

# Patient Survey/Whānau Voice Frequently Asked Questions

## What is the survey for?

We are committed to giving our patients and whānau a voice to help us learn from your experience when interacting with our practice. This helps us to continuously work on improving the service and care we provide.

## Do all patients receive the survey?

Patients over the age of 18 will receive survey invitations. You may not receive a survey invitation every time you visit the practice, especially if you have received one recently.

## What information do we collect?

We collect your feedback on your entire experience with your general practice - from being able to book appointments, to the care you received. You will have the chance to add information to explain your answers. No clinical information is collected.

## How will I receive the survey?

You will be invited to complete the survey by text or email.

## Are my answers anonymous?

We use the survey platform AskYourTeam who help us ensure your personal data is handled securely according to privacy laws, and all question answers remain anonymous. As soon as you are sent an invite to participate, AskYourTeam remove all personal information linking you to your survey response. The only way a practice would be able to identify you is if you included personal information in your free text answers.

## Can I opt out of receiving surveys?

An opt-out link for future surveys is included in email survey invitation. For text survey links, just reply STOP to opt out of any future survey invitations.

Your voice  
matters