



He ara aupiki,
he ara auheke

Aotearoa New Zealand
patient experience survey

Information about the adult primary care patient experience survey

The information in this document will help you answer questions from patients about the adult primary care patient experience survey. Patients often contact their practice when they receive a survey invitation, so it is good for staff to be prepared.

What is the adult primary care patient experience survey?

The adult primary care patient experience survey is an online survey of New Zealanders designed to help general practice staff understand their patients' recent health care experiences. It is part of the national patient experience survey programme of Te Tāhū Hauora Health Quality & Safety Commission (Te Tāhū Hauora): www.hqsc.govt.nz/our-data/patient-reported-measures.

What is the information used for?

Responses to the survey help staff in general practices find out what went well and what could be done better. The survey also gives Te Tāhū Hauora and Te Whatu Ora – Health New Zealand information to help improve the quality of health services at a national level.

Who conducts the survey?

The survey is conducted by Ipsos New Zealand on behalf of Te Tāhū Hauora and Te Whatu Ora.

How is the survey conducted?

The survey is sent every 3 months to patients aged 15 years and older who had an appointment, consultation or other qualifying type of contact during the survey period. Each eligible patient receives an email inviting them to take part in the online survey. Some may also receive an invitation by text message.

How does Ipsos get patient contact details?

Contact information is provided by Manatū Hauora Ministry of Health's National Enrolment Service for the purposes of this survey only. During practice enrolment, patients consent to their contact details being used for quality improvement purposes, including this survey. Once patients complete the survey, all personal information is deleted and removed from the Ipsos system.

Can patients refuse to do the survey or opt out of future surveys?

Yes. Participation is optional. In general, we recommend patients do not opt out permanently from receiving survey invitations because they may wish to take part in a future survey. Patient feedback can shape the health system and the future of health care.

You can opt patients out in the patient preferences field in the patient management system. Instructions for this are available here: www.hqsc.govt.nz/resources/resource-library/adult-primary-care-patient-experience-survey-patient-management-system-instructions.



Patients can also ask to unsubscribe from future patient experience surveys by:

- calling 0800 121 650
- emailing support@myexperience.health.nz
- clicking 'unsubscribe' at the bottom of the email survey invitation
- replying to the survey text message with 'unsubscribe' or 'stop'.

Are responses confidential?

Yes. We understand the importance of patients' privacy and want it to be protected. Patient answers to the survey questions are anonymous. Once patients have completed the survey, all personal information is deleted and removed from the Ipsos system. The survey does not record names, dates of birth or any other personal information that may identify patients.

How is patient information protected?

All information is stored on an encrypted New Zealand-based server and security is maintained throughout the survey. All contact information is permanently deleted from the system at the end of the survey.

How can patients view survey results?

Results from the patient experience surveys are updated quarterly and available on the Te Tāhū Hauora website: www.hqsc.govt.nz/our-data/patient-reported-measures/patient-surveys/survey-results.

Who can patients contact if they need help with the survey?

If patients have any questions or technical issues, they can call the survey helpline on 0800 121 650 or email support@myexperience.health.nz.

Information for patients is available on the website of Te Tāhū Hauora: www.hqsc.govt.nz/our-data/patient-reported-measures/patient-surveys/taking-part.

Information for general practices

Who can practices contact if they need assistance?

Contact your primary health organisation representative, who can help with information about the survey and accessing your practice's results. Ipsos is also available to help if needed. Call 04 974 8630 or email: NZPatientExperienceSurveys@ipsos.com.

How to access your survey results

Your practice's own survey results are available through a secure online portal: https://cx.myexperience.health.nz/users/sign_in.

Your practice should already have a login to this portal. If not, contact your primary health organisation for access. If you have a login but cannot remember your password, click on 'forgot password' and follow the prompts.

You can contact the portal help centre at: NZPatientExperienceSurveys@ipsos.com.

More information and resources

For more information about the survey and resources for health care staff, see the Te Tāhū Hauora website: www.hqsc.govt.nz/our-data/patient-reported-measures/patient-surveys.