

# Patient Experience Survey (please navigate through pages with the arrow buttons in the top right corner)

An anonymous survey relating to patient experiences within healthcare

The purpose of the survey is to improve the quality of healthcare services in New Zealand by enabling patients to provide feedback that can be used to monitor and improve the quality of health services

All practice scores below 75% are highlighted yellow for easy viewing for future improvements



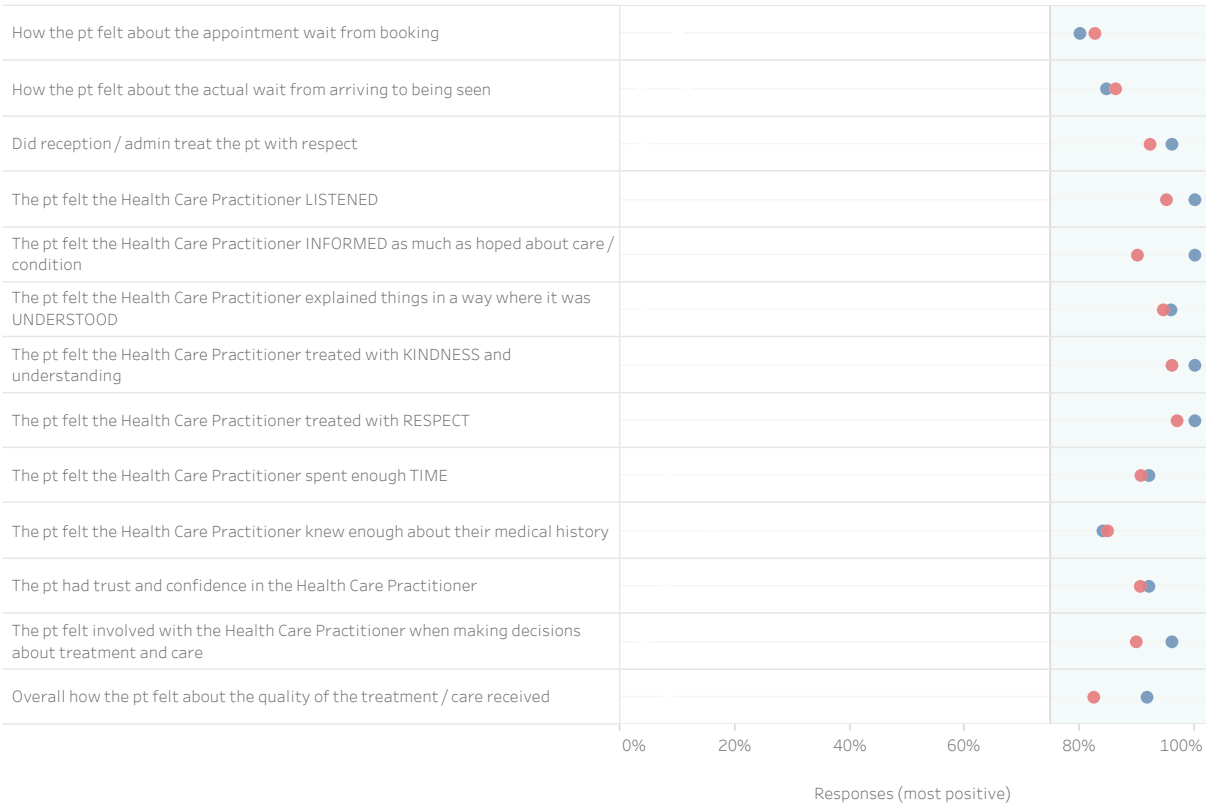
Number of pts who completed the survey **32**

Report Period  
Q3 2020-2021

## Practice Experience

ProCare Network average% Practice average% Scores below 75%

Practice  
Howick Health and M..



