

Collecting whānau voice using AskYourTeam: A guide for General Practice

Your voice
matters



Whānau Voice: Our Approach

Why is whānau voice important?

Listening to and understanding the perspectives and experiences of patients and whānau is essential for delivering the best possible healthcare service and achieving health equity for vulnerable populations. Increasing response rates of patient and whānau feedback builds a clearer picture from which we can all learn and develop.

A collective approach to whānau voice

Due to ongoing concerns with the response rates to the national Patient Experience Survey (PES), it has been decided that HHB will facilitate whānau voice using a different survey methodology and tool with the aim of increasing participation and improving the quality of data received. This tool is called Ask Your Team (more information on following page).

In collaboration with providers and whānau, Health Hawke's Bay - Te Oranga o Te Matau-a-Māui (HHB) have developed a core set of four questions to evaluate whānau experience of general practice with a focus on equity: our Equity Survey - Te Mana Taurite Arotake. These questions are each linked to the four pillars (pou) of Ka Hikitia, HHB's core equity strategy, and the pou of Te Kura Nui, our cultural responsiveness curriculum. They are also included in Priority Population Partnership (PPP) outcome measures.

The four questions are:

- I felt respected during my visit or call with the practice
- I could see or speak to a health professional when I needed to
- I received the right care or advice for what I needed
- I was involved as much as I wanted to be in decisions about my health, treatment and care.

Can providers add their own questions?

Yes, in addition to the four questions above, providers are welcome and encouraged to add up to six additional questions to their practice's survey.

HHB partnership with AskYourTeam

Who are AskYourTeam?

AskYourTeam are a New Zealand business based in Hawke's Bay who are experienced in developing survey platforms designed to collect and report feedback.

Why is HHB working with AskYourTeam?

AskYourTeam offers a platform that is fully integrated with your Patient Management System (PMS) allowing for automated survey invites to be sent to patients. This results in a very low workload for both the PHO and providers.

The survey via AskYourTeam runs continuously rather than the national Patient Experience Survey (PES) which runs quarterly. This allows a more robust and consistent overview of the experience of your patients, with the ability to see the impact of any changes in real time.

AskYourTeam provides the ability for a standardised set of questions to be used across all Hawke's Bay General Practices, while also allowing practices to add questions relevant to their local context.

The ability to collect, view and theme open text responses to questions provides greater insight into patient experience and adds to the richness of the data received.

AskYourTeam has worked with us to develop a bespoke dashboard so you can view your feedback results in real time, enabling you to make improvements and changes in a timely way.

Surveys can be sent out via email or text, catering for different accessibility needs.

Click [here](#) or visit www.askyourteam.com to learn more about AskYourTeam

Getting started with AskYourTeam

Step one

If you have any concerns or questions about using AskYourTeam, please discuss these with the HHB Provider Network Team. Once you are ready to proceed, the Provider Network Team will connect you with AskYourTeam.

Step two

AskYourTeam will supply your practice with the following documents that need to be reviewed and signed (online or via PDF):

- ALEX HCM Consent Form
- Practice Vendor Consent Form
- Deed of Agreement

Step three

Work with your practice team to select any additional questions you would like to add to the standardised set of four questions to be used by all participating practices. AskYourTeam can offer expertise in selecting and wording your questions.

Step four

Share information with your practice teams about the Ask Your Survey platform and how it will work. Agree who will have access to the survey results.

Step five

Share information with patients and whānau about the survey. In addition to this document, the following resources will help with this:

- Patient information poster
- Script for front desk staff
- Slide to use on TV screens
- Frequently Asked Questions

Step six

When you are ready, AskYourTeam will integrate the survey platform with your PMS and the survey will go live. This process is automated and survey invitations will be sent to patients via text or email.

Accessing and using your results

AskYourTeam will provide you with access to your provider results dashboard via an individual log on. As soon as surveys start to be completed, results will be available.

AskYourTeam will provide a training session on navigating and using your dashboard to its full potential.

Click [here](#) to log into Ask Your Team.

Participation data

It is important to review the survey results in the context of participation data. The dashboard will allow you to review participation results:

- Over time
- By ethnicity
- By age group
- By enrolment status
- Compared with the provider network average

Question response data

You will be able to view the average scores for each question included in the survey. Questions are grouped according to the type of rating scale used (agree/disagree, rating out of 5 etc). Demographic filters can be applied to analyse results in more depth.

Where open-text responses are available, a speech bubble showing the number of comments can be clicked to take you to the Text Analysis dashboard page.

Frequently Asked Questions

How does AskYourTeam retrieve patient contact information?

Every night, AskYourTeam receives a feed of appointments from the previous day. This contains only contact details including PMS unique ID, email address and/or phone number, and basic demographic data - **no clinical information is transferred.**

What patient information does AskYourTeam retain?

AskYourTeam does not retain any unique patient identifiable information after surveys have been sent other than the PMS Unique ID of patients who have opted out of future surveys. This enables AskYourTeam to exclude them from future survey invitations.

AskYourTeam will retain demographic information including: gender, ethnicity, domicile census area unit and General Practice provider to enable reporting back to the practice.

Unless a patient uses identifying information in an open text comment, there is no way for a practice or AskYourTeam to connect an individual with their survey responses.

Can patients opt out of receiving surveys?

It is strongly recommended that patients make their own choice about whether to opt out of receiving feedback surveys. Once they receive the initial survey link, they can choose not to receive any other survey invitations in future. However, in the event that a patient asks a practice to help opt them out, or the practice would like to opt a patient out due to safety concerns, this can be done by sending the patient's email address or phone number to Ask Your Team - customersuccess@askyourteam.com

How often will patients receive surveys?

AskYourTeam have rules built into their system to prevent patients from receiving more than one survey every two weeks if they are attending the practice regularly.

Frequently Asked Questions

Do all patients receive surveys?

Patients under the age of 18 will not receive survey invitations. If a patient over 18 has provided someone else's contact email address or phone number to the practice, that person will receive the survey invitation for the patient.

Is it possible to send the survey to patients via post?

No, in order to keep responses anonymous, AskYourTeam surveys can only be completed online.

Does it cost a patient to receive or respond to a survey invite?

No, emails and texts are sent to patients free of charge.

Where should we go with additional questions?

Contact the Provider Network Team at HHB in the first instance.

If you would like to get in touch with AskYourTeam directly:

- customersuccess@askyourteam.com
- 0800 001 335 | 06 280 5305
- www.askyourteam.com