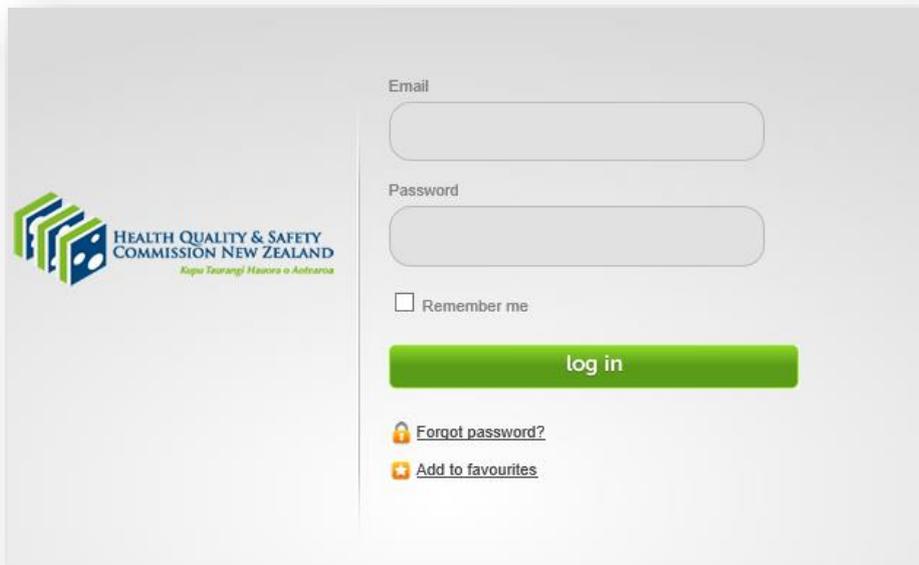


Quick guide to the primary care patient experience survey reporting portal

Welcome to the primary care patient experience survey (PES) reporting portal. This quick guide will get you started and covers the key aspects of recent improvements in this portal.

Accessing the survey results



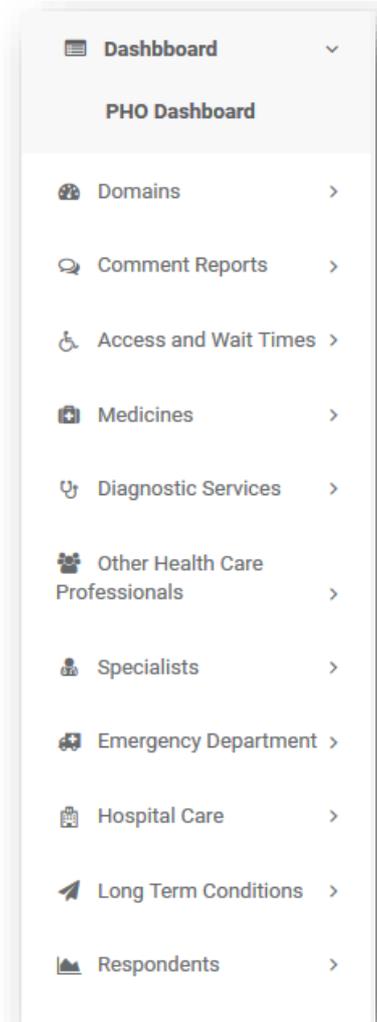
The screenshot shows the login interface for the primary care patient experience survey reporting portal. On the left side, there is the logo of the Health Quality & Safety Commission New Zealand. The main area contains a login form with the following elements:

- An 'Email' input field.
- A 'Password' input field.
- A checkbox labeled 'Remember me'.
- A prominent green button labeled 'log in'.
- Two links below the button: 'Forgot password?' (with a lock icon) and 'Add to favourites' (with a star icon).

- Type: <https://cx.myexperience.health.nz/pes> in your internet browser.
- Click on 'Add to favourites' to bookmark this page.
- Enter your email and password and click the green 'log in' button. If you cannot remember your password click on 'forgot password', enter your email address and you will be sent a new password.
- If you are a new user, you can set your new password using the forgot password link. Once you enter your email a link will be sent to you to set the new password to your registered email address.

