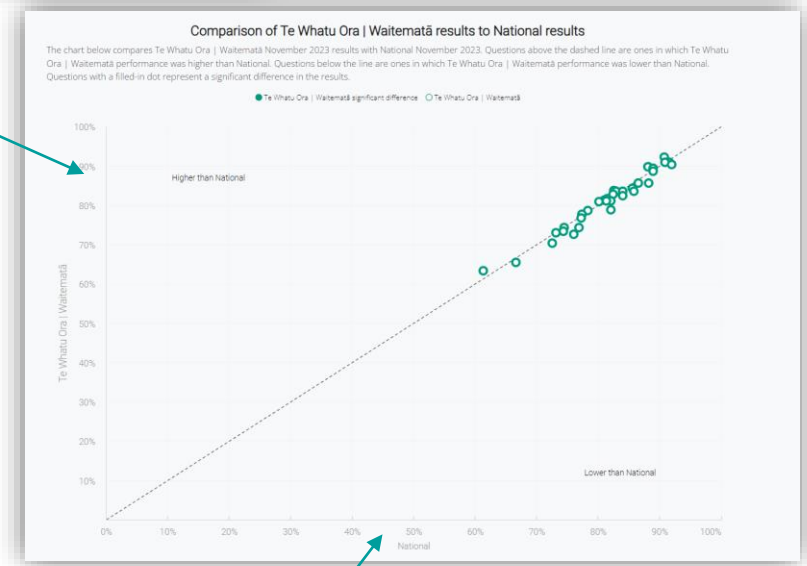


The purpose of this page is to provide key results in one place. On this page you will find scatterplots showing:

- Comparison with previous quarter's results
- Highest and lowest performing questions
- Comparison with New Zealand National results
- Comparison on Māori and non-Māori, non-Pacific results



The y axis represents your organisation's results. Questions showing above the dotted line indicates where your organisation performed better, in the most recent quarter, compared to the New Zealand results for the most recent quarter.



The x axis represents the New Zealand results. Questions showing under the dotted line, indicates where your organisation performed worse, in the most recent quarter, compared to the New Zealand results for the most recent quarter.

Highest-performing results for National

The table below shows the highest-performing questions for National in November 2023.

⚠ Low sample size

Question Click on a question to see more detail

Question	Nov 2023	Overall C.I.	n
Patient definitely treated with respect by doctors.	92.0%	(91.2%-92.8%)	3928
Patient definitely treated with respect by other members of health care team.	90.8%	(89.9%-91.7%)	3840
Before the operation(s), staff definitely helped patient to understand what would happen and what to expect.	90.8%	(89.5%-92.1%)	1970
Always had name used and pronounced properly by those providing care.	89.0%	(88.0%-90.0%)	4135

Lowest-performing results for National

The table below shows the lowest-performing questions for National in November 2023.

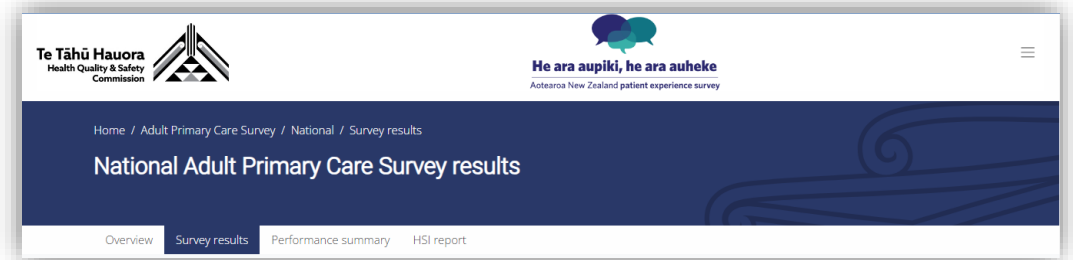
⚠ Low sample size

Question Click on a question to see more detail

Question	Nov 2023	Overall C.I.	n
Patient was definitely told the possible side effects of the medicine (or prescription for medicine) they left hospital with, in a way they could understand.	61.4%	(59.6%-63.2%)	2756
Hospital staff definitely talked with the patient about whether they would have the help they needed when they left the hospital.	66.6%	(64.9%-68.3%)	2976
Patient definitely had enough information about how to manage their condition or recovery after they left hospital.	72.6%	(71.2%-74.0%)	3960
Patient definitely given enough privacy when talking about treatment or condition.	73.2%	(71.8%-74.6%)	4088
Towards the end of the patient's visit, they were definitely kept informed as much as they wanted about what would happen and what to expect before they could leave the hospital.	74.3%	(72.9%-75.7%)	3920

