

Patient Voice

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What is Patient Voice?

Put simply, patient voice refers to the opinions and experiences of your patients and how these views can inform health providers and the services they offer.

Patient voice can refer to many different things including:

- Patient satisfaction
- First-hand patient stories
- Involving patients in decision making

The why

Patient Partners:
Our voice making
the difference



What we're doing at Pinnacle MHN



- Push My Button – capturing real time feedback
- Surveys - National Patient Experience Survey
 - HCH Patient Experience Surveys
- Patient Participation groups
- Consumer Panel

The potential

- Push My Button at more practice sites – to build and grow this network
- Surveys:
 - National Patient Experience Survey
 - HCH Patient Experience Surveys
- Increase the number Patient Participation Groups in our practices
- Consumer Panel: increase numbers and ethnic diversity
- Patient Partners working in practices
- Focus Groups
- Partnerships with local Iwi



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Push My Button – capturing real time feedback

- Version 2 terminals to now collect open feedback.
- Introduce Smiley Link – the virtual alternative for an online pulse survey. Being integrated into your PMS.
- We'd like to grow the PMB network and get terminals into many more practices.



Are you happy with this medical centre?



74%
28 resp.



26%
10 resp.



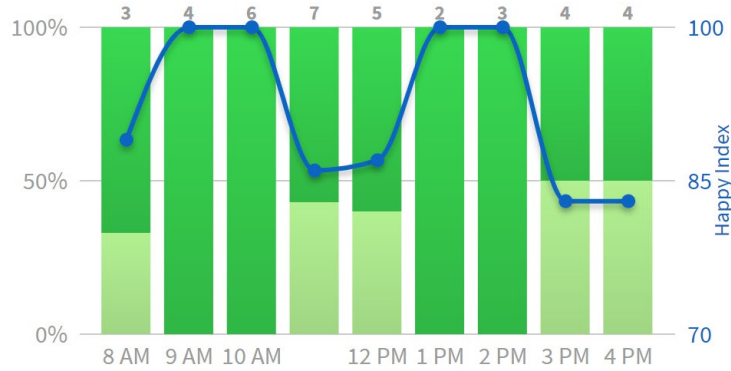
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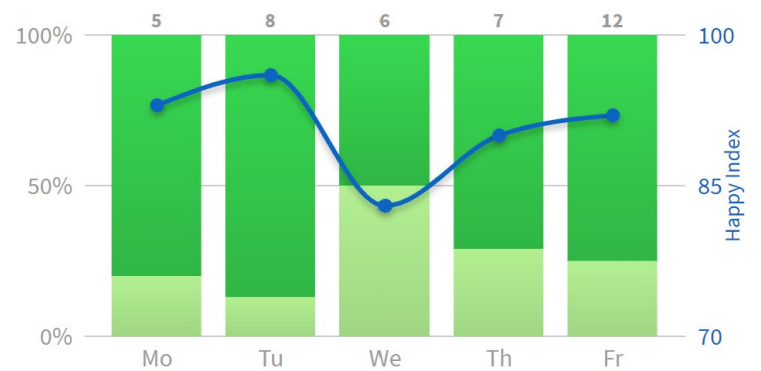
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Index: 91.0
Responses: 38

HOURLY DISTRIBUTION



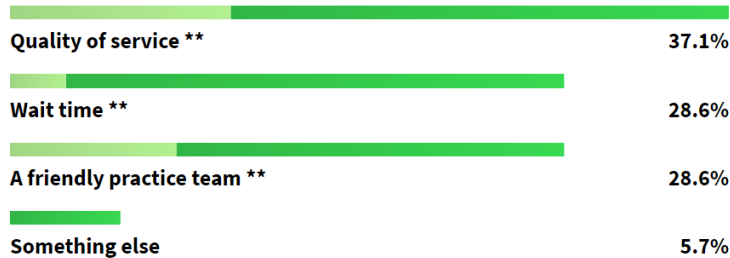
WEEKLY DISTRIBUTION















HIGHLIGHTS

[Timeline](#)

[List](#)



- A friendly practice team 07/29/2020 3:09 PM
 Long wait time, but it was worth the wait to see someone who cares 
[Northcare Pukete Road](#)
- Quality of service 07/29/2020 12:03 PM
 Dr Alicia is lovely. 
[Northcare Pukete Road](#)
- Quality of service 07/29/2020 11:24 AM
 The nurse who did my vaccination was thorough and very nice 
[Northcare Pukete Road](#)
- Wait time 07/29/2020 8:52 AM
 Very quick! Thank you 
[Northcare Pukete Road](#)
- Something else 07/28/2020 2:16 PM
 Using the app to get blood forms/repeat scrips and make appointments. Very convenient. 
[Northcare Pukete Road](#)
- A friendly practice team 07/28/2020 9:53 AM
 Such great bedside manner from the doctor. Happy and helpful. When ringing to make an appointment it is very frustrating and time consuming to compulsory listen to an ad about quitting smoking before you even speak to someone. Wouldn't it be more courteous to play this ad whilst on hold in the queue rather than waiting until the ad has completed before you get put through to reception? 
[Northcare Pukete Road](#)



Surveys

- National Patient Experience Survey – conducted quarterly by the MoH & Ipsos.
- Consumer Panel Survey – conducted bi-monthly, another recruitment drive required to drive up numbers and increase diversity.
- Health Care Home Patient Experience Survey – Patients at onboarding HCH practices are surveyed pre HCH, at 6, 12 and 18 months to gauge their experience of the change at their practice.