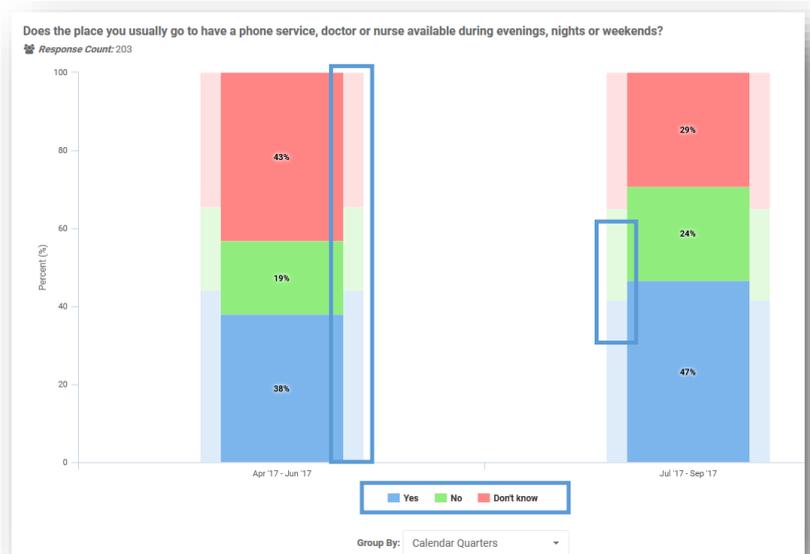
Opening your reports

- Once you are logged in, the front page will show your 'Dashboard'. This has filter options at the top and menu options on the left.
- View survey feedback by clicking on the survey headings on the left-hand menu. This menu closely matches the survey structure.
- Each section will open to show the sub-menu and question identifiers where individual reports can be selected.



National results shown in background

- Updated 'by question' reports incorporate a background shading feature that reflects the National Average responses for each practice (or PHO/DHB) to compare themselves against.
- Background shading represents national averages for the chosen filter set so you can easily benchmark your results nationally.
- You can remove the responses that you want to hide by clicking on their icon, eg, clicking 'don't know' will remove those answers from the bar.



Domain reports

- These reports summarise each question within each domain of care and show you the breakdown of how you are performing in that domain.
- Each domain report summarises each individual question scored out of 10 (For example, 'Yes, definitely' = 10, 'Yes, to some extent' = 5, and 'No' = 0). A detailed methodology can be found [here](#).
- Users can navigate between both sentiment and scored views (shown below) by clicking on the 'Report options' drop-down on the chart.
- The most powerful and unique feature is the deep-linking, which automatically takes users to a chart of interest by clicking on the question text on the left of a bar of interest.