SURVEY RESULTS PAGE

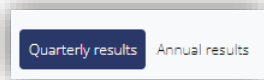
RESULTS BY QUESTION



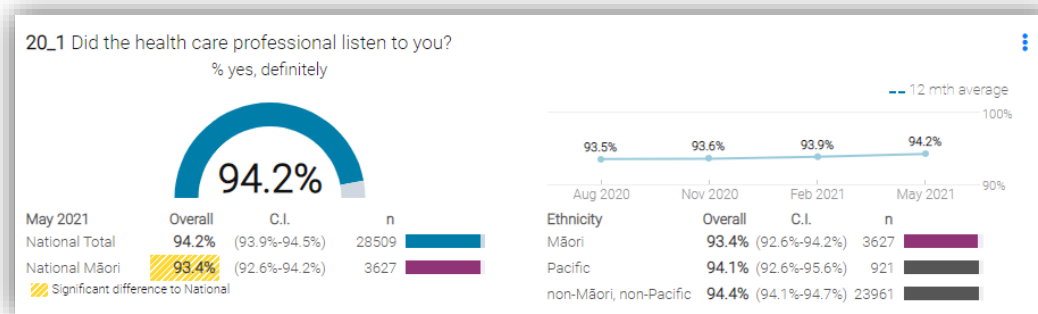
The survey results page shows full details of all questions, viewable in several formats:

■ Overall result over time (quarterly or annual)

Annual results allow users from smaller organisations to analyse their survey results without loosening the data suppression rules that protect respondents' privacy. Annual results group together survey responses from four consecutive quarters to create larger sample sizes to report. Users with consistent access to quarterly results can continue to use them instead of annual results.



- Comparison with New Zealand result
- Results by demographic breakdown
- Verbatim comments
- Respondent demographic profile



DISTRICT VIEWS

District views are available for comparing primary care data to different associated districts, at the moment this is only available for practice level users in the reporting portal. Some PHOs have practices across multiple regions and while the PHO Lead agreement is with one district, their practices may be located in another district. Similarly, a patient may not live within the district of the practice that they visited, if they are away at university or moved to a new house to a neighbouring district. For most practices the number of comparators will be low but those on the edges of their district regions might have a higher number of patients from neighbouring districts.

- Patients from the district that has the lead agreement with your PHO (**Lead DHB PHO view**);
- Patients from the district where your practice(s) is located (**Practice DHB view**); and,
- Patients who live within a specific district (**DHB of Domicile**).

SURVEY RESULTS PAGE: MENU BAR

NAVIGATION

The survey results page shows full details of all questions

The image shows a screenshot of the survey results page menu bar on the left and the main content area on the right. The menu bar includes tabs for 'Overview' and 'Survey results', a list of survey topics, an 'Explore data' link, a 'Downloads' section with links for Summary PDF, Results PDF, and Results XLSX, and a link to 'FAQ' and 'Additional Resources'. The main content area displays a list of survey questions under the heading 'Adult Hospital Survey'.

Expanded menu – links to each question on one page (includes question numbers):

Navigate to each question section using the topics on the left

Access to data explorer where you can create custom tables

Export data

Link to :

- **FAQs**
- **Commission reporting**

Adult Hospital Survey

Care from health care team

- 3_1. Doctors listened to views and concerns
- 3_2. Nurses listened to views and concerns
- 3_3. Other health care team members listened to views and concerns
- 4. Kept informed about your treatment and care as much as wanted
- 5. Health care team explained what was going on in a way you could understand
- 6. Involved in making decisions about treatment and care as much as wanted
- 6b. How could have better involved in decisions (OE)
- 7. Given conflicting information by different doctors or staff involved in care
- 8_1. Treated with kindness and understanding by doctors
- 8_2. Treated with kindness and understanding by nurses
- 8_3. Treated with kindness and understanding by other members of health care team
- 9_1. Treated with respect by doctors
- 9_2. Treated with respect by nurses
- 9_3. Treated with respect by other members of health care team
- 10_1. Had trust and confidence in the doctors
- 10_2. Had trust and confidence in the nurses
- 10_3. Had trust and confidence in other members of health care team
- 7d. Felt comfortable to ask any questions
- 7b. Name pronounced properly by those providing care
- 7c. Asked how to say name if those providing care were uncertain
- 14_1. Cultural needs met
- 14_2. Spiritual needs met
- 14_3. Individual needs were met
- 15. How needs could have been better met (OE)
- 16. Family / whānau included in discussions about care

