

**Te Tāhū Hauora**  
Health Quality & Safety  
Commission



## **Measures Library Combined Adult Primary Care Patient Experience Survey Technical Document**

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## General survey information

Survey information and methodology	<a href="http://www.hqsc.govt.nz/our-data/patient-experience/adult-primary-care-patient-experience/survey-information-and-methodology">www.hqsc.govt.nz/our-data/patient-experience/adult-primary-care-patient-experience/survey-information-and-methodology</a>
Survey questions	This document contains information about 51 questions from the Aotearoa New Zealand adult primary care patient experience survey that are also published in the measures library. For the full list of survey questions, refer to the link above.
Numerator	Unless otherwise stated, the number of patients who answered with the most positive response to the survey question. <sup>1</sup>
Denominator	Unless otherwise stated, the number of patients who answered the question. Some questions were not presented to all respondents.
Inclusions	Patients aged 15 years and over who had a qualifying encounter with the primary care service provider they are enrolled with during the survey sample period receive a survey invitation.
Exclusions	<ul style="list-style-type: none"> <li>• People who were invited to participate in the survey in the previous quarter.</li> <li>• People with a recorded date of death at the time survey invitations are sent.</li> <li>• People who do not attend primary care or are not enrolled.</li> </ul>
Note for calculation	<p>Unit of measure: Percentage</p> <p>Adjustment applied: Results are weighted</p> <p>Te Whatu Ora health district assignment: District of domicile</p>
Data sources	<p>Aotearoa New Zealand adult primary care patient experience survey, Te Tāhū Hauora Health Quality &amp; Safety Commission.</p> <p>National enrolment service (NES), Ministry of Health.</p>
Suppression rule	Data is not reported when fewer than 30 people responded to the question.
Weighting methodology	<ul style="list-style-type: none"> <li>• The results reported in the measures library are weighted. Weighting adjusts for under- or over-representation in responses by age, gender and ethnic group and means the results account for differences in response rates within a local population.</li> <li>• Weighting of results uses the population structure who had a qualifying encounter with the primary care service provider they are enrolled with during the survey period. It compares this with the sample structure (ie, those who responded to the survey). This creates a weight that is applied to the results of the survey. This</li> </ul>

<sup>1</sup> The 'most positive response' is the response that represents the best experience or outcome for the survey respondent within the context of the question. This is usually, but not always, an affirmative response (ie, 'Yes, definitely'). For some questions, the most positive response is 'No'. Refer to the technical detail table for each question. We report on the most positive response because anything less leaves room for improvement.

	<p>then increases or decreases a particular weighted result. This approach is distinct from standardisation. We are not seeking to compare districts, age groups, genders or ethnic groups with each other using this method. Rather, we are seeking to weight so results accurately reflect the views of a representative local population (those who had a qualifying encounter with the primary care service provider they are enrolled with).</p> <ul style="list-style-type: none"><li>• Weighted results for individual questions give different values to responses, effectively reflecting how many patients of a particular age group, gender and ethnic group within a district each respondent is representing. The more over-represented a particular group among the respondents, the fewer total patients each respondent represents and thus the response is down-weighted, and vice versa.</li></ul> <p>-</p> <p>For more detailed information on the weighting methodology, please contact: <a href="mailto:survey@hqsc.govt.nz">survey@hqsc.govt.nz</a>.</p>
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## Topic: Most recent experience

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Did the health care professional listen to you?

Technical information	
Indicator name (short)	Listened to by health care professional
Description	This measure provides detail on the percentage of patients who reported that the health care professional listened to them during the most recent appointment about their own health.
Survey question	'Did the health care professional listen to you?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

Did the health care professional inform you as much as you wanted about your health condition, treatment or care?

Technical information	
Indicator name (short)	Informed as much as wanted
Description	This measure provides detail on the percentage of patients who reported that they were kept informed as much as they wanted to be during their most recent appointment about their own health.
Survey question	'Did the health care professional inform you as much as you wanted about your health condition, treatment or care?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

Did the health care professional explain things in a way you could understand?

Technical information	
Indicator name (short)	Things explained in an understandable way
Description	This measure provides detail on the percentage of patients who reported that the health care professional explained things in a way they could understand during their most recent appointment about their own health.
Survey question	'Did the health care professional explain things in a way you could understand?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

Did the health care professional treat you with kindness and understanding?

