

GP Practices using the primary care patient experience survey

HQMNZ ID: HQM16.6.29.1018

Outcome

Outcome Improved clinical outcomes for patients in primary and secondary care through improved patient safety and experience of care

Measure

General Practitioner (GP) practices participating in obtaining feedback from patients via the primary care patient experience survey

Type

Contributory measure

Relationship(s) to other frameworks

Patient experience is a component of the Health Quality and Safety Commission's (HQSC) Quality and Safety Indicators framework.

Rationale

Patient experience is a vital but complex area. Growing evidence tells us that patient experience is a good indicator of the quality of health services. Better experience, stronger partnerships with consumers, and patient and family-centred care have been linked to improved health, clinical, financial, service and satisfaction outcomes. Work to introduce measures for primary care using on-line patient surveys began in December 2014. The primary care patient experience survey has been developed by the HQSC to find out what patients' experience in primary care is like and how their overall care is managed between their general practice, diagnostic services, specialists and/or hospital staff. The information will be used to improve the quality of service delivery and patient safety.

Eligible population

GP practices

Measure status

Active

Numerator

Number of GP practices participating in obtaining feedback from patients via the primary care patient experience survey

Denominator

Number of GP practices

National target

Local target

Milestones to be decided by Alliance

Data Sources

Available through Primary Health Organisation (PHO)

Data extracted from data sources

Available through PHO

Data availability

Available through PHO

Measure calculation process

Available through PHO

Relationship(s) to other measures

Measure development notes

This is a new measure and will be refined over time. This measure can be applied at PHO or DHB or Alliance level. For example:

- Number of GP practices within the PHO participating in obtaining feedback from patients via the primary care patient experience survey
- Number of GP practices within the DHB participating in obtaining feedback from patients via the primary care patient experience survey
- Number of GP practices within the Alliance participating in obtaining feedback from patients via the primary care patient experience survey

The primary care patient experience survey is expected to be adopted by all practices as part of the PHO Services Agreement. However there is a phased roll out. A small number of practices across New Zealand began using this new survey in February 2016.