Hospital environment

- 11. Rooms or wards (incl. bathrooms) were kept clean
- 12. Given enough privacy when talking about treatment / condition
- 13. Helped get to bathroom / use bedpad as soon as wanted
- 17. Received pain relief that met needs

SURVEY RESULTS PAGE: DIAL CHART

C.I.	Confidence Interval
n	Sample size
	Low sample size
N/A*	Counts suppressed
	Significant difference

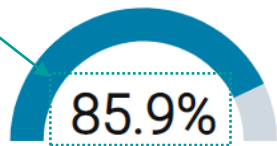
Did the doctors listen to your views and concerns?

All patients were asked "Did the doctors listen to your views and concerns?" 85.9% of National's respondents said *Yes, always*. 11.8% stated *Sometimes*, and 2.3% chose *No*.

In the prior survey period, a similar proportion of respondents (85.3%) at National selected *Yes, always*.

% yes, always

% Yes, always



Nov 2023	Overall	C.I.	n
National Total	85.9%	(84.8%-87.0%)	4050
National Māori	80.4%	(77.3%-83.5%)	621

Significant difference to National

Age	Overall	C.I.	n
15 - 24 years	75.5%	(68.8%-82.2%)	159
25 - 44 years	83.6%	(81.0%-86.2%)	775
45 - 64 years	84.0%	(81.8%-86.2%)	1111
65 - 74 years	90.0%	(88.1%-91.9%)	980
75 years of over	87.4%	(85.3%-89.5%)	991

Disability	Overall	C.I.	n
Disabled	79.8%	(77.3%-82.3%)	975
Non-disabled	89.0%	(87.8%-90.2%)	2798



Ethnicity	Overall	C.I.	n
Māori	80.4%	(77.3%-83.5%)	621
Pacific	89.3%	(84.2%-94.4%)	140
non-Māori, non-Pacific	86.6%	(85.4%-87.8%)	3248

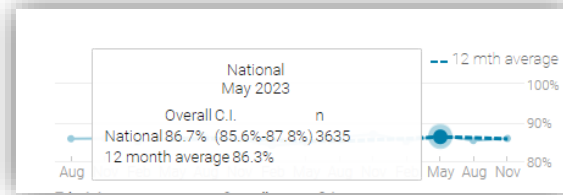
Gender	Overall	C.I.	n
Male	88.9%	(87.3%-90.5%)	1457
Female	85.6%	(84.1%-87.1%)	2193
Another gender	57.1%	(20.4%-93.8%)	7

Low sample size

	Nov 2022	Feb 2023	May 2023	Aug 2023	Nov 2023									
	C.I.	n	Overall	C.I.	n	Overall	C.I.	n	Overall	C.I.	n			
National Total	(85.8%-88.2%)	3260	85.2%	(83.8%-86.6%)	2638	86.7%	(85.6%-87.8%)	3635	85.3%	(84.1%-86.5%)	3413	85.9%	(84.8%-87.0%)	4050
National Māori	(80.0%-87.0%)	423	79.3%	(74.5%-84.1%)	271	82.9%	(79.5%-86.3%)	469	81.0%	(77.4%-84.6%)	458	80.4%	(77.3%-83.5%)	621

- Show insights
- Show data details
- Show demographic breakdown
- Export data details
- Bookmark question
- Explore data
- Help

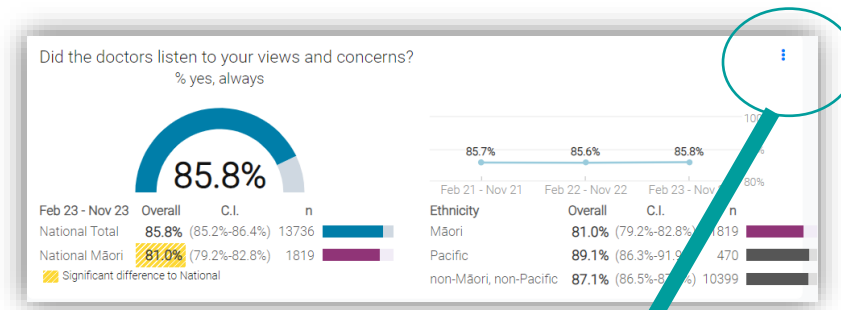
12 month average over time. Hover over month to view additional data