Technical information	
Indicator name (short)	Treated with kindness and understanding by health care professional
Description	This measure provides detail on the percentage of patients who reported that the health care professional treated them with kindness and understanding during their most recent appointment about their own health.
Survey question	'Did the health care professional treat you with kindness and understanding?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

Did the health care professional treat you with respect?

Technical information	
Indicator name (short)	Treated with respect by health care professional
Description	This measure provides detail on the percentage of patients who reported that the health care professional treated them with respect during their most recent appointment about their own health.
Survey question	'Did the health care professional treat you with respect?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

Did the health care professional spend enough time with you?

Technical information	
Indicator name (short)	Health care professional spent enough time with patient
Description	This measure provides detail on the percentage of patients who reported that the health care professional spent enough time with them during their most recent appointment about their own health.
Survey question	'Did the health care professional spend enough time with you?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

Were you confident that the health care professional knew enough about your medical history?

Technical information	
Indicator name (short)	Health care professional had medical history knowledge
Description	This measure provides detail on the percentage of patients who reported that the health care professional knew enough about their medical history during their most recent appointment about their own health.
Survey question	'Were you confident that the health care professional knew enough about your medical history?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

Did you have trust and confidence in the health care professional?

Technical information	
Indicator name (short)	Trust and confidence in health care professional
Description	This measure provides detail on the percentage of patients who had trust and confidence in the health care professional during their most recent appointment about their own health.
Survey question	'Did you have trust and confidence in the health care professional?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

Did the health care professional involve you as much as you wanted to be in making decisions about your treatment and care?

Technical information	
Indicator name (short)	Involved in decisions about treatment and care
Description	This measure provides detail on the percentage of patients who reported being involved in decisions about treatment and care during their most recent appointment about their own health.
Survey question	'Did the health care professional involve you as much as you wanted to be in making decisions about your treatment and care?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• I did not want to be involved (excluded from percentage calculations)</li> </ul>
Notes	<a href="#">See general survey information</a>

Was your name pronounced properly by the health care professional?

Technical information	
Indicator name (short)	Name pronounced properly
Description	This measure provides detail on the percentage of patients whose name was pronounced properly by their health care providers during their most recent appointment about their own health.
Survey question	'Was your name pronounced properly by the health care professional?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, always (most positive response)</li> <li>• Sometimes</li> <li>• No</li> <li>• No one used my name</li> <li>• Unsure/do not know (excluded from percentage calculations)</li> </ul>
Notes	<a href="#">See general survey information</a>

Did the health care professional ask you how to say your name if they were uncertain?

Technical information	
Indicator name (short)	Staff asked how to say patient’s name if uncertain
Description	This measure provides detail on the percentage of patients who reported that those involved in their care always asked them how to say their name (or did not have to ask) during their most recent appointment about their own health.
Survey question	‘Did the health care professional ask you how to say your name if they were uncertain?’
Possible responses	<ul style="list-style-type: none"> <li>• Yes, always (most positive response)</li> <li>• Sometimes</li> <li>• No</li> <li>• They did not need to ask (most positive response)</li> <li>• Unsure/do not know (excluded from percentage calculations)</li> </ul>
Notes	<a href="#">See general survey information</a>

Did you feel comfortable to ask the health care professional any questions you had?

Technical information	
Indicator name (short)	Comfortable to ask questions
Description	This measure provides detail on the percentage of patients who reported that they felt comfortable to ask any questions during their most recent appointment about their own health.
Survey question	‘Did you feel comfortable to ask the health care professional any questions you had?’
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• Can't remember/do not know (excluded from percentage calculations)</li> </ul>
Notes	<a href="#">See general survey information</a>

During this consultation, did you feel that the health care professional recognised and/or understood any mental health needs that you might have had?

Technical information	
Indicator name (short)	Mental health needs met
Description	This measure provides detail on the percentage of patients who reported that their mental health needs were met.
Survey question	'During this consultation, did you feel that the health care professional recognised and/or understood any mental health needs that you might have had?'
Possible responses	<ul style="list-style-type: none"> <li>• I did not have any mental health needs (excluded from percentage calculations)</li> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• Did not apply this time (excluded from percentage calculations)</li> </ul>
Notes	<a href="#">See general survey information</a>

Did the interpreter help you clearly communicate with the health care professional?

