HEALTH QUALITY & SAFETY COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa

Primary care patient experience of care survey

Overview

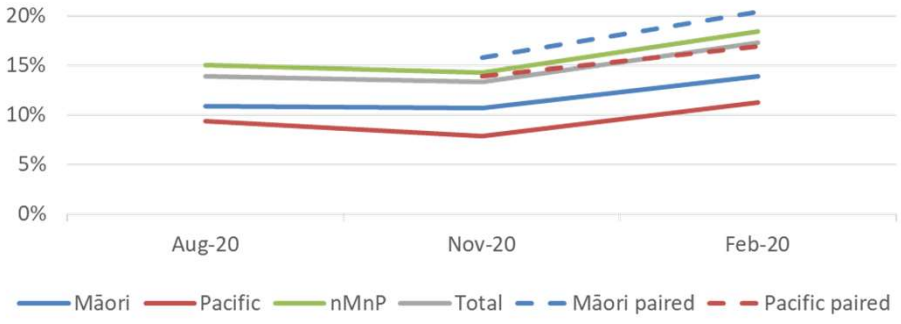
- Background
  - Improving participation
  - Survey redevelopment
- Cultural safety
  - What is it? What are we seeing?
- How to find your results

Background

- Running since 2016 the survey is now the largest regular survey in the country (second to Census)
  - Quarterly surveying
  - Approximately 180,000 patients receive an invitation every quarter, with about 30,000 choosing to complete
  - Māori and Pacific patients have traditionally been underrepresented in the survey
- Significant redevelopment occurred in late 2019/early 2020 with the switch to a new provider

Improving participation – Primary Care

Improving the number of patients participating in the survey, particularly Māori and Pacific patients, has been a key priority



Survey redevelopment

- Stopped using Picker question set
- Revised questionnaires reflect patient journey
- Changed the reference period (in primary care) from last 12 months to last experience for most questions
- Shift focus from cultural support to cultural safety

Cultural safety

'Cultural safety focuses on the patient and provides space for patients to be involved in decision-making about their own care and contribute to the achievement of positive health outcomes and experiences.'

What does that mean in practice?

- Clinicians to actively working to shift the balance of power away from themselves towards the patient
- Clinicians acknowledging their own biases and prejudices

Cultural safety – key areas

Following the review of frameworks the challenge was to apply these to a patient centred view

- Mihi, whakawhanaungatanga, Kaupapa and poroporoaki - clinicians building a connection with the patient
- Patients actively involved in decisions about their care
- The need self-examination of culture, without which culture can be seen as universal
- Focus on how whanau experience health care, rather than just outcomes

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Question set

Did the doctors, nurses and others involved in your care listen to you?

Were you involved as much as you wanted in making decisions about your treatment and care?
What could have been done better to involve you in decisions about your treatment and care? (new)

Was your name pronounced correctly? (new)
Did they ask how to say your name if uncertain? (new)

Did you feel comfortable to ask any questions you had? (new)

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

Did the health care team treat you with respect?

Did the HCP spend enough time with you

Did you feel your cultural needs were met? (new)
Did you feel your spiritual needs were met? (new)
Did you feel your individual needs were met? (new)
How could your needs have been better met? (revised)

if you want to, are you able to have family / whānau involved in discussions about your treatment and care? (new)

Have you been treated unfairly due to... (discrimination question). If so what happened?