Select "Show demographic breakdown" to open

% Yes, always over time results. Select "Show data details" to open this table

SURVEY RESULTS PAGE: DIAL CHART



C.I.	Confidence Interval
n	Sample size
	Low sample size
N/A*	Counts suppressed
	Significant difference

Extra menu

- Show insights
- Show data details
- Show demographic breakdown
- Export data details
- Bookmark question
- Explore data
- Help

Open an easy read paragraph with all the data for this question

Open an over time table for you to compare the data for this question with previous quarters

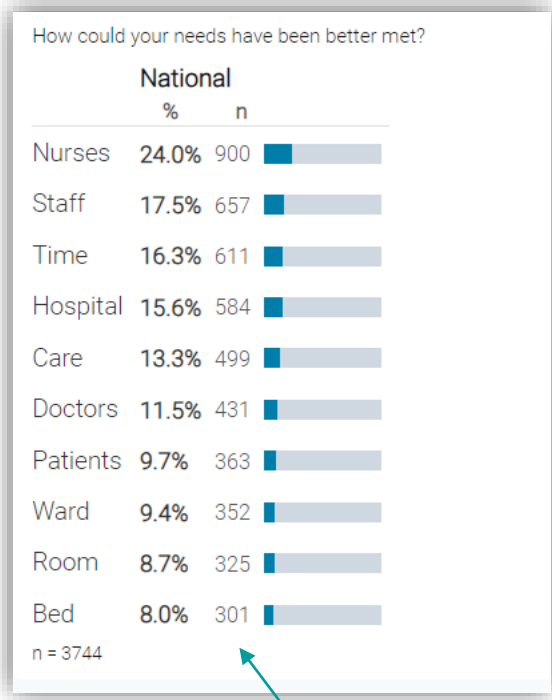
Export the data for this question to a csv. file

Open results by demographic sub groups

Navigate to Data Explorer to run cross tabs with this question

Opens the HOW-TO-READ the chart information for this question

SURVEY RESULTS PAGE: PATIENT COMMENTS



View more comments here. This will open the comments in a separate tab.

C.I.	Confidence Interval
n	Sample size
	Low sample size
N/A*	Counts suppressed
	Significant difference

Key words most used in this question's comments will show in a bar chart with data and the sample size at the bottom. Navigate to "Show all comments" to view more and filter by more key words for specific analysis.

Home / Adult Hospital Survey / National / Question detail

Question detail

Overview | Survey results | Performance summary

Survey results

Care from health care team
Hospital environment
Surgery
Discharge
Overall experience
Demographics

Explore data

What about your visit in hospital went well?

staff



Showing comments containing the term 'staff'

[Export comments](#)

Comment	Overall
I would like to thank all the staff they were absolutely wonderful. All the doctors I came into contact with took the time to explain everything. I was quite nervous but my fears were all take away by the great talk I was able to have before my operation. Nurses where also amazing can not speak highly enough about the care I was given.	Very good
Dr McGowan and all nursing staff radiologists. Physio. All of them were great no complaints here.	Very good
I was made to feel like I was the most important person in the hospital by nursing staff doctors and the person who delivered my meal what a fantastic team you have	Very good
I was impressed with the overall care from all staff especially the lovely nurse who met me first and she was there when I left to come home after my procedures were complete and this was many hours later in the day. My thanks to all for the care I received.	Very good

SURVEY RESULTS PAGE: PATIENT COMMENTS

SHOW ALL COMMENTS

C.I.	Confidence Interval
n	Sample size
	Low sample size
N/A*	Counts suppressed
	Significant difference

What about your visit in hospital went well?

Showing comments containing the term "excellent"



Comment	Overall
All of the nursing staff in WAPU were <u>excellent</u> .	Very good
All the Drs involved in my case. All the Indian nurses were <u>excellent</u> also.	
The staff overall was in my opinion <u>excellent</u> . With my experience being over a 4 year period mostly in the surgical areas.	Very good
All staff were amazing and kept me well informed doctors nurses and the two ambulance staff from marton were very good and their caring went beyond <u>excellent</u> .	Very good

[Export comments](#)

Use the search function to search for specific comments

Download the comments to print

SURVEY RESULTS PAGE: BAR CHARTS

C.I.	Confidence Interval
n	Sample size
	Low sample size
N/A*	Counts suppressed
	Significant difference

Have you heard of or used a general practice online service or patient portal (e.g. ManageMyHealth, Health365, ConnectMed, OpenNotes)?