Technical information	
Indicator name (short)	Interpreter helped patient communicate
Description	This measure provides detail on the percentage of patients who reported that their interpreter helped them to communicate clearly with their health care professional.
Survey question	'Did the interpreter help you clearly communicate with the health care professional?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> </ul>
Notes	<p>Patients who answered with one of the following options, 'Yes, I had an interpreter' or 'Yes, I used a family member as an interpreter', to the question 'Did you need an interpreter to communicate with the health care professional?' were asked this question.</p> <p><a href="#">See general survey information</a></p>

And on this occasion, did the reception and/or admin staff treat you with respect?

Technical information	
Indicator name (short)	Treated with respect by reception/admin staff
Description	This measure provides detail on the percentage of patients who reported that the reception/admin staff treated them with respect the last time they made an appointment with their health clinic.
Survey question	'And on this occasion, did the reception and/or admin staff treat you with respect?'
Possible responses	Yes, definitely (most positive response) Somewhat No I did not talk to/see reception or admin staff (excluded from percentage calculations)
Notes	<a href="#">See general survey information</a>

During this consultation, did you feel your cultural needs were met?

Technical information	
Indicator name (short)	Cultural needs met
Description	This measure provides detail on the percentage of patients whose cultural needs were met during their most recent appointment about their own health.
Survey question	'During this consultation, did you feel your cultural needs were met?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• I did not have any (excluded from percentage calculations)</li> </ul>
Notes	<a href="#">See general survey information</a>

During this consultation, did you feel your spiritual needs were met?

Technical information	
Indicator name (short)	Spiritual needs met
Description	This measure provides detail on the percentage of patients whose spiritual needs were met during their most recent appointment about their own health.
Survey question	'During this consultation, did you feel your spiritual needs were met?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• I did not have any (excluded from percentage calculations)</li> </ul>
Notes	<a href="#">See general survey information</a>

During this consultation, did you feel your individual needs were met?

Technical information	
Indicator name (short)	Individual needs met
Description	This measure provides detail on the percentage of patients whose individual needs were met during their most recent appointment about their own health.
Survey question	'During this consultation, did you feel your individual needs were met?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• I did not have any (excluded from percentage calculations)</li> </ul>
Notes	<a href="#">See general survey information</a>

During the experience, did you ever feel you were treated unfairly for any of the reasons below?

Technical information	
Indicator name (short)	Not treated unfairly
Description	This question asked whether patients felt they had been treated unfairly during their most recent appointment about their own health. Patients were asked to select all reasons that applied to them. The responses 'I was treated unfairly', 'unsure' and 'do not know' are grouped together for reporting. Reasons included 'your skin colour', 'your race or ethnic group', 'your sex', 'your gender identity', 'your age', 'a disability or physical health condition you have', 'a mental health condition you have', 'your sexual orientation', 'your religious beliefs', 'your income or your family/whānau income', 'your appearance', 'something else', and 'do not know/unsure'.
Survey question	'During the experience, did you ever feel you were treated unfairly for any of the reasons below?'
Possible responses	<ul style="list-style-type: none"> <li>• I was not treated unfairly (most positive response)</li> <li>• I was treated unfairly or unsure or do not know</li> </ul>
Notes	<a href="#">See general survey information</a>

## Topic: Access to care – continuity

Is there one health care professional you usually see?

Technical information	
Indicator name (short)	Have one usual health care professional
Description	This measure provides detail on the percentage of patients who have one health care professional that they usually see. A health care professional may be a general practitioner (GP), nurse, mental health professional or another health care professional.
Survey question	'Is there one health care professional you usually see?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes (most positive response)</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

Did you get to see your usual health care professional this time?

Technical information	
Indicator name (short)	Saw usual health care professional
Description	This measure provides detail on the percentage of patients who saw the health care professional that they usually see at their most recent appointment. This question was presented to patients who answered 'Yes' to the question, 'Is there one health care professional you usually see?' A health care professional may be a general practitioner (GP), nurse, mental health professional or another health care professional.
Survey question	'Did you get to see your usual health care professional this time?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes (most positive response)</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

At your GP/nurse clinic, if you want to, are you able to have family/whānau involved in discussions about your treatment and care?