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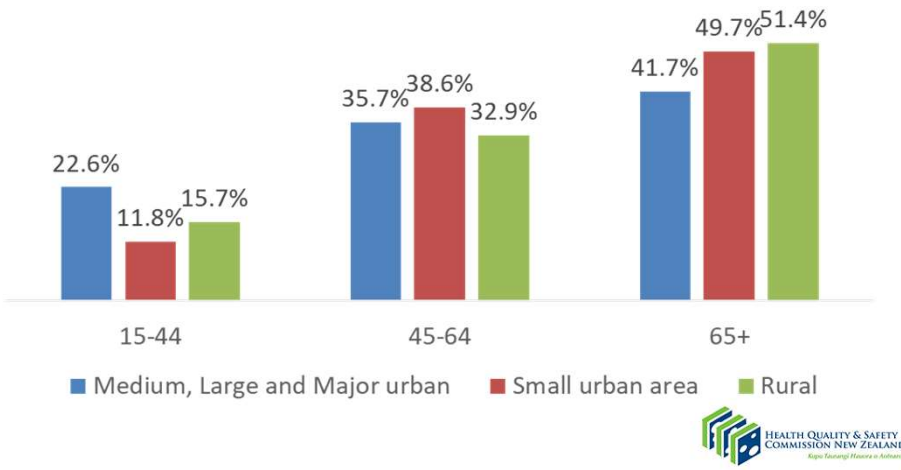
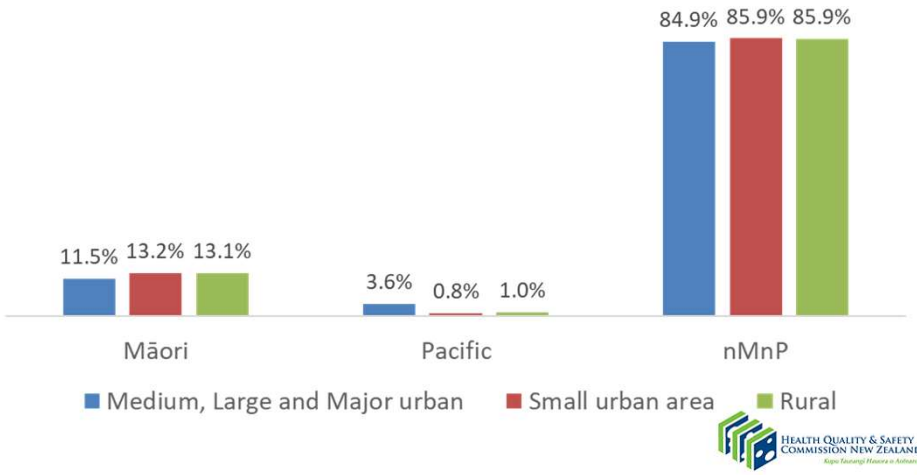
Rural populations are older

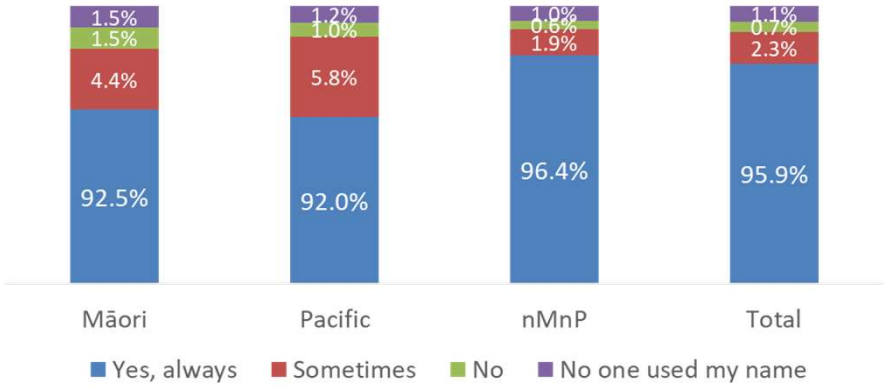


In regards to ethnicity, rural and urban respondents are similar



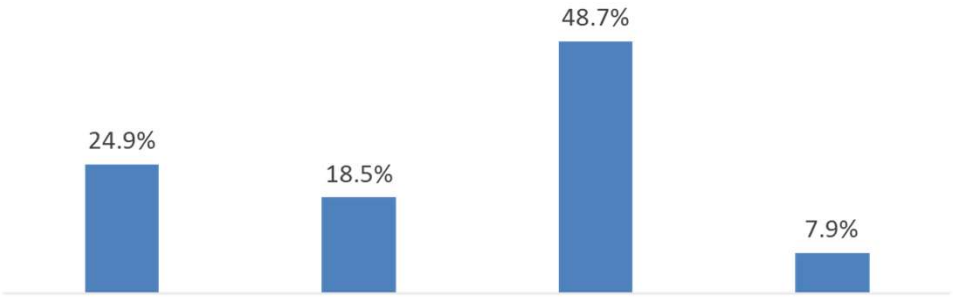
Pronouncing names

Was your name pronounced properly by the doctor/nurse/mental health professional/other health care professional?



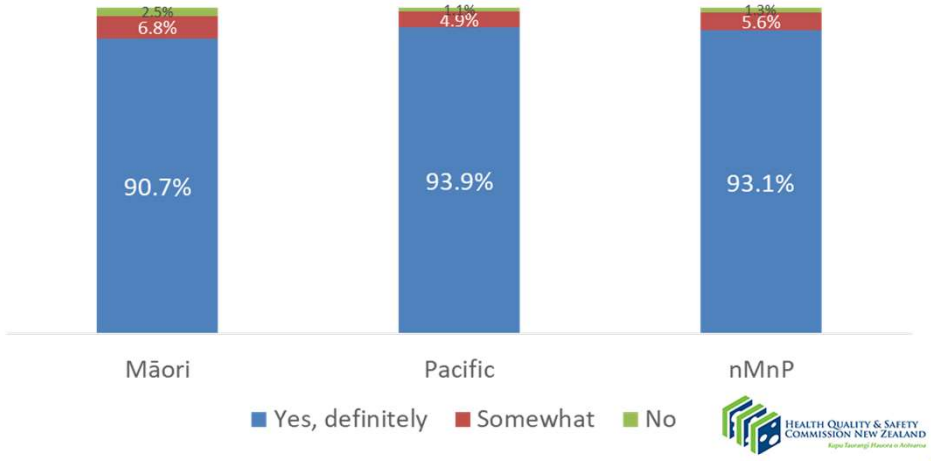
Pronouncing names

Did the doctor/nurse/mental health professional/other health care professional ask you how to say your name if they were uncertain?