All patients were asked "Have you heard of or used a general practice online service or patient portal (e.g. ManageMyHealth, Health365, ConnectMed, OpenNotes)?" 90.5% of GPs's respondents selected *Yes, I have heard of and used*. 8.4% reported *Yes, I have heard of but not used*, and 1.2% said *No, I have not heard of*.

	City GPs			National			Māori		
	%	C.I.	n	%	C.I.	n	%	C.I.	n
Yes, I have heard of and used	90.5%	-	313	59.6%	-	72156	87.2%	-	41
Yes, I have heard of but not used	8.4%	-	29	25.3%	-	30658	10.6%	-	5
No, I have not heard of	1.2%	-	4	15.1%	-	18264	2.1%	-	1

n = 346

Your organisation's results for this question compared to the New Zealand / National result and the Māori result for your organisation

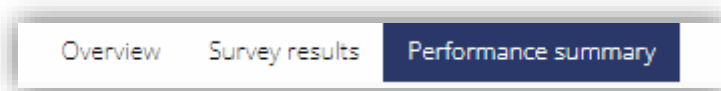
PERFORMANCE SUMMARY PAGE

SORTABLE COMPARISON OF KEY RESULTS

The performance summary page shows the questions in a compact format. It displays the % of patients who had a positive or ideal experience.

We suggest using the snapshot to identify:

- places where your results are doing well
- where there is room for improvement
- Where your results differ from National average – strengths and weaknesses



Overall results [ordered by default order](#) | [v](#)
▨ Significant difference compared to National ▲ Low sample size N/A = n<5

Question [Click on a question to see more detail](#)



		Overall	C.I.	n	
3_1. Doctors always listened to views and concerns.	Feb 23 - Nov 23	85.8%	(85.2%-86.4%)	13736	<div style="width: 85.8%;"></div>
	Feb 22 - Nov 22	85.6%	(85.0%-86.2%)	11383	<div style="width: 85.6%;"></div>
	Māori	81.0%	(79.2%-82.8%)	1819	<div style="width: 81.0%;"></div>
3_2. Nurses always listened to views and concerns.	Feb 23 - Nov 23	83.3%	(82.7%-83.9%)	13818	<div style="width: 83.3%;"></div>
	Feb 22 - Nov 22	83.2%	(82.5%-83.9%)	11438	<div style="width: 83.2%;"></div>
	Māori	79.3%	(77.5%-81.1%)	1885	<div style="width: 79.3%;"></div>

PERFORMANCE SUMMARY



SORTABLE COMPARISON OF KEY RESULTS

On the performance summary page you can **sort** the results of your organisation in the following ways;



- By default (same order as the results page)
- By your organisations' performance (top performing question to bottom)
- By performance according to your organisation's Māori respondents
- By performance of the total New Zealand result
- By your organisation's performance compared with total New Zealand result
- By your organisations previous quarter's result

C.I.	Confidence Interval
n	Sample size
	Low sample size
N/A*	Counts suppressed
	Significant difference

Overall results [ordered by default order](#) ▾

 Significant difference compared to National  Low sample size N/A = n<5

Question [Click on a question to see more detail](#)

	Overall	C.I.	n
3_1. Doctors always listened to views and concerns.	Feb 23 - Nov 23	85.8% (85.2%-86.4%)	13736
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	Feb 22 - Nov 22	83.2% (82.5%-83.9%)	11438
	Māori	 79.3% (77.5%-81.1%)	1885

Each of these questions are hyperlinked and you can click on them to view the data in more detail.

DATA EXPLORER

CREATE CUSTOM DATA VIEWS

This is where you can create custom tables to view data:

- Over time
- Within a specific time period (or rolled up time periods)
- Cut by a specific demographic (e.g. the results shown for each of the age groups)
- With a filter applied (e.g. results of females only)

Home / Adult Hospital Survey / National / Data Explorer

National Data Explorer

Overview Survey results Performance summary

Explore data

Select a question
3_1. Doctors listened to views and concerns

Select a question to compare with (optional)
None

Select a period
November 2023

Aggregate periods Check to group periods together

Add a population filter

Run query

Home / Adult Primary Care Survey / GPs / Survey results

GPs Adult Primary Care Survey results

Overview Survey results Performance summary

Survey results

Most recent experience
Access to care - continuity
Access to care - barriers
Access to care - wait times
Long-term condition management
Medication
Medical tests
Services used
Emergency department
Hospital stays
Demographics
Archived questions

Explore data

Downloads
Summary PDF
Results PDF
Results XLSX

FAQ
Additional Resources

Quarterly results Annual results

Lead DHB PHO comparators Practice DHB comparators DHB of Domicile comparators

GPs (Lead DHB PHO comparators results)

Annual results have been introduced to allow users from smaller organisations to analyse their survey results without loosening the data suppression rules that protect respondents' privacy. Annual results group together survey responses from four consecutive quarters to create larger sample sizes to report. Users with consistent access to quarterly results should continue to use them over annual results.