Technical information	
Indicator name (short)	Family/whānau involved in discussions
Description	This measure provides detail on the percentage of patients who reported that, at their general practitioner (GP)/nurse clinic, they can have their family/whānau involved in discussions about their treatment and care.
Survey question	'At your GP/nurse clinic, if you want to, are you able to have family/whānau involved in discussions about your treatment and care?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• I do not want them included (excluded from percentage calculations)</li> <li>• Not applicable (excluded from percentage calculations)</li> </ul>
Notes	<a href="#">See general survey information</a>

In the last 12 months, have you been given conflicting information by different doctors or health care professionals, e.g. one would tell you one thing and then another would tell you something different?

Technical information	
Indicator name (short)	Not given conflicting information
Description	This measure provides detail on the percentage of patients who have not been given conflicting information by health care professionals in the last 12 months.
Survey question	'In the last 12 months, have you been given conflicting information by different doctors or health care professionals, e.g. one would tell you one thing and then another would tell you something different?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No (most positive response)</li> <li>• Unsure/do not know (excluded from percentage calculations)</li> <li>• This does not apply to me, I have not seen more than one doctor or health care professional (excluded from percentage calculations)</li> </ul>
Notes	<a href="#">See general survey information</a>

## Topic: Access to care – barriers

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In the last 12 months, was there ever a time when you wanted health care from a GP or nurse, but you could not get it?

Technical information	
Indicator name (short)	Could get primary care when wanted
Description	This measure provides detail on the percentage of patients who were able to get health care from a general practitioner (GP) or nurse every time they wanted to in the last 12 months.
Survey question	'In the last 12 months, was there ever a time when you wanted health care from a GP or nurse, but you could not get it?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No (most positive response)</li> </ul>
Notes	<a href="#">See general survey information</a>

## Topic: Access to care – wait times

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When you made the booking [for your most recent appointment], how quickly were you able to get an appointment?

Technical information	
Indicator name (short)	Wait for next available appointment
Description	This measure provides detail on the percentage of patients who were able to make a booking for their most recent appointment on the same day or the next working day.
Survey question	'When you made the booking [for your most recent appointment], how quickly were you able to get an appointment?'
Possible responses	<ul style="list-style-type: none"> <li>• Same day or next working day (most positive response)</li> <li>• Within a week</li> <li>• Over a week</li> </ul>
Notes	<p>This question was presented to patients whose last health care appointment was a pre-booked appointment.</p> <p><a href="#">See general survey information</a></p>

How did you feel about the wait? [For the next available appointment]

Technical information	
Indicator name (short)	How patient felt about the wait for next available appointment
Description	This measure provides detail on the percentage of patients who did not mind how long they had to wait for the next available appointment.
Survey question	'How did you feel about the wait? [For the next available appointment]'
Possible responses	<ul style="list-style-type: none"> <li>• I did not mind the wait (most positive response)</li> <li>• I had to wait a bit too long</li> <li>• I had to wait far too long</li> </ul>
Notes	<p>This question was presented to patients whose last health care appointment was a pre-booked appointment.</p> <p><a href="#">See general survey information</a></p>

## How long after your booked time did you have to wait for your appointment to begin?

Technical information	
Indicator name (short)	Wait time for pre-booked appointment to begin
Description	This measure provides detail on the percentage of patients who had to wait 15 minutes or less for their pre-booked consultation to begin.
Survey question	'How long after your booked time did you have to wait for your appointment to begin?'
Possible responses	<ul style="list-style-type: none"> <li>• 15 minutes or less (most positive response)</li> <li>• 16-30 minutes</li> <li>• More than 30 minutes</li> </ul>
Notes	<p>This question was presented to patients whose last health care appointment was a pre-booked appointment.</p> <p><a href="#">See general survey information</a></p>

## How did you feel about the wait? [For your pre-booked consultation to begin]

Technical information	
Indicator name (short)	How patient felt about wait for pre-booked consultation to begin
Description	This measure provides detail on the percentage of patients who did not mind how long they had to wait for their pre-booked appointment to begin.
Survey question	'How did you feel about the wait? [For your pre-booked consultation to begin]'
Possible responses	<ul style="list-style-type: none"> <li>• I did not mind the wait (most positive response)</li> <li>• I had to wait a bit too long</li> <li>• I had to wait far too long</li> </ul>
Notes	<p>This question was presented to patients whose last health care appointment was a pre-booked appointment.</p> <p><a href="#">See general survey information</a></p>

When you arrived at your GP/nurse clinic, how long did you have to wait to see the health care professional? [For a walk-in consultation]

