



**He ara aupiki,
he ara auheke**

Aotearoa New Zealand
patient experience survey

Information about the adult hospital patient experience surveys: inpatient and outpatient

The information in this document will help you answer questions from patients about the adult hospital patient experience surveys (inpatient and outpatient). Patients sometimes have questions when they are asked to provide an email address so they can be invited to take part in the survey or when they receive their survey invitation, so it is good for staff to be prepared.

What are the adult hospital patient experience surveys?

The adult hospital patient experience surveys (inpatient and outpatient) are online surveys for New Zealanders who have been to hospital and/or hospital-based clinics recently. They are designed to help hospitals understand their patients' recent health care experiences.

The surveys are 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 surveys help hospitals and districts understand what they did well and how they can improve the quality of health and disability services. The surveys also give information to Te Tāhū Hauora, Te Whatu Ora – Health New Zealand and Te Aka Whai Ora | Māori Health Authority to help continuously improve health services at local and national levels.

Who conducts the survey?

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

How are the surveys conducted?

The surveys are sent every 3 months to patients aged 15 years and older who either attended an outpatient appointment or spent at least one night in hospital as an inpatient recently. 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 participating hospitals. As part of enrolment, patients consent to their contact details being used for quality improvement purposes, including these surveys. Once patients complete a survey, all personal information is deleted and removed from the Ipsos system.

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

Yes. Participation is optional and will not impact on care or treatment in any way.



Patients can 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 a survey, all personal information is deleted and removed from the Ipsos system. The surveys do not record names, dates of birth or any other personal information that may identify patients.

How is privacy and personal 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 a survey.

How can patients view survey results?

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

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

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

Information for districts and hospitals

Who can district and hospital staff contact if they need assistance?

Contact your district SuperUser, who can help with information about the surveys and accessing your hospital's results. If you don't know who your district SuperUser is, you can also contact Ipsos for help. Call 04 974 8630 or email: NZPatientExperienceSurveys@ipsos.com.

How to access your survey results

Survey results for your district and hospital are available through a secure online portal: https://cx.myexperience.health.nz/users/sign_in.

Your district or hospital should already have a login to this portal. If not, contact your district SuperUser 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 surveys and resources for health care staff, see the Te Tāhū Hauora website: www.hqsc.govt.nz/our-data/patient-reported-measures/patient-surveys.