

Can I see the results?

Some services will be showing their results on their own websites, bulletin boards or in newsletters. Please ask your local services for more information. You will also be able to see the results online by typing www.patientexperiencesurvey.co.nz into your browser.

These online results will be in "real-time" which means they will be uploaded and added to results immediately if a Wi-Fi connection is available at the time of completing the survey. Surveys completed offline will be automatically uploaded when a Wi-Fi connection is made.

You will not be able to see individual survey responses (even your own) as we don't record the identities of people completing the survey.

What if I want to make a complaint?

Mārama Real-time Feedback survey is not a complaints tool. Results are anonymous and so we can't follow-up individual complaints. However, we welcome all feedback, negative or positive, when you are completing the survey.

If you wish to make a complaint please talk directly to your local mental health and addictions services, which will have a complaints process. You may also wish to contact your local Health and Disability Advocate on Freephone **0800 555 050** or by emailing advocacy@hdc.org.nz.

What if I need help completing the survey?

Your family/whānau, support person, or a member of staff can assist you to give feedback. For more information please contact: **0800 135 531**.



www.hdc.org.nz

www.patientexperiencesurvey.co.nz



**TELL US WHAT YOU THINK
ABOUT OUR SERVICES**

**Mental Health and
Addiction Services Real-time Feedback**



0800 135 531



What is Real-time Feedback?

Mārama Real-time Feedback is an electronic survey created by the Mental Health Commissioner in collaboration with CBG Health Research allowing anyone using mental health and addiction services to give feedback.

You can share your thoughts – good or bad, on mobile devices like tablets. You can do it anywhere: in hospitals, clinics, the community, or from home. It is very easy to use, is available in seven different languages and is completely anonymous.

How long will it take?

On average it takes about 1-3 minutes.

How can I complete a Real-time Feedback survey and how often?

If your local mental health and addictions services are using the survey, staff may ask you whether you would like to complete it. You can also tell staff if you would like to give feedback.

It is up to you how often you give feedback, but we would encourage you to complete a survey after each appointment or interaction as your experience may be different each time.

Why should I complete a Real-time Feedback survey?

Feedback from people using services is the best way to understand what needs to change. Your feedback will help make sure your local mental health and addictions services are providing the right services for you, your loved ones, and your local community.

How many questions are there?

There are seven questions asking you to rate your experience, one optional question where you can add more detail if you wish. You will also be asked your ethnicity, gender age and if you are a service user or family / whānau member to make sure they are treating all people fairly.

The questions may change slightly over time.

Who will see the information and what will it be used for?

Every service using the Mārama Real-time Feedback survey will see their results so that they can understand what they are doing well or what changes are needed if things aren't working well. The results will also be used to look at people's overall experience across different regions and nationally so that people like the Mental Health Commissioner can advocate for changes to services on your behalf.

Will they know the survey is from me?

All feedback is completely anonymous. You will not be asked to provide your name or any identifying information and steps have been taken to make sure the data is secure.

Any additional comments as text feedback will be edited by each service to ensure anyone completing the survey or staff members are not identified. Any requests for assistance will not always be viewed by services and cannot, therefore, be followed up. If you feel you are in distress or need help please contact your local mental health and addiction services, GP, nearest Accident and Medical or Healthline 0800 611 116.

Here's what it looks like:

Rate your experience by selecting the face that applies for each of the statements below.



Thinking about your most recent experience with the service/people who support you, how much do you agree or disagree with the following statements...

- I feel respected
- I am involved in decision making.
- The people I see communicate with each other when I need them to.
- My family/whānau are given information and encouraged to be involved.
- I have the support I need for the future.
- Our plan is reviewed regularly.
- I would recommend this service to friends and family if they needed similar care or treatment.
- Is there anything you want to say about your recent experience with the service or anything you think we can improve on?

Example analysis for Q2 below