Technical information	
Indicator name (short)	Wait time for walk-in appointment
Description	This measure provides detail on the percentage of patients who had to wait less than 1 hour to see a health care professional when they went to their clinic for a walk-in appointment.
Survey question	'When you arrived at your GP/nurse clinic, how long did you have to wait to see the health care professional? [For a walk-in consultation]'
Possible responses	<ul style="list-style-type: none"> <li>• 1 hour or less (most positive response)</li> <li>• 1 hour to less than 2 hours</li> <li>• 2 hours to less than 3 hours</li> <li>• 3 hours to less than 4 hours</li> <li>• 4 or more hours</li> </ul>
Notes	This question was presented to patients whose last health care appointment was a walk-in appointment. <a href="#">See general survey information</a>

How did you feel about the wait? [For your walk-in consultation to begin]

Technical information	
Indicator name (short)	How patient felt about wait for walk-in consultation to begin
Description	This measure provides detail on the percentage of patients who did not mind how long they had to wait for their walk-in appointment to begin. This question was presented to patients whose last health care appointment was a walk-in appointment.
Survey question	'How did you feel about the wait? [For your walk-in consultation to begin]'
Possible responses	<ul style="list-style-type: none"> <li>• I did not mind the wait (most positive response)</li> <li>• I had to wait a bit too long</li> <li>• I had to wait far too long</li> </ul>
Notes	<a href="#">See general survey information</a>

Were you advised about the wait time? [For your walk-in consultation to begin]

Technical information	
Indicator name (short)	Advised about wait time for walk-in consultation to begin
Description	This measure provides detail on the percentage of patients who were told how long they would have had to wait for their walk-in appointment to begin and did not have to wait any longer than this.
Survey question	'Were you advised about the wait time? [For your walk-in consultation to begin]'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, and it was right or I did not have to wait that long (most positive response)</li> <li>• Yes, but I had to wait longer</li> <li>• No</li> </ul>
Notes	This question was presented to patients whose last health care appointment was a walk-in appointment. <a href="#">See general survey information</a>

In the last 3 months when you contacted your GP/nurse clinic about something important (other than booking an appointment), did you get an answer the same day?

Technical information	
Indicator name (short)	Same day answer to important query
Description	This measure provides detail on the percentage of patients who contacted their medical practice about something important (other than booking an appointment) in the last three months and got an answer the same day.
Survey question	'In the last 3 months when you contacted your GP/nurse clinic about something important (other than booking an appointment), did you get an answer the same day?'
Possible responses	<ul style="list-style-type: none"> <li>• I have not contacted them about something important (other than booking an appointment) in the last 3 months (excluded from percentage calculations)</li> <li>• Yes, always (most positive response)</li> <li>• Sometimes</li> <li>• No</li> </ul>
Notes	<a href="#">See general survey information</a>

## Topic: Long-term conditions

In the last 12 months, have you received information you can understand about what you can do to improve your health?

Technical information	
Indicator name (short)	Received information about improving health
Description	This measure provides detail on the percentage of patients who have received information they can understand about what they can do to improve their health in the last 12 months.
Survey question	'In the last 12 months, have you received information you can understand about what you can do to improve your health?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• Does not apply to me (excluded from percentage calculations)</li> </ul>
Notes	This question was presented to patients who reported that they have been diagnosed with and currently have a long-term health condition. <a href="#">See general survey information</a>

In the last 12 months, have you talked with a health care professional about how your care or treatment is going?

Technical information	
Indicator name (short)	Talked with a health care professional about care
Description	This measure provides detail on the percentage of patients who have talked with a health care professional about how their care and treatment is going in the last 12 months.
Survey question	'In the last 12 months, have you talked with a health care professional about how your care or treatment is going?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• Does not apply to me (excluded from percentage calculations)</li> </ul>
Notes	This question was presented to patients who reported that they have been diagnosed with and currently have a long-term health condition. <a href="#">See general survey information</a>

Do you have a shared treatment or care plan agreed with a health care professional to manage your condition(s)?

Technical information	
Indicator name (short)	Has a shared care plan
Description	This measure provides detail on the percentage of patients who have a shared treatment or care plan agreed with a health care professional to manage their long-term condition(s). This is usually a formal plan that they can use at home and during appointments. It can include information about medicine, an eating or exercise plan, or goals they want to work towards.
Survey question	'Do you have a shared treatment or care plan agreed with a health care professional to manage your condition(s)?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes (most positive response)</li> <li>• No</li> <li>• Do not know</li> </ul>
Notes	This question was presented to patients who reported that they have been diagnosed with and currently have a long-term health condition. <a href="#">See general survey information</a>

Thinking about this plan over the last 12 months, have you been involved in decisions about what is in the plan?