Data Source: Excel (External)

ProCare (Internal)

# Medication

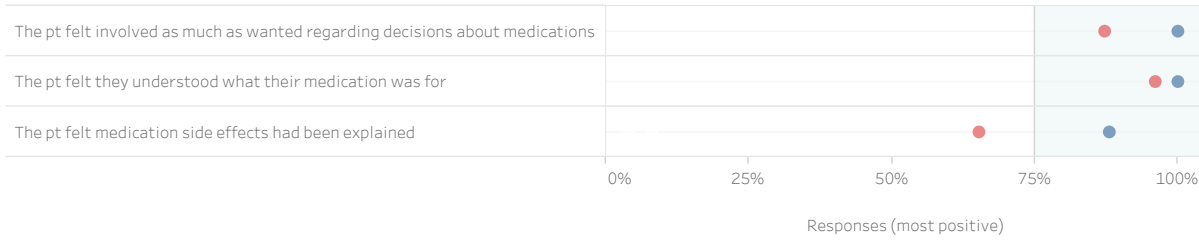
Medications prescribed to the pts over the last 12 months

Cost stopped the pt picking up prescriptions **1**

Report Period  
Q3 2020-2021

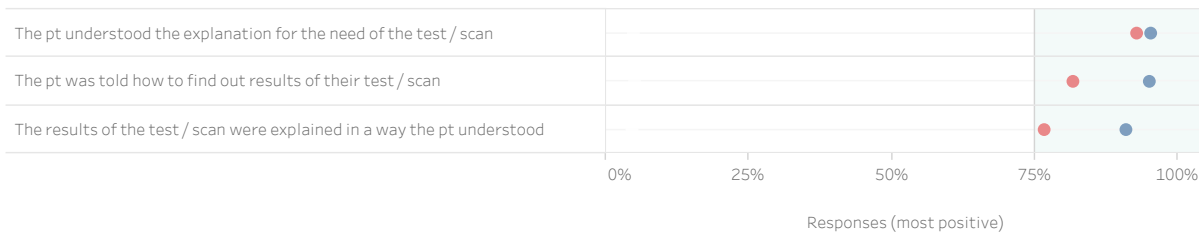
Practice  
Howick Health and Me..

ProCare Network average % Practice average % Scores below 75%



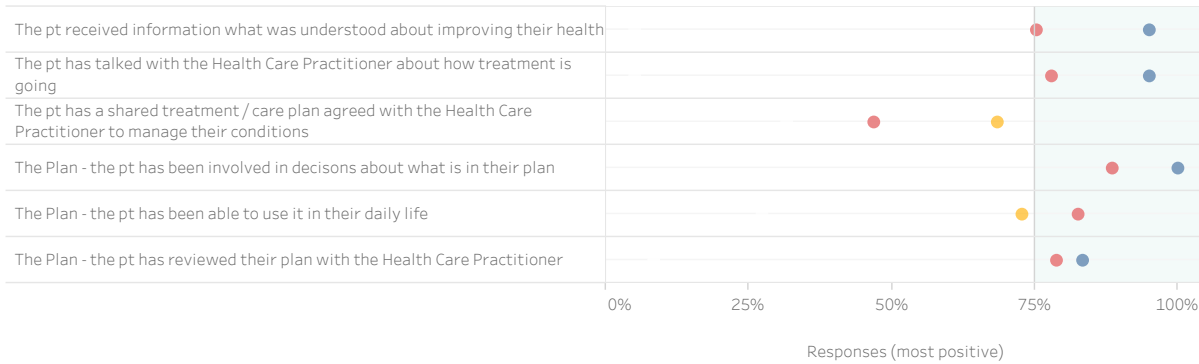
# Tests

In the last 12 mths the pt has had an x-ray, scan, blood test, or other medical test that had been ordered by the GP or Nurse clinic



# Long Term Conditions

Pts who have long term conditions



## Cultural Experience

Cultural questions were added to the PES report in Q3 2020-2021

Report Period  
Q3 2020-2021

Practice  
Howick Health and ...

	Yes	No	Name not used / No need to ask
The Health Care Practitioner pronounced the pts name correctly	26		
The Health Care Practitioner asked the pt on their name pronunciation if unsure	4	5	16

	Yes	Sometimes	Pt did not have any
The pt felt their cultural needs were met during the appointment	11	1	12
The pt felt their spiritual needs were met during the appointment	8	1	14
The pt felt their individual needs were met during the appointment	21	2	1

	Yes	Sometimes	No
The pt felt comfortable to ask the Health Care Prctitioner any questions they had	24	1	
At the practice is the pt allowed to have whānau invoved in discussions about their treatment and care	24		1