

**Patient Safety Awareness Week – March 20/21**

Health Hawke’s Bay (HHB) is working with AskYourTeam, with patient improvement a frontline factor in the partnership.

As Hawke’s Bay’s Primary Health Organisation, HHB is responsible for supporting all General Practices, Pharmacies, and some Māori Health Providers based in Hawke’s Bay.

AskYourTeam is a single platform solution system, designed to support organisations connect and gain feedback from stakeholders.

The partnership has the two organisations collaborating that will allow Health Hawke’s Bay and their providers to understand how Hawke’s Bay whānau feel when they have visited their GP at their local general practice.

Questions in the survey for whai ora (patients) include a theme of feeling respected during visits to General Practice, receiving and understanding the advice given, involvement in decision making about the patient’s health, and seeing or speaking to a health professional when the patient needed to see them.

In addition to the patients receiving a patient experience survey relative to the appointment they had, the General Practice staff will now have access to view the results of these surveys for their own patients.

For Health Hawke’s Bay Pou Whakarae | Chief Executive Officer Irihāpeti Mahuika, affiliation between the two organisations is welcomed with a chance to improve patient experience.

“This is a great opportunity for our Providers to capture feedback in a quick, effective and efficient manner.

“Patient feedback is vital for a strong healthcare system, listening to whānau needs and responses will support our journey to bringing quality health for everyone.”

For AskYourTeam Chief Executive Chris O’Reilly, he says there is purpose and coherence working on the backend of the surveys with Health Hawke’s Bay and providers.

“It’s a great concept that Health Hawke’s Bay have shared with us, we welcome a ‘patient-first’ approach.

“Listening to patients feedback on their visits at their local medical centre is important to improve patient experience.”

 