Technical information	
Indicator name (short)	Involved in decisions about long-term care plan
Description	This measure provides detail on the percentage of patients who said they have been involved in decisions about what is in their long-term condition care plan in the last 12 months.
Survey question	'Thinking about this plan over the last 12 months, have you been involved in decisions about what is in the plan?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• Not enough time has passed (excluded from percentage calculations)</li> <li>• Does not apply to me (excluded from percentage calculations)</li> </ul>
Notes	This question was presented to patients who answered 'Yes' to the question, 'Do you have a shared treatment or care plan agreed with a health care professional to manage your condition(s)?'. <a href="#">See general survey information</a>

Thinking about this plan over the last 12 months, have you been able to use it in your daily life?

Technical information	
Indicator name (short)	Used long-term care plan
Description	This measure provides detail on the percentage of patients who have used their long-term care plan in the last 12 months.
Survey question	'Thinking about this plan over the last 12 months, have you been able to use it in your daily life?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• Not enough time has passed (excluded from percentage calculations)</li> <li>• Does not apply to me (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'Do you have a shared treatment or care plan agreed with a health care professional to manage your condition(s)?'.</p> <p><a href="#">See general survey information</a></p>

Thinking about this plan over the last 12 months, have you reviewed the plan with a health care professional?

Technical information	
Indicator name (short)	Long-term care plan reviewed with health care professional
Description	This measure provides detail on the percentage of patients who have reviewed their long-term care plan in the last 12 months.
Survey question	'Thinking about this plan over the last 12 months, have you reviewed the plan with a health care professional?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• Not enough time has passed (excluded from percentage calculations)</li> <li>• Does not apply to me (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'Do you have a shared treatment or care plan agreed with a health care professional to manage your condition(s)?'.</p> <p><a href="#">See general survey information</a></p>

## Topic: Medication

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In the last 12 months, were you involved as much as you wanted to be in decisions about the best medicine(s) for you?

Technical information	
Indicator name (short)	Involved in decisions about medication
Description	This measure provides detail on the percentage of patients who reported they were involved in decisions about the best medicines for them in the last 12 months.
Survey question	'In the last 12 months, were you involved as much as you wanted to be in decisions about the best medicine(s) for you?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, always (most positive response)</li> <li>• Sometimes</li> <li>• No</li> <li>• I did not want to be involved (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months has someone from your GP/health clinic prescribed you any medicine(s) (either new or a repeat)? This includes vitamins, pain killers, supplements and other prescribed medicines?'</p> <p><a href="#">See general survey information</a></p>

In the last 12 months, did you follow the instructions when you took the medicine(s)?

Technical information	
Indicator name (short)	Followed medicine instructions
Description	This measure provides detail on the percentage of patients who said they always followed the instructions when they took their medicine(s) in the last 12 months.
Survey question	'In the last 12 months, did you follow the instructions when you took the medicine(s)?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, always (most positive response)</li> <li>• Sometimes</li> <li>• No</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months has someone from your GP/health clinic prescribed you any medicine(s) (either new or a repeat)? This includes vitamins, pain killers, supplements and other prescribed medicines?'</p> <p><a href="#">See general survey information</a></p>

In the last 12 months, was there a time when cost stopped you from picking up a prescription?

Technical information	
Indicator name (short)	Cost did not stop patient from picking up a prescription
Description	This measure provides detail on the percentage of patients who said that there was not a time in the last 12 months when cost stopped them from picking up a prescription.
Survey question	'In the last 12 months, was there a time when cost stopped you from picking up a prescription?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No (most positive response)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months has someone from your GP/health clinic prescribed you any medicine(s) (either new or a repeat)? This includes vitamins, pain killers, supplements and other prescribed medicines?'</p> <p><a href="#">See general survey information</a></p>

In the last 12 months, have you been given the wrong medicine or wrong dose by someone from either your GP/nurse clinic, a pharmacy (outside of the hospital), or another health care provider?

