

# Ngā Poutama: Consumer, family and whānau experience survey

Have you, or a member of your family or whānau, recently used a mental health or addiction service provided by a district health board? If so, we would like your feedback in our 15-minute survey.

The Health Quality & Safety Commission would like to hear from you if you – or your family or whānau member\* – did any of the following between 1 September and 15 October 2019:

- left or stopped using the service? (for example, if you were discharged to your GP) or
- changed to another mental health or addiction team, service or organisation? (for example, from inpatient to community mental health).

\*Including support people, who may not be biologically related.



Take part now at [www.mhasurvey.nz](http://www.mhasurvey.nz)

**The survey will ask about your experience with the service – what went well and what could be improved.**

Results will be used to improve the quality and safety of mental health and addiction services across Aotearoa New Zealand, in partnership with consumers, families, whānau and providers.

**You may receive an invitation to take part in the survey**

We will only use your contact details to send you the survey invitation. Your details will not be connected to your survey answers in any way.

**The survey is voluntary and anonymous**

You can choose not to take part. Your choice won't affect the support you receive from mental health or addiction services. Health providers will not know whether you take part or how you answer the survey questions.

We will not ask you for personal details that could identify you (like your name or date of birth). Your responses will be combined with other people's responses, so you can't be identified in survey reports.

**How to take part:**

- **Online** – go to [www.mhasurvey.nz](http://www.mhasurvey.nz) or scan the QR code below.
- **On paper or over the phone** – contact Michelle at Mobius Research: 0800 500 276 or email [mirving@mobiusresearch.co.nz](mailto:mirving@mobiusresearch.co.nz)