Most recent experience

Did the health care professional listen to you?
% yes, definitely

93.8%

Period	Overall	C.I.	n
Feb 23 - Nov 23	93.8%	(91.0%-96.6%)	288
National Total	93.6%	(93.5%-93.7%)	108807
Tū Ora Compass Health Capital and Coast	93.6%	(93.0%-94.2%)	7509
Te Whatu Ora Capital & Coast	93.6%	(93.1%-94.1%)	9064
GPs Māori	92.9%	(85.1%-100%)	42

Ethnicity

Māori	92.9%
Pacific	N/A
non-Māori, non-Pacific	93.7% (90.5%-96.9%) 222

Show insights
Show data details
Show demographic breakdown
Export data details
Bookmark question
Explore data
Help

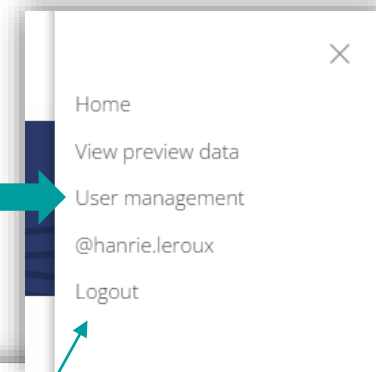
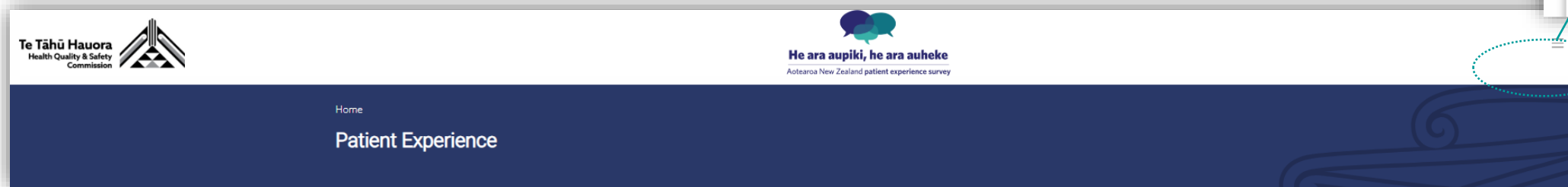
ADD NEW USERS

Superusers can add new users within the reporting portal

Only Superusers with “Administration” access and Ipsos can manage and add users

In the reporting portal;

Click on the drop down menu icon top right;

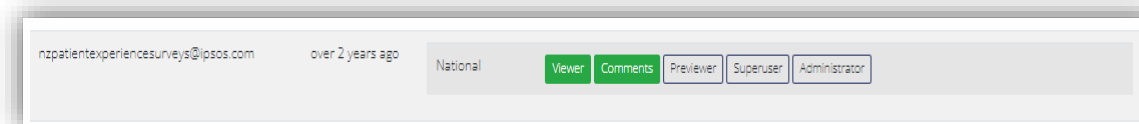
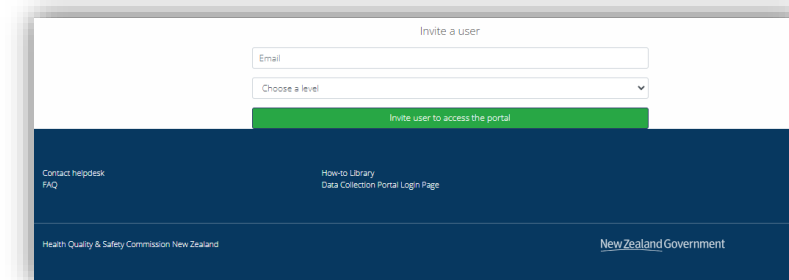


Select **“User management”**;

Scroll down to the bottom of the page, enter the new user’s contact email address, and invite them to access the reporting portal to view the results.

They will then receive an email invitation. They need to accept the invite within that invitation email and set-up their own password to access the reporting portal.

Please ensure users have both **“Viewer”** and **“Comments”** access. Search for their email address and click on the box if not highlighted in green yet.



Thank you

For more information go to our
How-to Library

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

GAME CHANGERS

