



Help centre

You can contact the Ipsos NZ patient experience survey team via the help centre at NZPatientExperienceSurveys@ipsos.com or 04 974 8630.

Portal how-to library

Here you will find how-to guides for

DATA COLLECTION PORTAL

- Viewing response rates
- Moderating comments
- Updating practice information
- Responding to contact requests from patients

REPORTING PORTAL

- Viewing survey results
- Using the data exploration tool to create customised tables
- Downloading results



<https://cx.myexperience.health.nz/library>



Useful links

Results reporting portal log in page
https://cx.myexperience.health.nz/users/sign_in

Data collection portal log in page
<https://myexperience.health.nz/Account/Login?>

Portal how-to library
<https://cx.myexperience.health.nz/library>

Survey timetable
<https://www.hqsc.govt.nz/resources/resource-library/patient-experience-survey-timetables/>

Information to help answer questions from patients about the survey
<https://www.hqsc.govt.nz/resources/resource-library/information-to-help-answer-patient-questions-about-the-patient-experience-surveys/>

Order flyers and posters to promote the survey to patients
<https://www.hqsc.govt.nz/our-data/patient-reported-measures/patient-experience/resource-order-form/>

Protocol for reviewing and moderating patient comments
<https://www.hqsc.govt.nz/resources/resource-library/adult-primary-care-patient-experience-survey-protocol-for-reviewing-patient-comments/>

Survey resources for health care staff
<https://www.hqsc.govt.nz/our-data/patient-reported-measures/patient-experience/survey-resources-for-health-care-staff/>

Using survey data for quality improvement
<https://www.hqsc.govt.nz/our-data/patient-reported-measures/patient-experience/using-survey-data-for-quality-improvement/>

Te Tāhū Hauora patient experience survey programme
<https://www.hqsc.govt.nz/our-data/patient-reported-measures/patient-experience/>



He ara aupiki, he ara auheke

Aotearoa New Zealand
patient experience survey

Adult primary care patient experience survey

Finding your survey results

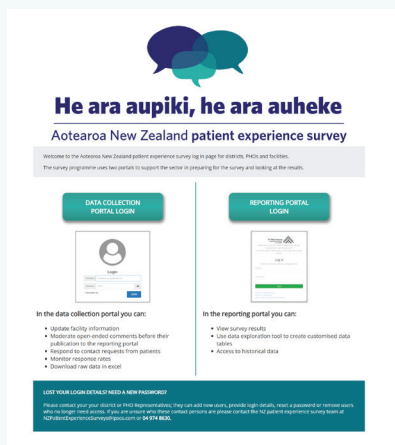


<https://myexperience.health.nz/sector/>



How to find your survey results

There are two portals to support you in preparing for the survey and looking at the results.



The **data collection portal** is where you can

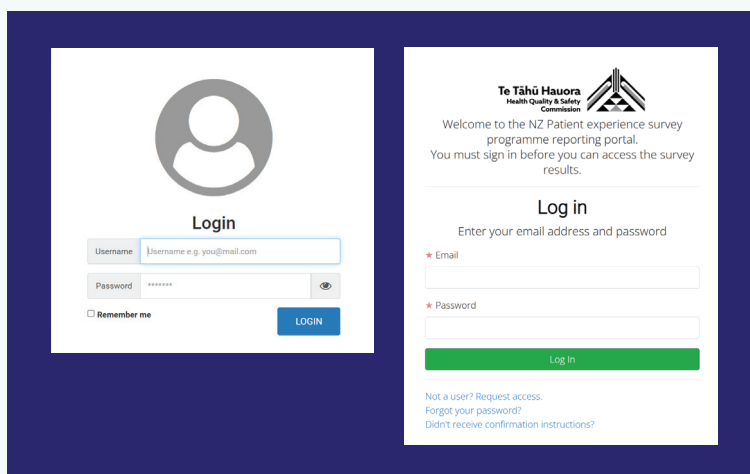
- update information about your practice
- moderate free-text comments before they are published on the reporting portal
- respond to contact requests from patients
- monitor response rates

The **reporting portal** is where you can

- see an overview of your survey results compared with the national average
- view responses to each question by demographic details and over time
- download free-text comments
- use the data exploration tool to create customised tables

How to log in to the portals

Your practice should already have a log in to the data collection and reporting portals. If not, contact your primary health organisation representative for access. New users can also request access to the reporting portal via the “Not a user? Request access” function on the sign-in page.



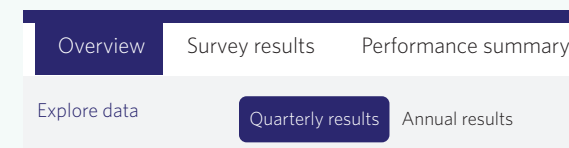
Forgot your password or log in details?

Contact your primary health organisation representative; they can add new users, provide login details, reset a password or remove users who no longer need access. You can also use the “Forgot your password?” function on the sign-in page.



<https://myexperience.health.nz/sector/>

What results should I look at first?



The **overview** tab gives you an immediate snapshot of where to focus. It will show you the questions which

- have improved or worsened over time
- are your highest performing
- are your lowest performing
- are higher or lower performing for your patients compared to the national average
- are higher or lower performing for your Māori patients compared with your non-Māori, non-Pacific patients.

The **annual results** option groups responses from four consecutive survey quarters to increase the number of answers per question. This is most useful for those from smaller organisations who may have a smaller number of people responding.

Users with more than 30 responses per question should use **quarterly results**.