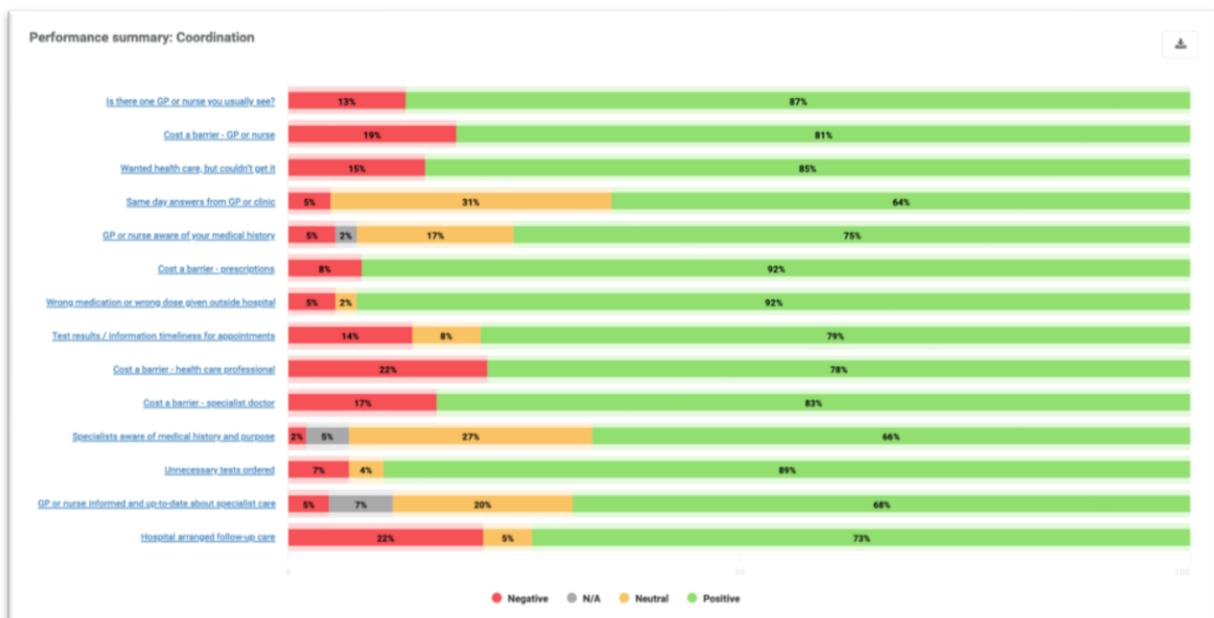


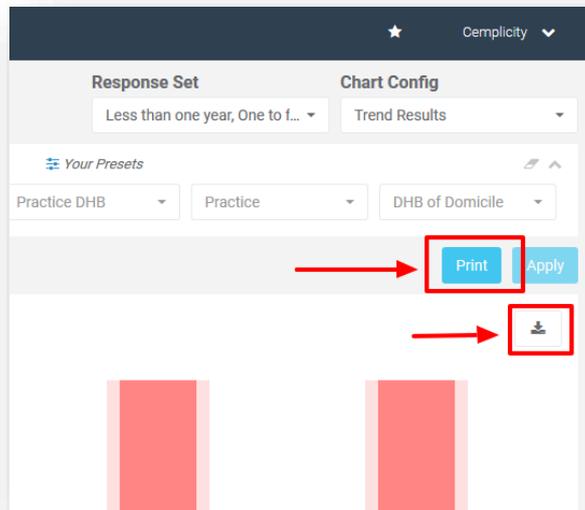
Figure 1: Coordination – sentiment view



Figure 2: Coordination – scored view

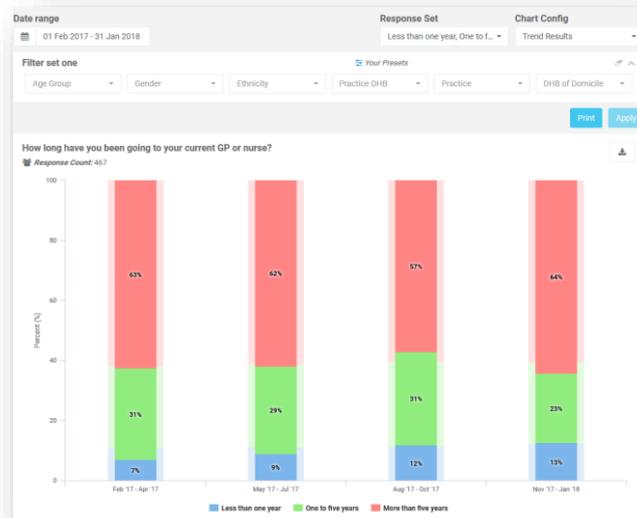
Printing/exporting reports

- You can print reports by clicking on the 'Print' button to the top right of each graph. This will generate an image of the report, along with any filters you currently have applied.
- Alternatively, you can click on icon  on each report. This gives you the options to export graphs as images and data or qualitative comments into excel or text format. This download can take a few seconds but a message will pop up at the top of the screen which initially recognises a downloading is occurring and then tells you when it is ready.



Using the filters

- There are several filters available that allow you to interrogate your results based on demographic groupings or to make comparisons between general practices, PHOs, DHBs and nationally.
- For example, using the ethnicity filter we can view how the Māori population has answered a question compared with the national result.
- The National bar in the background reflects the demographic filter selections i.e. if you choose to view 'Females', then both the National background and the main bar are filtered to only show responses from females for the given date period.



The full system manual is available by going to the reporting portal (<https://cx.myexperience.health.nz/pes>) and clicking on 'View the Reporting Guide' under the 'Useful links' section on each page.