Technical information	
Indicator name (short)	Not given wrong medicine or dose
Description	This measure provides detail on the percentage of patients who have not been given the wrong medicine or wrong dose by someone (general practitioner [GP]/nurse clinic, a pharmacy [outside of the hospital] or another health care provider) in the last 12 months.
Survey question	'In the last 12 months, have you been given the wrong medicine or wrong dose by someone from either your GP/nurse clinic, a pharmacy (outside of the hospital), or another health care provider?'
Possible responses	<ul style="list-style-type: none"> <li>• I have not been given the wrong medicine or dose (most positive response)</li> <li>• Yes</li> </ul>
Notes	<p>This question was presented to patients who answered, 'Yes' to the question, 'In the last 12 months has someone from your GP/health clinic prescribed you any medicine(s) (either new or a repeat)? This includes vitamins, pain killers, supplements and other prescribed medicines?'</p> <p><a href="#">See general survey information</a></p>

Thinking about all of your current medicine(s) prescribed to you, have you been told, in a way you could understand, by someone at your GP/nurse clinic or pharmacy what the medicine was for?

Technical information	
Indicator name (short)	Told what medicines were for
Description	This measure provides detail on the percentage of patients who have been told what all of their current prescription medicine(s) are for, in a way they could understand.
Survey question	'Thinking about all of your current medicine(s) prescribed to you, have you been told, in a way you could understand, by someone at your GP/nurse clinic or pharmacy what the medicine was for?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, always (most positive response)</li> <li>• Sometimes</li> <li>• No</li> <li>• Does not apply to me (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months has someone from your GP/health clinic prescribed you any medicine(s) (either new or a repeat)? This includes vitamins, pain killers, supplements and other prescribed medicines?'</p> <p><a href="#">See general survey information</a></p>

Thinking about all of your current medicine(s) prescribed to you, have you been told, in a way you could understand, by someone at your GP/nurse clinic or pharmacy what could happen if you did not take the medicine?

Technical information	
Indicator name (short)	Told what could happen if medicine was not taken
Description	This measure provides detail on the percentage of patients who have been told what could happen if they did not take their current prescription medicine(s), in a way they could understand.
Survey question	'Thinking about all of your current medicine(s) prescribed to you, have you been told, in a way you could understand, by someone at your GP/nurse clinic or pharmacy what could happen if you did not take the medicine?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, always (most positive response)</li> <li>• Sometimes</li> <li>• No</li> <li>• Does not apply to me (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months has someone from your GP/health clinic prescribed you any medicine(s) (either new or a repeat)? This includes vitamins, pain killers, supplements and other prescribed medicines?'</p> <p><a href="#">See general survey information</a></p>

Thinking about all of your current medicine(s) prescribed to you, have you been told, in a way you could understand, by someone at your GP/nurse clinic or pharmacy what the possible side effects are?

Technical information	
Indicator name (short)	Told about medicine side effects
Description	This measure provides detail on the percentage of patients who have been told what the possible side effects of all their current prescription medicine(s) are, in a way they could understand.
Survey question	'Thinking about all of your current medicine(s) prescribed to you, have you been told, in a way you could understand, by someone at your GP/nurse clinic or pharmacy what the possible side effects are?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, always (most positive response)</li> <li>• Sometimes</li> <li>• No</li> <li>• Does not apply to me (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months has someone from your GP/health clinic prescribed you any medicine(s) (either new or a repeat)? This includes vitamins, pain killers, supplements and other prescribed medicines?'</p> <p><a href="#">See general survey information</a></p>

Thinking about all of your current medicine(s) prescribed to you, have you been told, in a way you could understand, by someone at your GP/nurse clinic or pharmacy what to do if you experienced side effects?

Technical information	
Indicator name (short)	Told what to do about side effects
Description	This measure provides detail on the percentage of patients who have been told what to do if they experienced side effects of their current prescription medicine(s), in a way they could understand.
Survey question	'Thinking about all of your current medicine(s) prescribed to you, have you been told, in a way you could understand, by someone at your GP/nurse clinic or pharmacy what to do if you experienced side effects?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, always (most positive response)</li> <li>• Sometimes</li> <li>• No</li> <li>• Does not apply to me (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months has someone from your GP/health clinic prescribed you any medicine(s) (either new or a repeat)? This includes vitamins, pain killers, supplements and other prescribed medicines?'</p> <p><a href="#">See general survey information</a></p>

## Topic: Medical tests

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Was the need for this x-ray, scan, blood test, or other medical test explained in a way you could understand?