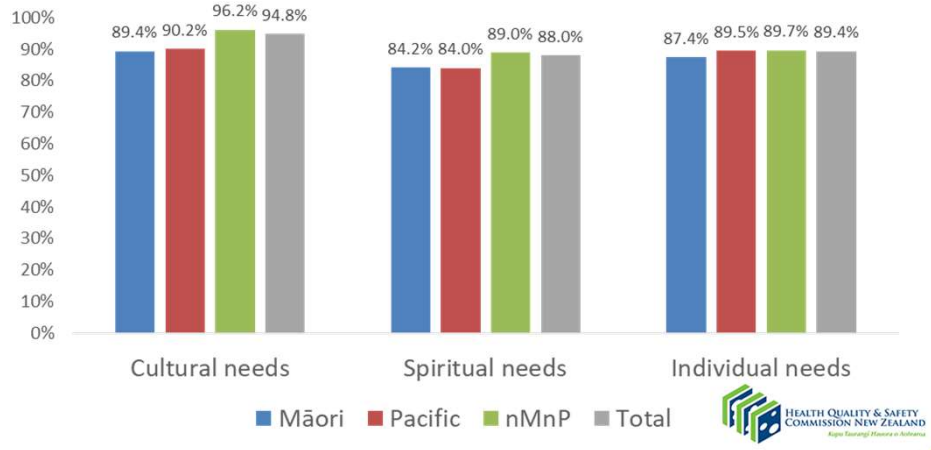
Comfort to ask questions

Did you feel comfortable to ask the doctor/nurse/mental health professional/other health care professional any questions you had?



Cultural, spiritual and individual needs met

Did you feel your [cultural/spiritual/individual] needs were met? (Percentage responding 'yes, definitely'.



Most feel their needs are being met…

"I felt relaxed the whole time I was there"

"my fantastic GP organised help with mental health issues and so I had lots more support from councillor social worker plus an orthopaedic referral for an underlying knee injury.All of which assisted in my recovery"

"[The doctor] is one of the best doctors i have ever had. He treats me as a person not just another patient who I can get through the system quickly. Has empathy and cares. A great doctor who is on to it and doesn't band aid problems or issues. Pity we didn't have more like him. Let me tell u I hated doctors before [he] was recommended to me. Without his diagnosis. I would not be the person I am today."

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…with some exceptions

"Need cultural safety training and learning how to manaaki. Reciprocal and responsive relationships are vital"

"I was not aware of what was going to happen or prepared for the procedure. I had [made] the appointment for an on going acc issue and walked out without my issue being looked at. Mentally i was not prepared"

"Not sure if the doctor knew I identify as Maori this needs to be acknowledged"

"Some effort to use te reo Maori would have been appreciated"

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The comments reflect the core elements of cultural safety

"When called upon my English last name was used. It was then relayed to us that the nurse practitioner could not say my daughters name and then was told so Im not even going to try. This put us both off the interactions straight away as mana had been taken away from my daughter and the use of her name. All we ask is that if unable to say any of my childrens name that we are asked and an effort is made to then try it with our help. It is mana diminishing when this happens and in this day and age it should be normalised and expected."

"More questions into how my current condition was affecting me"

"Speak to me as an adult an equal member of my health team. I am not unintelligent."

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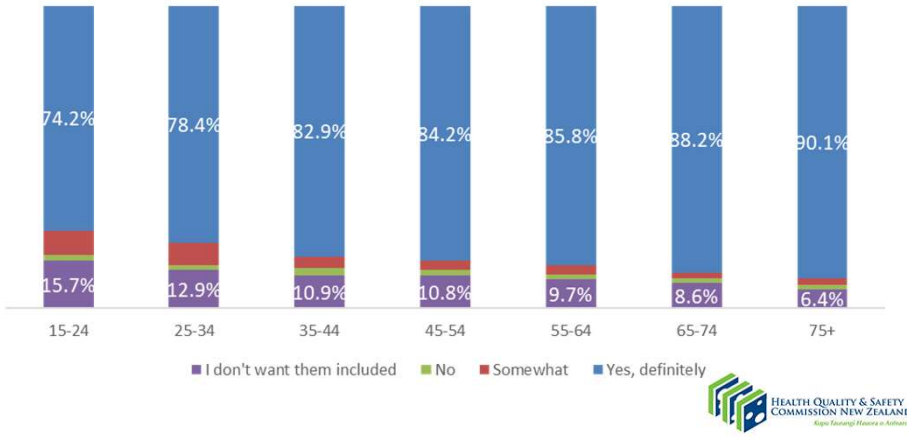
Whānau involvement

