



Community engagement influencing improved telehealth services

Case study: Collaborative Aotearoa's telehealth patient voice survey

This case study demonstrates how the code of expectations was implemented in the planning, gathering and feedback processes for the telehealth patient voice survey.

Collaborative Aotearoa is a small, diverse team with decades of experience in primary and community health care. Leveraging its network of health professionals (primary health organisations and community providers) and lived experience advisors, it drives transformation at all levels using an emergent, community-based approach.

Collaborative Aotearoa engages with consumers and whānau to provide support and resources to promote uptake in telehealth services. Listening to consumers and whānau is fundamental to designing and delivering health care services that are effective, accessible, and responsive to real needs.

The telehealth patient voice survey gathered feedback, focused on improving telehealth initiatives and solutions in primary and community health care. The survey questions focused on consumers' and whānau experiences with telehealth.

Planning and gathering feedback for the survey

- Collaborative Aotearoa facilitates a lived experience advisory group. The group were involved in survey development.
- Collaborative Aotearoa engaged with, gathered intelligence from and tested ideas with us to strengthen the survey.
- Collaborative Aotearoa promoted the survey on our website and in the Consumer Health Forum Aotearoa newsletter.
- Collaborative Aotearoa presented to our Consumer Network, Kōtuinga Kiritaki. It provided real-time feedback on the survey and preliminary results.

Survey insights supported Collaborative Aotearoa to create a telehealth resource that truly reflected the patient experience and empowered individuals to feel heard and supported in their health care journey.

The survey results will inform Collaborative Aotearoa's 'Pou Ora Pillars of Health: Reimagining Primary Care beyond 2025' outlining the digital enablers needed to reimagine primary care beyond 2025. This supports the broader Pou Ora model of care for primary and community health.

Delivery of the survey template will be published as an open source to encourage general practice to adopt feedback mechanisms as we are seeing more teams adopting hybrid telehealth models of care.

Collaborative Aotearoa will publish the survey results on the [digital health page](#) as a pulse checker and to inform change.