Patient participation groups

- A PPG is a small group of volunteer patients and staff from a general practice who meet together at mutually agreed intervals.
- The overall purpose of the PPG is to develop a positive relationship between patients, the general practice, and the community it serves; ensuring the general practice remains responsive to all its patients' needs.



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A graphic illustration featuring silhouettes of five diverse individuals: an older man with a cane, a woman holding a child, a person in a white lab coat, and two other men. Above them are several overlapping speech bubbles in orange, purple, teal, and blue. A blue speech bubble on the left contains the text 'Patient Partners: Our voice making the difference'.

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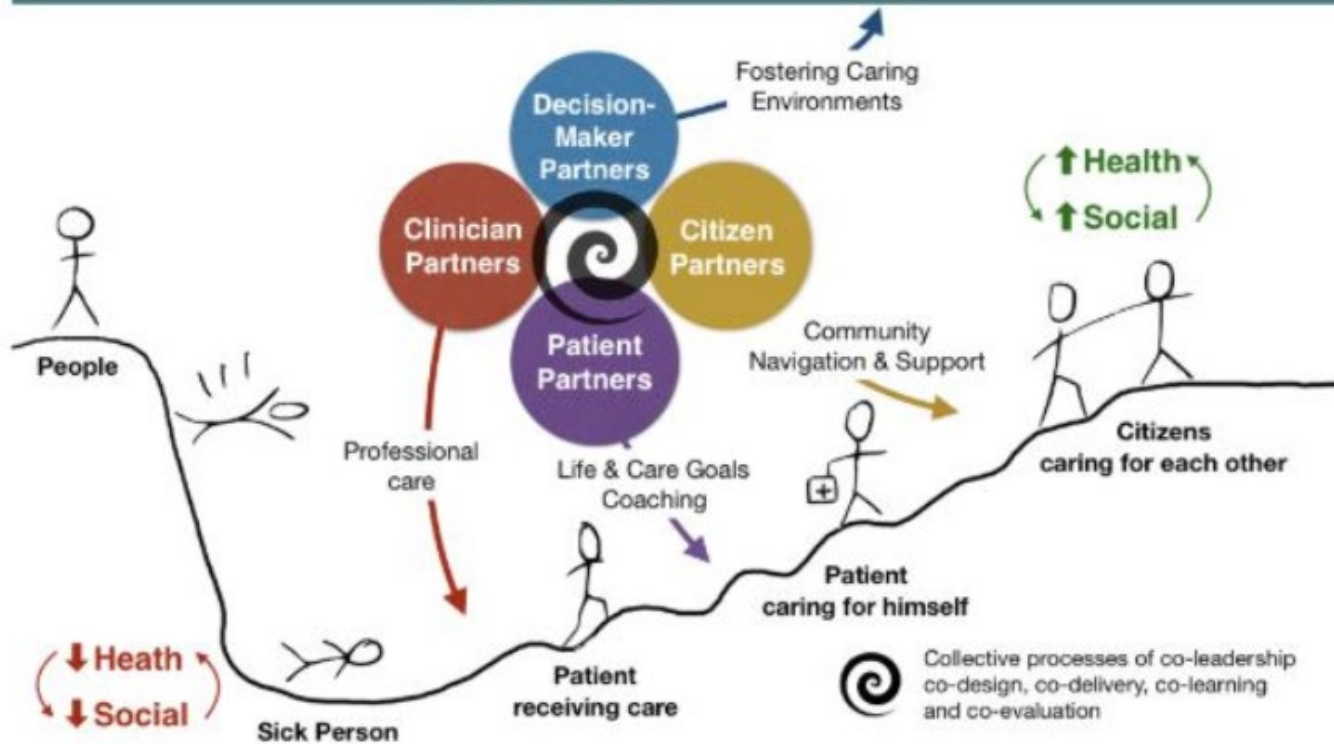
Consumer Panel

- Has been running for three years now.
- Currently has 1700 members.
- Surveys emailed out to members every other month.
- Quick fire surveys, a maximum of three questions, varied between open and closed questions.
- Currently there's only 6% of the members who are Māori.
- Another recruitment drive for panel members will be happening soon.



Patient partners

- Patient partners are employed as a member of the practice team
- Work as partners to bridge medical and social care for people with complex conditions in the community
- Is there to listen, coach and connect
- Aids other patients to navigate the health system and reconnect with the community to develop their own self management skills
- A role ideally for those who have experience of the practice from a patient perspective and knowledge of the local community
- <https://blogs.bmj.com/bmj/2020/02/28/community-initiative-co-led-with-patients-could-improve-care-for-people-with-complex-health-and-social-needs/>



Focus groups

- Targets patients with specific conditions or populations
- To explore more complicated or sensitive topics
- Gain in-depth information about patients' experiences and feelings
- Can be used to co-design services through the patient lens



Partnership with locality iwi

- To be developed in conjunction with our Maori Health Advisor and Pou Whakahaere...
- Investing in staff with cultural competency and te reo professional development opportunities to help understand the world of Te Ao Maori
- Practice kaumatua/kuia
- Forming links with local iwi, hapu/marae
- Maori representation across all forms of patient voice



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Breakout session

1. What are you currently doing regarding patient voice?
2. What do you think your practice could do to capture patient voice?
3. How could you use your patient voice to improve outcomes?

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Wrap up

Questions?

A wero [challenge]...

Go back and plant the seed amongst your wider teams about the importance and value of Patient Voice and what you can be doing at your practice...

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