At [your practice], if you want to, are you able to have family / whānau involved in discussions about your treatment and care?



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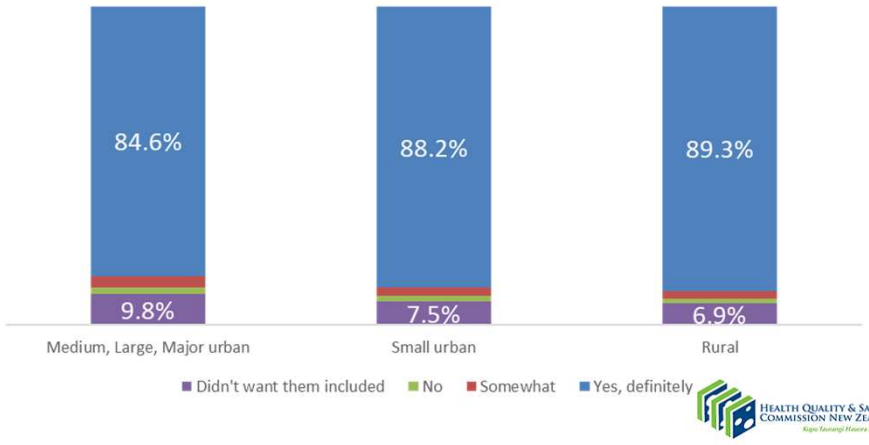
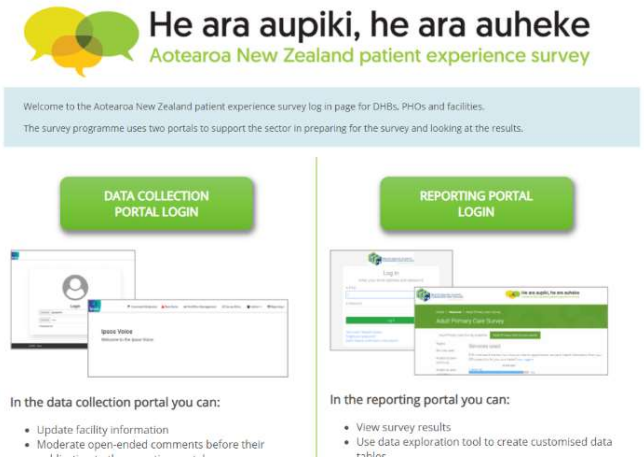
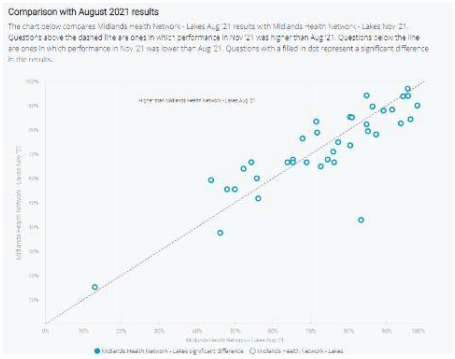


How to access your results



https://myexperience.health.nz/sector/
NZPatientExperienceSurveys@ipsos.com

What does the portal look like?



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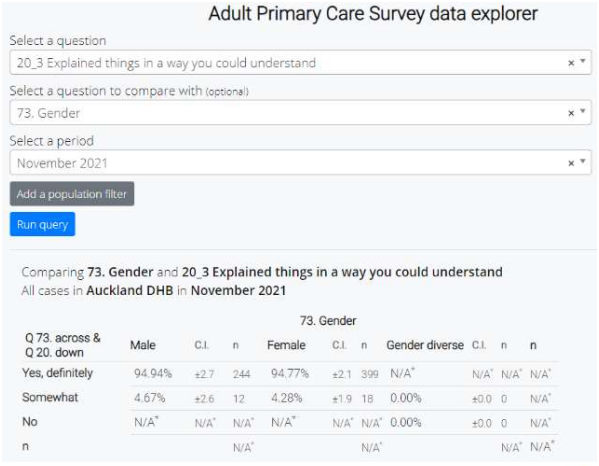

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Thank you!
[Name and title]
[Email address]