

Patients completing the primary care patient experience survey

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Outcome

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

Measure

Patients providing feedback 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

Primary Health Organisation (PHO) enrolled patients who are surveyed

Measure status

Active

Numerator

Number of PHO enrolled patients that provided feedback via the primary care patient experience survey

Denominator

Number of PHO enrolled patients who are surveyed

National target

Local target

Milestones to be decided by Alliance

Data Sources

Available through 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. Numerator and denominator limits may need to be considered so that the measure reflects actual population seen in general practice (i.e. number of PHO enrolled patients seen within the last 6, 12 or 15 months etc.)

The primary care patient experience survey is expected to be adopted by all practices as part of the Primary Health Organisation (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.