Technical information	
Indicator name (short)	Need for medical tests explained
Description	This measure provides detail on the percentage of patients who have been told what the need for their medical test was, in a way they could understand.
Survey question	'Was the need for this x-ray, scan, blood test, or other medical test explained in a way you could understand?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• I did not need an explanation (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months, have you had an x-ray, scan, blood test, or other medical test that your GP/nurse clinic ordered for you? This does not include any tests that specialists or hospital staff may have ordered for you.'</p> <p><a href="#">See general survey information</a></p>

Were you told how you could find out the results of this x-ray, scan, blood test, or other medical test?

Technical information	
Indicator name (short)	Told how to find out results of medical tests
Description	This measure provides detail on the percentage of patients who have been told how to find out results of their medical test.
Survey question	'Were you told how you could find out the results of this x-ray, scan, blood test, or other medical test?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes (most positive response)</li> <li>• No</li> <li>• Not sure (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months, have you had an x-ray, scan, blood test, or other medical test that your GP/nurse clinic ordered for you? This does not include any tests that specialists or hospital staff may have ordered for you.'</p> <p><a href="#">See general survey information</a></p>

Were the results of this x-ray, scan, blood test, or other medical test explained in a way you could understand?

Technical information	
Indicator name (short)	Results of medical tests explained
Description	This measure provides detail on the percentage of patients who have had the results of their medical test explained to them in a way they could understand.
Survey question	'Were the results of this x-ray, scan, blood test, or other medical test explained in a way you could understand?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• I was told I would get the results later (excluded from percentage calculations)</li> <li>• I never got the results</li> <li>• Not sure (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months, have you had an x-ray, scan, blood test, or other medical test that your GP/nurse clinic ordered for you? This does not include any tests that specialists or hospital staff may have ordered for you.'</p> <p><a href="#">See general survey information</a></p>

## Topic: Emergency departments

Did you have enough information about how to manage your condition or recovery after you left the emergency department?

Technical information	
Indicator name (short)	Had enough information to manage condition after leaving ED
Description	This measure provides detail on the percentage of patients who had enough information to manage their condition after leaving the hospital emergency department (ED).
Survey question	'Did you have enough information about how to manage your condition or recovery after you left the emergency department?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• I was not given any information</li> <li>• I did not need this information as I was admitted to the hospital or to residential care (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months, have you been to the emergency department at a hospital for your own health?'</p> <p><a href="#">See general survey information</a></p>

Does your GP/nurse clinic seem informed and up-to-date about the care you got from the emergency department?

Technical information	
Indicator name (short)	GP/nurse clinic informed about care patient got from ED
Description	This measure provides detail on the percentage of patients who said that their general practitioner (GP)/nurse clinic seemed informed about the care they got from the hospital emergency department (ED).
Survey question	'Does your GP/nurse clinic seem informed and up-to-date about the care you got from the emergency department?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• Do not know (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months, have you been to the emergency department at a hospital for your own health?'</p>

## Topic: Hospital stays

As far as you know, is your GP/nurse clinic informed and up to date about the plan for follow-up?

Technical information	
Indicator name (short)	GP/nurse clinic informed about the plan for follow-up
Description	This measure provides detail on the percentage of patients who said their health clinic seemed informed about the plan for follow-up from the hospital.
Survey question	'As far as you know, is your GP/nurse clinic informed and up to date about the plan for follow-up?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes, definitely (most positive response)</li> <li>• Somewhat</li> <li>• No</li> <li>• Do not know</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months have you stayed in a hospital overnight for your own health?'</p> <p><a href="#">See general survey information</a></p>

Did you have to go back to hospital or get emergency care because of complications or your condition got worse within a month after being discharged from hospital?

Technical information	
Indicator name (short)	Did not need to return to hospital within a month after discharge
Description	This measure provides detail on the percentage of patients who did not return to the hospital within a month after discharge.
Survey question	'Did you have to go back to hospital or get emergency care because of complications or your condition got worse within a month after being discharged from hospital?'
Possible responses	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No (most positive response)</li> <li>• I was discharged from hospital less than a month ago (excluded from percentage calculations)</li> </ul>
Notes	<p>This question was presented to patients who answered 'Yes' to the question, 'In the last 12 months have you stayed in a hospital overnight for your own health?'</p> <p><a href="#">See general survey information</a></p>

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